



RETAILER BULLETIN

18 - February - 2025			BULLETIN NO: 242502.036				DEPT: Customer Experience					
AUDIENCE:	DEALER PRINCIPAL	X	SALES MGR	X	SALES GUIDES	X	SERVICE MGR	X	TECHS		PARTS STAFF	
	GENERAL MANAGER	X	BUSINESS MGR	X	OFFICE MGR	X	SERVICE ADVISORS	X	PARTS MGR		WARRANTY	
SUBJECT: Recalls H514/H536 Final Remedy and Repurchase Process												

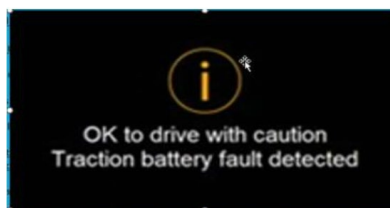
This bulletin details the process that will be followed by JLR NA and Retailers in order to complete the vehicle repurchase of certain 2019 Jaguar I-PACE vehicles affected by H514 and H536 Safety Recalls and the cessation of EV Battery Repairs.
(IMPORTANT: Please see RETAILER Responsibilities on Page 3).

Immediately Cease EV Battery Repairs on Vehicles in the USA H514/H536 Safety Recalls

Given the decision to repurchase all vehicles affected by H514/H536 as a final remedy, with immediate effect, Jaguar is ceasing any EV battery repairs on this vehicle population other than the H514 and H529 Software Update.

If a 19MY USA vehicle subject to H514/H536 is presented for service with the following warning message displayed in the instrument cluster, **do not conduct any EV battery diagnosis or repair.**

However, please ensure that the H514 and H529 Interim remedy software update has been properly completed on the vehicle. If retailers need any technical assistance to complete the interim software update, please open a TA case.



Advise the client that Jaguar will implement the H514/H536 Repurchase final remedy using specialists from the Jaguar I-PACE Service Center. Clients may continue to drive their vehicle prior to vehicle surrender though battery charging will be limited to 80% of maximum charge level to protect the vehicle from thermal overload.

===== PROGRAM PROCESS STEPS =====

PROCESS OVERVIEW & REMEDY FOR THE RECALL:

- JLR announced H514 and H536 related to concerns with a capability of the diagnostic software introduced through prior safety recalls (H441, H459, or H471) affecting certain 2019 Jaguar I-PACE vehicles.
- As the final remedy for this recall, JLR will repurchase vehicles at Fair Market Value – taking into account depreciation based on the age, condition and mileage of the vehicle.
- JLR NA will use kbb.com as the independent source of vehicle values.
- JLR NA has engaged the services of Morley, Inc. to staff the Jaguar I-PACE Service Center and assist in the administration of this recall and repurchase process.
- Please do your best to set expectations with your clients that the repurchase may take 30 – 45 days to complete once contact is initiated between the client and Morley.

QUESTIONS ABOUT THIS BULLETIN? PLEASE CONTACT:

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Jaguar I-PACE Service Center Responsibilities:

The Jaguar I-PACE Service Center (operated by Morley, Inc.) will collect necessary documents and make the offer to the customer for the repurchase of their vehicle pursuant to the requirements and guidelines of the H514/H536 safety recall.

Each retailer must designate an “H514/H536 Point Person” to organize and confirm surrender appointments and assist with the surrenders of customers’ vehicles. Your CSMM will reach out to your General Manager to confirm who is the designated Point Person for your dealership.

A scheduling coordinator from Morley will arrange the appointment with the customer and then reach out to your H514/H536 Point Person to provide the date and time for the customer to turn in their vehicle at your Centre.

1. **Morley will ship a “Repurchase Packet”** in advance of the surrender date containing critical documents for the surrender via Federal Express including:
 - a. Check for Customer for the agreed amounts.
 - b. Customer Power of Attorney
 - c. Dealer Power of Attorney
 - d. Odometer Disclosure Statement
 - e. Repurchase Vehicle Property Control Form
 - f. Authorization for Payoff/Release of Information
 - g. Pick-Up Pending Sign
 - h. State-specific required documents (if applicable)
 - i. Postage-paid FedEx return envelope
 - j. Vehicle Inspection Form
2. **Morley will reach out to the dealership contact** to confirm the Repurchase Packet was received and answer any questions.

During the Surrender, Morley will provide a Transfer Agent responsible for the following:

- Meet and greet the customer at the dealership.
- Explain the purpose of each document to the customer.
- Secure signatures on all relevant documents.
- Inspect the vehicle.
- If the vehicle has unrepaired collision damage or intentionally inflicted damage, the Transfer Agent may request an estimate from the dealership before contacting Morley for guidance.
- Complete the vehicle inspection and vehicle inspection form.
- Capture photos of vehicle condition at time of surrender
- Gather completed documents and ship to Morley using the FedEx envelope provided.
- Disperse funds to the customer (if applicable).
- Collect funds from the customer (if applicable).

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RETAILER RESPONSIBILITIES DURING THE SURRENDER PROCESS:

Retailers should assist with the following:

- Receive and safeguard “Repurchase Packet”.
- Provide the Repurchase Packet to the Transfer Agent upon arrival.
- Provide quiet, private (as best as possible) space for the customer and the Transfer Agent to sit and execute documents.
- Provide a notary if applicable.
- Provide an estimate for damage if applicable.
- Send a copy of the estimate for repairs to: JLRREACQUIREDVEHICLES@MORLEYNET.COM.
- Ensure that the surrendered 2019 Jaguar I-PACE has the H514 and H529 Software Update completed, and that the recall is documented and closed in the Warranty system.
 - PLEASE NOTE THAT VEHICLES CANNOT BE TRANSPORTED FROM YOUR CENTER WITHOUT THE SOFTWARE UPDATE COMPLETED AND DOCUMENTED IN THE WARRANTY SYSTEM.
- Ensure that the battery charge is approximately 30% (approximately 70 miles of range) so that the vehicle can be transported properly.

IF CLIENT CALLS OR VISITS YOUR STORE ASKING ABOUT THE SAFETY RECALL:

- Ensure that Customer VIN is included in the H514/H536 recall population.
- Ensure that their 2019 Jaguar I-PACE has had the H514 and H529 software update completed properly.
- Please refer your client to the Jaguar I-PACE Service Center at 1-800-452-4827, Option 9, and follow instructions regarding the Jaguar I-PACE recall and one of our representatives will be happy to assist you.
 - The Service Center will provide a brief overview of the steps in the repurchase process and detail the list of documents that the client will be responsible to provide in order to expedite the repurchase and payment.
 - Please note that the Jaguar I-PACE Service Center is operated by Morley, Inc. on behalf of Jaguar Land Rover North America.

Please consult with you CSMM for any questions about this bulletin.

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