



All

DATE 01/02

3-174

SERVICE

ADMINISTRATION BULLETIN

Batteries – Use of Interstate Batteries

MODEL All
VIN

ISSUE:

Interstate batteries should be installed whenever a battery is replaced under warranty on all Jaguar vehicles beyond three months old or driven more than 3,000 miles.

A supply of Interstate batteries will be consigned by your local Interstate distributor.

FIRSTTIME BATTERY REPLACEMENT WARRANTY CLAIM SUBMISSION:

- Battery will be claimed as Sublet
Dealer will be reimbursed Sublet amount plus 10% Handling Charge.

SUBSEQUENT CLAIMS:

- Interstate warrants the batteries for 60 months prorated, with an 18-month free replacement period.
Batteries replaced within Eighteen (18) months period:
- Submit claim for labor only.
Batteries replaced beyond Eighteen (18) months Interstate Warranty period:
- Submit Claim for labor, pro-rate adjustment as sublet, and 10% handling on Sublet amount.

POST WARRANTY BATTERY FAILURE:

If an Interstate battery becomes defective beyond the "New Vehicle Limited Warranty," the claim can only be submitted to Interstate.

ORDERING PROCEDURES:

Call (888) 442-7262

- 1. Enter your retailer's PIN number using the telephone touch keypad. Listen for voice confirmation. It will repeat your PIN number.



2. Enter your purchase order reference number, followed by the pound (#) key.
3. Enter the battery reference number for desired battery application (see chart below). Then enter the quantity of batteries when instructed, followed by the pound (#) key. To order all battery types, enter the first reference number, quantity, pound (#) key, then repeat the process for the next battery type.
4. Enter the pound (#) key to signal completion of order.
5. The battery order system will provide you with a confirmation number. This number may be used to track your battery order.

<u>Ref. No.</u>	<u>Application</u>	<u>Jaguar Part No.</u>
101	S-TYPE 2000-On XJ6, XJ12 1995-97 / XJ 1998-On / XK 1997-On	65-H8J
102	X-TYPE 2002-On	65-H7J
103	XJ6* 1990-92 / XJ6, XJ12 1992-94 / XJS 1993-96	65-H6J
104	XJ6 1988-91	60-42J

* Must install new tray per Jaguar TSB 86-119

FAX ORDERING

If preferred, you may fax orders to (800) 695-9704. The Interstate Brochure includes a Jaguar Battery Fax Order Form. Please use this form only when ordering batteries by fax. Also make additional copies of this form for future use. If you have any problems or questions concerning your order, you may contact IBSA Customer Service by phone at (800) 824-5789 (8 a.m. – 5 p.m. CST).

INVOICING

Jaguar Retailers will be invoiced directly by your serving Interstate Distributor. All payments should be made directly to your servicing Interstate Distributor. Terms are net 30 days from invoice date. Jaguar Cars reserves the right to adjust pricing at any time.

STOCK ORDER DELIVERIES

Your local Interstate Distributor will deliver stock orders directly to your Retail Center within five (5) working days after your order has been received by them. The local Interstate Distributor will work with every Jaguar Retailer to ensure that they have sufficient inventory at all times. In the unlikely event that you do run out of stock, Interstate Batteries has a "hot shot" emergency delivery system in place.

ADDITIONAL INFORMATION

Refer to brochure "Jaguar Cars Direct Delivery Battery Program" p/n 160470 provided to Jaguar dealers directly by Interstate Batteries.