

## [JAG US ALERTS] H081 and N138 Safety Recall Parts FAQ's

Dear Jaguar Land Rover Parts Managers,

From our March 13 Notification of H081 & N138 Recall parts deployments ([Copy below](#)) there have been some questions about parts processes. To help all retailers here are frequently asked questions and responses:

***Should I be placing my parts orders as Stock or VOR orders?*** Please place Stock Orders. Use the vehicle's VIN and quantity '1' fuel rail and quantity '4' injector kits per vehicle / per order. The VIN should be included on the 'Customer Material' line of the order. If the VIN is not included on the 'Customer material' line or a retailer orders more than 1' fuel rail and '4' injector kits per vehicle / per order the order will be cancelled with no notification.

***What should retailers be placing orders for during the restricted part period?*** Priority should be given to ordering parts for customer units.

***How will the restricted orders be managed and released by JLR?*** Orders will be reviewed and released multiple times each day by Jaguar & Land Rover. The releasing team's priority will be to release some orders every day for every retailer who has placed parts orders to insure all retailers are getting something every day. The numbers of orders released daily will be determined by available inventory to help maintain parts availability for all retailers and customers.

***Do I have to call the JLR Parts Helpline to get my orders released?*** No, the release teams will be focusing on releasing orders for every retailer every day.

***What if I have a late in the day or urgent request for a customer order beyond what is being released every day?*** Late day or special order needs can be made by contacting Parts Helplines (Jaguar 888-524-3577 Option 1; Land Rover 888-577-8577 Option 2 twice) who are authorized to release special request orders.

***When will the parts restrictions be removed?*** When parts ordering levels become more stable and parts inventory levels allow for the removal of the restrictions.

***What if I need extra injector kits due to repair procedure damage?*** Injector kit only orders for quantities 1 - 3 can be submitted with VIN # and the release teams will release these orders in consideration of this.

***Who should I contact if I have any questions?*** The Jaguar Parts Helpline 888-524-3577 Option 1, or the Land Rover Parts Helpline 888-577-8577 Option 2 twice.

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**March 13, 2018 Parts Deployment Notification:**

Please be advised that Jaguar Land Rover NA is currently shipping initial parts allocations today to all Retailers with sold vehicles for the Jaguar H081 and Land Rover N138 Safety Recalls. Initial parts order allocations for fuel rails and injector kits are 30% based on sold Retailer vehicles. Priority for these parts should be given to customer sold units.

Due to supply constraints Jaguar Land Rover will be temporarily managing restricted parts orders until more supply is available to help maintain parts availability for all retailers and customers.

Retailers are requested to place future orders following the restricted parts order guidelines for each brand. Use the vehicle's VIN and quantity '1' fuel rail and quantity '4' injector kits per vehicle / per order. The VIN should be included on the 'Customer Material' line of the order. As with all restricted parts the orders will be reviewed and released multiple times each day. If the VIN is not included on the 'Customer material' line or a retailer orders more than 1' fuel rail and '4' injector kits per vehicle / per order the order will be cancelled with no notification.

Jaguar Land Rover thanks you for your cooperation to help us all manage through these important campaigns.