

# Drew Technologies Mongoose VCI Exchange Program

SERVICE BULLETIN

29-OCT-13 No.: 1-259NAS Section: TOOLS& Market: CAN/USA EQUIPMENT

#### 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.

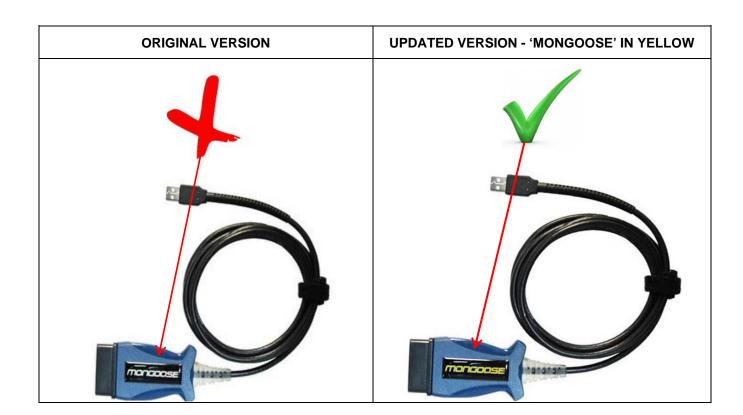
#### How much will it cost?

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 2<sup>nd</sup> 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.



# Mongoose VCI Exchange Program Order Form





Retailer Number:	Phone Number:			Email:			
ontact Name:							
If shipping and billing	address are same, p	lease che	ck box.				
Shipping Address:				g Address:			
Name					Name		
Retailer Name				Retailer Name			
Number and Street				Number and Street			
ity S	State/Country	Postal Cod	e City		State/Country	Postal Code	
rder Information:							
Item Number	Description	Quantity	Shipping Method (Choose one)	Per/Unit Price (USD)		otal Price JSD)	
	Mongoose VCI Exchange		Ground	\$139.61			
LR-MONGOOSE-REMN			2 <sup>nd</sup> Day Air	\$155.25			
			Next Day Air	\$189.37			
hipping will be ground unless alternate selection is made above. Prices shown include f dditional duty and tax where applicable. Maximum of two VCI's per order sheet.					Total		
ayment Informatior Credit Card or retailer open eview and this could delay	account billing paym						
•	asterCard	☐ Visa	☐ AME	_	_ ·	n Account (Retaile	
credit Card Number:							
xpiration date:			Security C	Code:			
lame on Card:							
ignature:							
ignature.							

# 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:

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	
	$\Box$