

UPDATE PRIOR TO SALE H160 UPS10218-2B  
(STOP SALE): USA VEHICLES BUILT WITHOUT  
INCONTROL PACK FEATURE



NAS18.10.011 | WORKSHOP

| USA

AFTERSALES BULLETIN

OCTOBER 10, 2018

**THIS BULLETIN UPDATES NAS18.10.006. CHANGES ARE HIGHLIGHTED IN BLUE**

**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-Z43230

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 Sales Operations Bulletin will be published the week of October 15, 2018, which will contain information on actions required by retailers prior to retail of affected vehicles.

Until these further instructions are provided, retailers are requested to take no action on diagnosing these vehicles for non-functioning WiFi and connected service systems, nor place any orders for replacement parts or SIM cards.

**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.