



RETAILER BULLETIN

12 - February - 2026			BULLETIN NO: 252602.027				DEPT: CUSTOMER CARE					
AUDIENCE:	DEALER PRINCIPAL	X	SALES MGR	X	SALES GUIDES		SERVICE MGR	X	TECHS	X	PARTS STAFF	X
	GENERAL MANAGER	X	BUSINESS MGR	X	OFFICE MGR	X	SERVICE ADVISORS	X	PARTS MGR	X	WARRANTY	X
SUBJECT: IMPORTANT DIRECT CURRENT TO DIRECT CURRENT (DCDC) CONVERTER UPDATE												

Dear Retailer,

This administrative bulletin is intended to ensure clarity and alignment between JLR NA and our retail partners on the impact and related actions to the ongoing DCDC converter issues affecting our clients and your operations for the following models and model years:

North America Vehicles and Model Years with MHEV Derivatives:

- Jaguar F-PACE X761 2020MY>
- Jaguar E-PACE X540 2021MY>
- Land Rover Defender L663 2020MY>
- Land Rover Discovery L462 2020MY>
- Land Rover Discovery Sport L550 2020MY>
- Land Rover Evoque L551 2020MY>
- Range Rover L405 2019-2022MY
- Range Rover L460 2022MY>
- Range Rover Sport L494 2019-2023MY>
- Range Rover Sport L461 2023MY>
- Range Rover Velar L560 2020MY>

**Issue**

The DCDC converter is a component of Mild Hybrid Electric Vehicles (MHEV) and facilitates power step-down from the 48V propulsion system to the 12V standard vehicle electrical system. When the vehicle identifies an issue with this system, it presents the message ‘Stop Safely Electrical Fault Detected’. Once the vehicle is powered down via ignition cycle, it may not restart depending on remaining residual charge.

**Action by JLR – Retailer Communications**

There have been several related ‘Special Service Messages’ (SSM’s) released:

SSM#76173/76174 – MHEV DCDC Internal Failure With Warning Message Displayed (both now deleted).

SSM#76280/76281 – 12V Startup Battery Emergency Start Procedure - Mild Hybrid Electric Vehicle (MHEV).

SSM#76285/76286 – Direct Current To Direct Current (DC/DC) Operational Test Workflow Update (both now deleted).

SSM#000003/000004 – MHEV System Health Test - Test Plan

SSM#000010 – DCDC Operational Test Revision.

### **Action by JLR - Part Supply**

We recognize that there is a high volume of DCDC converters on backorder and we are working closely with the supplier to increase production of service parts. We currently have more than 500x in transit to market via air freight, which will support a substantial recovery in supply.

Based on the updated production and shipping schedule, we expect to clear the majority of existing backorders in late February, with full volume recovery continuing into early March, assuming planned deliveries remain on track.

We will continue to explore all avenues within our supply chain to accelerate delivery of parts to market and RPOS ETAs are being updated in line with the revised supply plan.

### **Action by JLR – Mobility Options**

Please refer to **Retailer Goodwill Manual / Bulletin No. 242505.020** for complete details and eligibility on Car Hire and Loaner Support for affected clients.

### **JLR NA Mobility Expectations:**

Retailers should make every effort to provide a JLR–branded loaner vehicle when a customer’s vehicle remains in service for repairs. When a branded loaner is not available, rental vehicles may be used to support the customer experience. Vehicle Hire Mobility covers both branded loaners and rental vehicles.

You can manage loaner fleets and reduce rental costs by:

- i) asking customers if they require alternate mobility during their repair,
- ii) considering other forms of mobility that may be acceptable to customers such as Lyft or Uber, or vehicle pick-up & delivery at their home or office when they have other vehicles in their garage available to them.

### **LOANER CARS (Branded JLR NA Vehicles):**

- **Retailers must maintain the recommended Loaner Fleet**, as provided by JLR NA.
- Retailers receive VM payments as negotiated between the Retailer Cabinet and JLR NA as fair compensation to offer Loaner Cars to drive increased customer loyalty.

