



NON-COMPLIANCE RECALL P077: REAR LICENSE PLATE ILLUMINATION LOANER PROGRAM IMPACT

OPERATIONS BULLETIN

17-MAY-16 | No.: JOGI16-035 | SEC.: GENERAL INFORMATION | MKT.: USA
OGI16-031

DESCRIPTION

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Non-Compliance Recall involving certain 2015-2016 model year Land Rover Discovery Sport vehicles imported into the United States market. The affected Vehicle Range where the rear license plate lamp housing(s) may lose retention within the tailgate finisher and subsequently fall out.

In order to assist the JLRNA customers and retailers JLRNA will allow affected retailers to process non-branded service loaner claims using the following program codes

- Jaguar Program Code **ZZLW**: Pick-up and drop-off (including taxi [\$25.00/day])
- Land Rover Program Code **M016**: Pick-up and drop-off (including taxi [\$25.00/day])

These Program codes will be used temporarily for non-branded service loaner claim until the campaign has been completed.

Submitting a non-branded service loaner claim:

To ensure reimbursement for a non-branded loaner claim, please read the following notes:

- Confirm that Claim Type is set to **'Vehicle Claim'**
- Fill in all required vehicle information (VIN, Odometer, Repair Date, etc.)
- Select the appropriate Program Code
- Scroll to 'Miscellaneous section
- Select **'LOANR2'** from the drop-down menu (some fields will automatically populate with information upon selecting a choice from the menu for Program Code **M016** or **ZZLW**)
- Enter the Expected Value (USD).
Ex: if Program Code is M016 (25.00/day) and the number of days is 1, enter '\$25.00'; if number of days is 2, enter '\$50.00', etc.
- Enter an Invoice name – Invoice name to be used for audit and tracking purposes should be **"RECALL P077"**
- Enter the number of Loaner Days. *Note: Must correspond with Expected Value (USD).
- Once all vehicle and Miscellaneous information has been entered, **submit** the claim.

Record Keeping/Tracking

- All loaner usage must be documented using the Loaner Vehicle Utilization Log. Information regarding this log can be found on InfoTrail under - https://lrinfotrail.jlrext.com/service_process/Loaner_Register.xls
- Use of the Vehicle Utilization Log is a mandatory Warranty record-keeping requirement and is subject to audit (including pick up and drop off).

JLRNA will monitor service loaner usage over the following months to provide guidance and avoid misuse resulting in chargebacks. Ultimately it is our retailer's responsibility to track usage and accuracy of warranty claims.

Retailers are advised that the use of affected vehicles as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.