

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Appendix 6A Jaguar Land Rover AWS search methodology

The Jaguar Land Rover Analytical Warranty System (AWS) data was downloaded for the 2 vehicles identified by NHTSA. The data was searched for warranty claims related to the Scheduled Repair Operations (SROs) relating to the door latching system, to capture any claims which may be relevant to 'door latch malfunction' in its broadest sense.

From that search, 4 SROs were identified as being used by the dealerships to report such claims. These were

763706 – Replace left front door latch.

763707 – Replace left rear door latch.

763712 – Replace right front door latch.

764442 – Replace right rear door latch.

The search included All other MY 2013 through 2017 Range Rover and all MY 2014 through 2017 Range Rover Sport vehicles manufactured for sale or lease in the USA and federalised territories (US, Guam, Puerto Rico, America Samoa, Northern Mariana Islands, US Virgin Isles).

An AWS search was conducted, using the following criteria:-

Model

Model years

Market

Scheduled Repair Operation

Results were then downloaded to Excel spreadsheets for in-depth analysis, looking for reports of "door latch malfunction" events.

Results for each model line were searched, initially for key-words listed below, to consider each for the occurrence of any of the alleged door latch malfunction conditions occurring.

Keyword list:

Door; open; close; sling; swing; swung; flung; fell; fall; unexpected; latch; lock; handle; shut; without; warning; passenger; driver; front; rear; stay; driving; P068; recall; customer; states; concern.

The customer comments were considered against the 'unlatching or partial of one or more door latches while driving' claim criteria and where additional dealer comments were present, these were also considered. Door latch malfunction criteria as defined by NHTSA is as follows:

Alleged defect: Allegations of any one or more of the following conditions:

1. Complete unlatching of one or more door latches while driving;
2. Partial unlatching of one or more door latches while driving (i.e., secondary latch remains engaged); or
3. Door will not latch when closed.

The final data set was saved for all vehicles identified from the search and is saved in Appendix 5, filename: RQ17-005 WARRANTY DATA.xlsx

Note: New Code Shown First, Old Code Shown Second (Red)



BODY ENGINEERING

SHEET METAL

SHEET METAL FUNCTION

- (AA1, B01) - Body Panel Dents, Dings
- (AA2, B02) - Body Panel Fits Poorly
- (AA3, B04) - Pick-Up Cab-To-Box Alignment
- (AA4, B19) - Other Body Panel Troubles (Not Including Trim)
- (AB1, B05) - Body Panel Hard to Open
- (AB2, NEW) - Hard to Open-Front Side Door
- (AB3, NEW) - Hard to Open-Hood
- (AB4, NEW) - Hard to Open-Rear Side Door
- (AB5, NEW) - Hard to Open-Trunk Lid/Hatch/Tailgate/Cargo
- (AB6, NEW) - Hard to Open-Powertrunk Lid/Hatch/Tailgate/Cargo
- (AC1, B15) - Body Panel Hard to Close

WATER LEAKS

WATER LEAKS

- (AD1, R01) - Water Leak Around Windshield
- (AD2, R02) - Water Leak Around Front Side Door/Window
- (AD3, R03) - Water Leak Around Rear Side Door/Window
- (AD4, R04) - Water Leak Around Back Window
- (AD5, R05) - Water Leak Around Sliding Rear Window
- (AD6, R06) - Water Leak Around Trunk/Hatchback/Liftgate/Rear Cargo Door
- (AD7, R08) - Water Leak Around Non-Sliding Rear Window
- (AD8, R09) - Water Leak Around Sun/Moon/Convertible/T-Top Roof
- (AE1, R10) - Other Water Leaks (Sealing Issues Only)
- (AE2, NEW) - Other Water Leak Troubles
- (AE3, NEW) - Water Leaks - Wading
- (AF1, R40) - Dust Intrusion
- (AF2, R11) - Water Leak Around Side Door/Window - Unspecified. **

HANDLES/LOCKS/MECHS

LATCHING & SECURITY

- (AG1, NEW) - Front Door Handle Broken/Inoperable
- (AG3, NEW) - Rear Door Handle Broken/Inoperable
- (AG5, NEW) - Trunk Lid Handle Broken/Inoperable
- (AG7, NEW) - Power Trunk Lid Handle Broken/Inoperable
- (AH2, NEW) - Hood Latch Broken/Inoperable
- (AH4, L10) - Fuel-Filler Door Troubles
- (AH5, L13) - Ignition Switch Troubles
- (AJ1, L16) - Interior Door Lock Controls - Manual
- (AJ2, L17) - Interior Door Lock Controls - Power
- (AJ3, L18) - Interior Door Handle Troubles
- (AJ4, L19) - Door Ajar Warning Light Troubles
- (AJ5, L23) - Key Troubles
- (AJ6, NEW) - Key Fob Troubles
- (AK1, L06) - Exterior Door Lock Controls-Manual
- (AK2, NEW) - Door Lock Broken
- (AK4, NEW) - Door Lock Noisy
- (AK5, L15) - Other Lock/Mechanism Troubles
- (AK6, L07) - Exterior Door Lock Controls-Power
- (AK7, L08) - Exterior Door Handle Troubles

MOVABLE GLASS

- (AL1, J03) - Sun/Moon/T-Top/Convertible Roof Fits Poorly
- (AL3, J05) - Sun/Moon/T-Top/Convertible Broken
- (AL5, NEW) - Panoramic Roof Tilt/Slide not Working
- (AM1, G02) - Glass Broken/Chipped/Cracked/Distorted
- (AM2, G05) - Window Opening, Closing Troubles-Manual
- (AM3, G07) - Window Opening, Closing Troubles-Power

