DESIGN DRAFT / NOT FOR PUBLICATION

A JAGUAR ENTHUSIAST ASKS / WHO SHOULD PAY?

I’m supporting my customer.

Who should share the cost?

An independent dealer has agreed to fund his customer’s I-PACE repair. His separate question: what support should the manufacturer provide when its own technical guidance identifies a potentially relevant issue?



Barry’s red XKR and purple XK represent his longstanding Jaguar enthusiasm. Neither is the I-PACE involved in this case. Digitally composed image.

BY BARRY G N DAY / SPECIALISTS CARS / ESTABLISHED 1996

Barry Day has agreed to fund the customer’s quoted repair through NWS Motor Services and reimburse the court issue fee. The repair is not yet completed: the earliest appointment offered is 11 January 2027. His commitment to the customer is separate from his request for manufacturer support.

A Jaguar enthusiast since his father introduced him to the marque, Barry established Specialists Cars in 1996. He sold the 2020 I-PACE for £13,000 in March 2026. An A/C fault was identified 55 days and 1,648 miles later; investigations found a fractured refrigerant pipe.

THE EVIDENCE / THE CUSTOMER / THE MANUFACTURER

A bulletin. A fractured pipe. A court claim.

WHY BARRY ASKED JAGUAR TO INVESTIGATE

Jaguar had issued technical bulletin JLRTB02109 addressing refrigerant pipe leakage associated with low weld quality. Swansway Jaguar Crewe confirmed that it applied to this vehicle and recommended replacing both compressor pipes. Its inspection found a fracture near a welded bracket and no evidence of external impact or abrasion.

That does not conclusively prove why this particular pipe fractured. But surely it warrants a meaningful technical investigation by the manufacturer?

Barry commissioned inspections, sought independent engineering advice and repeatedly approached Jaguar. Jaguar declined financial assistance, referring to its goodwill position and distinguishing a technical bulletin from an admission of responsibility. Meanwhile, the customer pursued the supplying dealer through the County Court.

THE COST OF FINDING ANSWERS

Barry says Swansway’s quoted repair figure was approximately £3,000. With other investigation costs included, he puts the indicative combined figure closer to £3,500. These are approximate guide figures, subject to invoice and quotation checks; they are not the price of the separately arranged NWS repair.

RESOLVING THE CUSTOMER’S COMPLAINT

Barry has agreed to fund the quoted repair through NWS Motor Services, with Ashley Fraser, General Manager, as the repair contact. The earliest appointment offered is 11 January 2027, with an earlier cancellation slot requested. He has also agreed to reimburse the customer’s court issue fee.

The repair remains outstanding. Settlement arrangements envisage the customer discontinuing the claim after the agreed repair and payments are completed. Naming Ashley and NWS identifies the repair arrangement; it does not imply their endorsement of this article.

THE QUESTION THAT REMAINS

How can a used-car seller be left carrying the bill for a failure potentially associated with the manufacturer’s own technical guidance, while the manufacturer declines assistance?

THE WIDER QUESTION / RESPONSIBILITY & FAIRNESS

Protect customers. Give dealers fair redress.

Customers deserve protection when a used car fails to meet the standards they are entitled to expect. Responsible dealers should honour those rights.

The concern is where the cost ultimately falls. When evidence points towards a possible manufacturing defect, a dealer can face the customer’s claim while struggling to obtain meaningful manufacturer support.

Protecting the customer and treating the dealer fairly should go together. Should there be a clearer route for dealers to recover appropriate costs where a manufacturing defect is established?

No court has determined the cause of this failure or found Jaguar liable. A relevant technical bulletin is not proof of a defect in this particular vehicle. The technical uncertainties must be acknowledged.

Barry wants Jaguar to explain whether JLRTB02109 has been considered for a recall or extended cover, and the reasons for its decision. He also intends to check his purchase paperwork for any potential recourse against his own supplier. These are avenues to investigate, not established entitlements.

EDITORIAL HOLD / NOT FOR PUBLICATION

Check ACE’s corrected report and obtain permission before naming or quoting it publicly. Verify the approximately £3,000 quotation and the approximately £3,500 combined guide figure against supporting documents. Confirm the latest repair and court status. Obtain a qualified review of the legal framing and check the acquisition paperwork for any supplier recourse.

Give Jaguar the final specific questions and a fair opportunity to respond. Obtain permission before reproducing the earlier newspaper article or implying endorsement by the repairer. Keep the customer anonymous and exclude private correspondence and identifying case documents.

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