

NOTIFICATION OF UPDATE PRIOR TO SALE
H160 UPS10218-1B (STOP SALE): USA
VEHICLES BUILT WITHOUT INCONTROL PACK
FEATURE



NAS18.10.006 | WORKSHOP

| USA

AFTERSALES BULLETIN

OCTOBER 5, 2018

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range which have been manufactured to a specification which is inconsistent with the standard feature set which forms the product offered for sale. WiFi connectivity and Personal Setting Centre along with the Connect Service Pack has not been specified for installation.

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: 2019

VIN: Z15414-Z41837

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of October 5, 2018).

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by Program Code 'H160' and HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale until further notice.

Affected sales demonstrator and loaner vehicles may continue to be used, absent any local regulations.

A Technical Bulletin will be published once repair instructions are finalized and any required parts have been procured. An update will be provided on or before October 11, 2018.

CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'

'Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.

Thank you for your cooperation in this matter. Jaguar Land Rover North America apologizes for any inconvenience this may cause. Customer Communication