
From: Christopher Brand on behalf of J Napubs
Sent: Thursday, November 14, 2019 3:06 PM
To:
Subject: Follow-Up: Takata Retailer Portal - Response Required
Attachments: Dealer Agreement.pdf; Retailer Email Template.docx; Retailer Portal - FAQs.pdf; 192010.043_Takata Retailer Portal_10.24.19.pdf; Retailer Suggested Script.docx

TO: all authorized Jaguar Land Rover Retailer Centre/General Managers, Service Managers
RE: The Takata Retailer Portal is here!!

As outlined in Bulletin 192010.43 which you received on 10/24/19, the Portal will provide retailers visibility to all vehicles with open Takata Recalls within the retailer's AOR, irrespective of the retailer's business relationship with the customer.

Retailers **must complete** the attached Safety Recall Contact Information Use Agreement identifying approved users before access will be granted. Expected users are the Service Manager and General Manager, plus an alternate user. Agreements can be signed electronically or printed, signed and scanned.

NOTE: if you have already signed up, thank you!! There is no need to do so again.

Once completed, send the Agreement directly to recallq@jaguarlandrover.com.

It could take up to 5 business days for permission to access the Portal to be granted. You will get an email with your login information.

When calling the customers, please remember to mention the available incentives. You will be informed if any new incentives are implemented.

- For Portal Dos and Don'ts, please refer to the Bulletin 192010.43 (attached).
- For FAQs please also see the attached FAQ document (attached).
- Not sure what to say to the customer? We have a script for that! See attached Retailer Suggested Script to use as a guideline.
- Want to send an email instead of calling? Please see the attached suggested, customizable email content.
- For Technical Help, please contact I.H.S. Automotive Product Help Desk at 1-800-876-5526.

NOTE: if you have already signed up, thank you!! There is no need to do so again.

Sent on behalf of Jaguar Land Rover North America, LLC, by:

Chris Brand

Technical Service & Warranty Senior Analyst
Upstream Technical & Warranty



Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495
jaguarusa.com | landroverusa.com

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