

FDE - WARRANTY & UPSTREAM TECHNICAL SERVICES

TAKATA AIRBAG RECALL – TRUCK-IN SERVICE



- Jaguar Land Rover Roadside Assistance Towing Services (GRP Bulletin 202105.016) supports Takata Airbag Recalls by transporting an affected customer vehicle to and from their local Jaguar or Land Rover retailer for Takata passenger airbag module replacement.
- Retailer requests service directly from the JLR Roadside Assistance Supplier by filling out and submitting the attached [Takata Airbag Pick-up and Delivery Request Form](#).
 - Retailer must provide pertinent details regarding the tow: VIN, year, make, model, color, odometer reading, reason for tow, pick-up address, customer contact info, drop-off address.
- Email completed form to JLRCustomerService@xperigo.com and copy the JLR RSA Program Manager (scoxley2@jaguarlandrover.com).

Takata Airbag Pick-up and Delivery Request Form

This form is to assist with service volume needing tow into dealerships

VIN	
Year / Make / Model	
Color	
ODO	
Is the vehicle running?	
Tow reason (Maintenance or Recall)	TAKATA
Pick-Up Address	
Contact Name and Number	
Tow-to Address	
Contact Name and Number	

IMPORTANT COVID-19 Health Safety Notice

*** These questions MUST be answered by the customer ***

Have you or anyone in your household, traveled internationally in the last 14 days?	
Are you or anyone in your household showing any symptoms of cold or flu?	

Once completed, please send form to jlrcustomerservice@xperigo.com.

Once the service has been dispatched, you will receive confirmation email along with an ETA for pick up from Elizabeth (Beth) Benoit, Account Coordinator.

