



22 APR 2025			BULLETIN NO: 252604.034				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	X	WARRANTY	X
SUBJECT: H514/H536 Alternative Mobility Options for Clients												

In order to provide alternative mobility for clients affected by H514 / H536, JLR NA will support the following provision of alternative mobility support:

RENTAL CARS:

Up to \$85USD/day for qualifying MY'2019 Jaguar I-PACE customers.

- Rates for RENTAL cars will be payable from “Day 1”
- Offer eligible for safety and drivability concerns only.
- Retailer must arrange and pay for rental to be reimbursed. Do not ask the client to make their own arrangements.

IMPORTANT QUALIFYING DETAILS:

It is recognized that it isn't always possible to provide JLR branded loaner cars for all of your clients, and RENTAL cars provide a measure of care to increase customer satisfaction and loyalty.

To support you in your efforts to deliver an exceptional customer experience, JLR NA has approved the following amounts payable for RENTAL CARS for H514/H536 clients:

- Rates for RENTAL cars will be payable from “Day 1” at up to \$85 USD/day for all qualifying customer cars
- To qualify for RENTAL PAYMENTS:
 - For this H514/H536 Rental program only, JLR NA will waive the requirement that Retailers must be enrolled in the JLR NA Loaner Program and maintain the recommended Loaner Fleet for this program.
 - Short term rentals must be covered by Retailer CE Self-Empowerment at actual costs (up to \$1350 USD).
 - Amounts above \$1350 USD (\$1,750 CAD) must be submitted to JLR NA for review and approval.
 - Closed RO, Surrender documents, and Rental Documents must be submitted for review.

Important Information on Page 2

QUESTIONS ABOUT THIS BULLETIN? PLEASE CONTACT:

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REMINDER:

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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