

Drew Technologies Mongoose VCI Exchange Program

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Issue:

Jaguar Land Rover has determined that with the introduction of the 2015 model year Jaguar F-TYPE (Spring 2014) and future vehicles (multi-CAN) the Drew Technologies 'Mongoose' Vehicle Communication Device (VCI) (see below) will need to be updated to operate correctly when connected to these Jaguar vehicles.

Solution:

Jaguar Land Rover have been working closely with Drew Technologies and Bosch Automotive Service Solutions, formerly SPX, to create a lower cost exchange program which has been designed to upgrade your existing Mongoose VCI units to become compatible with these newer vehicles.

Program Guidelines

1. Only Mongoose VCI units approved by Jaguar Land Rover and purchased from Bosch are eligible for this exchange program.
2. Exchange program participation is offered regardless of warranty status.
3. Mongoose VCI units being returned must be fully functional.
4. If the Mongoose VCI units being returned show signs of damage to the case or cable, additional charges may apply on top of the cost of the exchange unit.
5. This offer is only available until 31 December 2013

How will the exchange program work?

1. Retailer completes the Exchange Form.
2. Select desired method of return shipment; price includes ground shipping; other shipping options available at an additional cost.
3. Package your existing Mongoose VCI unit(s) and completed exchange form in a box, ensuring adequate protection is provided so the unit is not damaged in transit.
4. Ship Mongoose VCI unit(s) to Bosch at the address on the exchange form.
5. Bosch will return exchange Mongoose VCI unit(s) based on retailer information indicated on the exchange form.
6. **Before using your Mongoose VCI unit(s), please confirm you have upgraded the device drivers with SDD to the JLR Mongoose Pro as detailed in Jaguar SSM62038. This information will be displayed at the bottom right of the Status bar of the SDD application.**

How much will it cost?

The cost to exchange each unit will be approximately \$139.61, which includes return ground shipping, PLUS duty and tax where applicable. Payment terms and conditions are Credit Card or Open Bosch Account in good credit standing. Next Day or 2nd Day Air is available at an additional cost; contact Bosch at 866-628-5508 for program details or questions.

What is the Warranty on exchange Mongoose VCI Units?

The refurbished unit will come with a 3-month warranty; however, if your existing Mongoose VCI unit is still under warranty and has a longer warranty period remaining, this will be transferred to the new refurbished unit.

How do I identify an updated Mongoose VCI Unit compatible with newer Jaguar Land Rover Vehicles?

Upgraded Mongoose VCI units will have a new label applied to the front with the word 'MONGOOSE' in yellow.

ORIGINAL VERSION



UPDATED VERSION - 'MONGOOSE' IN YELLOW



Mongoose VCI Exchange Program Order Form



Please print or type all information clearly. Include retailer number and postal information on all correspondence. Date: _____

Retailer Number: _____ Phone Number: _____ Email: _____

Contact Name: _____

If shipping and billing address are same, please check box.

Shipping Address:

Name

Retailer Name

Number and Street

City State/Country Postal Code

Billing Address:

Name

Retailer Name

Number and Street

City State/Country Postal Code

Order Information:

Item Number	Description	Quantity	Shipping Method (Choose one)	Per/Unit Price (USD)	Sub-Total Price (USD)
JLR-MONGOOSE-REMN	Mongoose VCI Exchange		Ground	\$139.61	
			2 nd Day Air	\$155.25	
			Next Day Air	\$189.37	
Shipping will be ground unless alternate selection is made above. Prices shown include freight. Additional duty and tax where applicable. Maximum of two VCI's per order sheet.					Total

Payment Information:

Credit Card or retailer open account billing payment is accepted. Some retailer open accounts may require additional credit status review and this could delay shipping of Mongoose exchange unit. Valid signature required for all payment types.

Payment Method: MasterCard Visa AMEX Discover Open Account (Retailer)

Credit Card Number: _____

Expiration date: _____ Security Code: _____

Name on Card: _____

Signature: _____

Customer Comments: _____

See Other Side for Terms and Conditions and Shipping Information



Mongoose VCI Exchange Program Order Form



Terms and Conditions:

1. Mongoose exchange program ends December 31, 2013.
2. Offer is available only to customers who purchased their original Mongoose VCI unit through their local Bosch Automotive Service Solutions office (formally SPX).
3. The Mongoose exchange unit will have 3 months warranty associated to the unit, however if your existing Mongoose is still under warranty and has a longer warranty period remaining, that longer warranty will be transferred to the exchange unit.
4. If the returning Mongoose unit shows signs of physical damage (cable or casing damaged) or if it is not functioning, additional cost may apply.
5. Mongoose unit being exchanged must be returned with order form to prevent delay. It is recommended Mongoose shipping to Bosch via tracked package.

Mongoose Mailing Information:

Please mail Mongoose VCI and form to:

**Bosch Service Repair
Attn: Mongoose Exchange Program
755 Eisenhower Drive
Owatonna, MN 55060**

**Mongoose VCI Exchange Program Order Processing: 800-344-4013
Bosch JLR Customer Service: 866-628-5508**

Bosch Internal Use Only