

From: JLRNA Customer Service Publications
To:
Cc:
Subject: Invitation: US ONLY Jaguar Land Rover North America Service Advisor Conference Call - Friday, March 7th, 2025 at 3:30pm Eastern / 12:30pm Pacific - Link Attached
Date: Monday, March 3, 2025 12:09:35 PM

Dear Retailer Staff:

I am writing to invite you to a US ONLY JLR NA Service Advisor Conference Call, Friday March 7th at 3:30pm Eastern / 12:30pm Pacific. The call will focus on Jaguar I-PACE EV Battery related recalls, and will cover:

- A chronology of past and present I-PACE battery-related recalls and recent changes to battery-related repair process – *the origin and intent of each field service action, and changes to the FRED process, so you can talk to each with clients, with informed confidence.*
- The repurchase process and effective client management – *how it will work, timelines on implementation, options available to you to manage client expectation.*
- Next steps and available resources – *where you can access the information you need, where you can direct any subsequent questions, and what will happen next.*

The format will be a Microsoft Teams Live Event, however Microsoft Office products are not required, and the conference is accessible from any web enabled device by clicking [HERE](#).

A few points to note regarding the call:

- The conference call is accessed by the web link above only; no phone dial-in is possible
- The invite is sent using the dealer email system, not individual email addresses or a mailing list. If you have a counterpart who has not received the invite but believes they should have, they should contact their local dealer email administrator to ensure their profile is set-up correctly
- When joining the call, please enter your details so that...
 - we know who we have on the call
 - if you raise a question during the call using the live Q&A function, this detail will automatically be added so we know who to contact in the case of a follow-up
- After the call, the Q&A will be added to the deck presented then uploaded to GRP2.0. I will also follow-up with an email to the same mailing list who receive this

invite with the complete deck attached as a pdf document

- We recognise that not all service advisor personnel will be able to join the live webinar, so please ensure you share the content of the call with your teams

On behalf of the customer service team, we look forward to joining you all on this month's call.

Regards,



Jaguar Land Rover North America LLC
100 Jaguar Land Rover Way, Mahwah, NJ 07495, USA

Jaguar Land Rover Limited, Abbey Road, Whitley, Coventry, CV3 4LF, UK
Registered in England Number 1672070 (Do not delete)

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