- **Limited Time LOANER PROGRAM:**

JLR NA is temporarily authorizing supplemental loaner reimbursement when:

- **Customer has had a loaner more than 7 days due to a parts delay.**
- **All parts were ordered ZBR, and**
- **The retailer maintains the recommended minimum fleet size.**

Reimbursement

- **\$100 USD/day after 7 days**

Submission requirements:

- No pre-approval is required.
- VH Goodwill can only be submitted after repair is complete and RO is closed.
- Submission requirements for reimbursement include:
  - Closed RO
  - Parts delay proof (ZBR)
  - Loaner vehicle documentation

## **RENTAL VEHICLES:**

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.

- Rental Rates:
  - Up to **\$85 USD/day for all customer cars** (\$100/day CAD)
  - Up to **\$125USD/day** (\$150/day CAD) for customers having their
    - MY'22 or later Range Rover or
    - MY'23 or later Range Rover Sport vehicle repaired.
- Eligibility Requirements:
  - Must be **enrolled in the JLR NA Loaner Program** and **maintain the required Loaner Fleet levels**.
  - Confirm all JLR NA Loaner vehicles are actively used by customers with vehicles in service.
  - All required parts for customer's repair must be ordered ZBR.
  - Cover short term rentals using Retailer CE Self-Empowerment (up to \$1350 USD / \$1,750 CAD) within Manufacturer's warranty.
  - Provide closed RO, Part Delay, TA documentation, and Rental Agreement.
- Limitations:
  - VH Goodwill is **limited to 36 months post New Vehicle Limited Warranty** (excluding CPO):
    - US: Jaguar- up to 96 MIS (inc Jaguar Elite Care); Land Rover - up to 84 MIS
    - Canada: Jaguar Canada and Land Rover Canada up to 84 MIS

## **CUSTOMER EXPERIENCE GOODWILL ("CE")**

We want to remind Retailers that Customer Experience ("CE") Goodwill remains a key tool to support customers and protect the ownership experience.

### **CE Goodwill – Retailer Self-Empowerment-Empowerment**

- In-Warranty-Vehicles: CE Goodwill may be used under your Retailer Empowerment
- Out-of-Warranty Vehicles: CE Goodwill may now be authorized with Field Staff approval
- Above Empowerment Levels: Your Field Team (CSMMs, RPMs, RVPs) may approve Goodwill above your authorization level.
  - With prior Field approval, JLR NA will match Retailer contributions for out-of-warranty CE Goodwill above your empowerment limit.

- Documentation Required: Upload all supporting documents (ROs, receipts, etc.) to the CRM@Retail case.

CE Goodwill is designed to “enhance the customer experience” rather than “fix” the vehicle. It is intended to create positive, memorable experiences — examples include:

- Event or restaurant gift cards
- Complimentary services
- Vehicle rental support
- Branded merchandise
- Drive Experience certificates
- Extended Service Plans or prepaid maintenance

Updated Field authorization levels are in place to help you deliver exceptional experiences consistently.

### Call to Action for Retailers

- **Follow the workflow as prescribed by TOPIx to ensure that replacement of the DCDC converter is the correct repair plan.** We have seen examples where retailers have assumed that DCDC converter is the issue, only to find when parts arrive and are fitted, this is not the issue affecting that unit.
- **Where replacement of the DCDC converter is the prescribed repair plan, please ensure the order is placed VOR by VIN in RPOS and submitted as critical to receive prioritized allocation.** RPOS ETAs are being kept up to date. Stock orders will continue to be fulfilled last.
- **Continue to triage all breakdowns and clear any ‘quick wins’ not impacted by DCDC.** This will support fleet availability.
- **Please continue to play your part by accepting recoveries and avoid divert requests.** Your support will have a positive impact on the overall client experience as we navigate this challenge.
- **Monitor inbound DCDC converter supply to your retail location.** This will help ensure you’re scheduling the repair within 48 hours of arrival.

### Further Support

- **Issue** – Any new updates will be shared via the business-as-usual channels such as retailer-facing publications and forums, e.g., the monthly ‘Technical Update Conference Call’ (TUCC).
- **Parts** – Contact the JLR Parts Logistics team at 888-524-3577 or JLRPARTSLOG@jaguarlandrover.com.
- **Mobility Options** – Please consult your Customer Service Market Manager.