	Date	09/15	JAB 00040
	ADMINISTRATION BULLETIN		
Subject Non Approved Vehicle Accessories and Modifications.	Models	All	

To: All Markets
Circulate to: Service Manager/Parts Manager/Warranty Administrator/Service Reception/ Technicians

Dear Colleagues

It has come to our attention that some of our approved outlets have been displaying vehicles for sale in their showrooms that are fitted with non-approved accessories or modifications to our products, and which have significant safety and performance risks. It seems inevitable that these vehicles would be presented for workshop services as well. JLR deems this practice is contrary to the terms and conditions of the franchise, requiring professional conduct of business, as well as overriding legal obligations on the sale of safe products and the monitoring of JLR products in the market place, and the general duty of care to our customers.

This practice should not continue.


By displaying modifications such as unapproved wheel and tyres, for example, in a fully branded showroom, or releasing such a vehicle from the workshop without comment, can lead the customer to think that the modifications have been fully validated and approved by JLR for use on our products – this is clearly not the case. The Retailer, workshop or Importer should be equally concerned that they may be deemed to have approved these products. Such modifications will result in the refusal of warranty for associated repairs and failures, or even worse have led to accidents where the component itself has failed.

We do not improperly restrict the commercial activities of our partners or legitimate third party suppliers, but because these practices are so misleading and can involve risk to the customer, we must be clear on the status of such practices.

If a customer does have work carried out independently, or if third party product does pass through your hands (even with engineering/safety assurances you find suitable from the customer or supplier) you need to have clear procedures in place to be absolutely clear to the customer that these products are neither associated with nor approved by JLR and JLR does not have any liability for such modifications.

For non-JLR product which the network might legitimately handle, the Importers and Retailers will be fully aware of their duty to monitor the integrity of these parts and the legal exposure to claims on the Importer/Retailer for any defects and consequences.

Yours faithfully,



Huw David
 Global Commercial & Customer Retention Director