EXTERIOR ORNAMENT

MIRROR FUNCTION

- (AN1, M10) - Other Mirror Troubles
- (AN2, M05) - Exterior Mirror Troubles
- (AN3, M06) - Interior Mirror Troubles

FRONT GLASS WIPING & WASHING

- (AP1, W01) - Wipers Noisy
- (AP2, NEW) - Auto Wiper Troubles
- (AP3, W05) - Front Wiper Trouble
- (AP4, NEW) - Front Wiper/Washer Broken
- (AP5, W03) - Front Windshield Washer Troubles
- (AR1, W10) - Other Wiper/Washer Troubles (Including Leaks)

REAR GLASS WIPING & WASHING

- (AS1, W04) - Rear Window Washer Troubles
- (AS2, W06) - Rear Window Wipers Troubles

EXTERIOR TRIM & BUMPER FUNCTION

- (AT1, B06) - Bumper Dents/Dings
- (AT2, B07) - Bumper Fits Poorly
- (AT3, B69) - Other Bumper Troubles
- (AT4, F39) - Bumper Rust/Corrosion
- (AU1, F33) - Bumper Faded/Dull Paint
- (AU2, F34) - Bumper-Sags/Runs
- (AU3, F35) - Bumper-Thin/No Paint
- (AU4, F36) - Bumper-Stained/Spotted
- (AU5, F37) - Bumper-Dirt in Paint
- (AU6, F38) - Bumper-Uneven Color/Color Diff.
- (AU7, F41) - Bumper Peeled Paint
- (AU8, F40) - Overspray on Bumper Finish
- (AU9, NEW) - Chipped-Bumper
- (AV1, B62) - Mouldings,Exterior Trim Corroded
- (AV2, B63) - Mouldings/Exterior Trim Loose/Missing
- (AV3, B64) - Mouldings/Exterior Trim Poorly Aligned or Fit
- (AV4, B66) - Other Exterior Trim Troubles
- (AV6, F15) - Detail Paint or Tape Stripe Coming Off (Excluding Bumper)
- (AW1, NEW) - Recovery Equipment
- (AW2, NEW) - Tow Ball Fit/Remove/Use Troubles

Note: **New Code Shown First**, Old Code Shown Second (**Red**)



LIGHTING

(**AX1, L26**) - Lights not Working-Exterior
(**AX2, NEW**) - Front Head/Side/Signal/Fog Lights not Working
(**AX3, NEW**) - Rear Head/Side/Signal/Fog Lights not Working
(**AX4, NEW**) - Headlights not Effective
(**AX5, L22**) - Headlamp Aim/Alignment
(**AY1, L28**) - Lights Cracked/Scratched
(**AY2, L29**) - Other Lighting Troubles (Including Leaks/Condensation)

INTERIOR TRIM

SEATING

(**BA1, S03**) - Front Seat Loose
(**BA2, S06**) - Seat Adjustment Operation - Front Manual Cntrl
(**BA3, S09**) - Front Seat Squeak/Rattle
(**BB1, S15**) - Seat Adjustment Operation Trouble-Front Power Control
(**BB3, NEW**) - Seat Lumbar Adjustment Broken
(**BB5, NEW**) - Seat Recliner Adjustment Broken
(**BB7, NEW**) - Massage Seats not Working
(**BC1, S04**) - Rear Seat Loose
(**BC2, S07**) - Seat Adjustment Operation - Rear Seat
(**BD2, S08**) - Seat Loose Third Row
(**BD4, S10**) - Other Seating Troubles
(**BE1, NEW**) - Rear Folding Seat Broken
(**BE3, S17**) - Rear Seat Squeak/Rattle
(**BF1, S49**) - Seat Upholstery Troubles
(**BF2, S50**) - Loose, Poor Fit, Warped, Wrinkled-Seat Upholstery
(**BF3, S52**) - Tears, Snags, Cracks - Seat Upholstery
(**BF4, S53**) - Faded, Discolored - Seat Upholstery
(**BF5, S55**) - Split Seams - Seat Upholstery
(**BG1, S18**) - Seat Adjustment Troubles - Unspecified.
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(**BG2, NEW**) - Seat Adjustment Broken
(**BG3, NEW**) - Seat Adjustment Troubles - Memory
(**BG4, NEW**) - Seat Adjustment Troubles - Mirrors
(**BG6, NEW**) - Personal Seat Settings
(**BH1, S56**) - Heated/Cooled Seat Troubles
(**BH2, NEW**) - Heated Seat not Working
(**BH4, NEW**) - Cooled Seat not Working

(**BJ1, NEW**) - Seat Adjustment Noisy
(**BJ2, S19**) - Seat Squeaks and Rattles - Unspecified.**
(**BJ3, S57**) - Headrest Adjustment Broken
(**BJ6, S12**) - Integrated Child Safety Seat Troubles

OCCUPANT RESTRAINT

(**BK1, NEW**) - Active Seat Belt Troubles
(**BK2, S21**) - Seat Belt Soiled/Dirty
(**BK3, S25**) - Seat Belt Coil/Uncoil Troubles
(**BK4, S26**) - Seat Belt Buckle Latching Troubles
(**BL1, S27**) - Steering Wheel Trim Appearance
(**BL2, NEW**) - Heated Steering Wheel Broken / not Working
(**BM2, S40**) - Other Restraint Troubles
(**BM3, S38**) - Air Bag (SRS) Troubles

I.P. & CONSOLE FUNCTION

(**BN1, B53**) - Loose, Poor Fit, Warped, Wrinkled Ip/Dashboard
(**BN2, B81**) - Tears, Snags, Cracks - Ip/Dashboard
(**BN3, B82**) - Faded, Discolored - Ip/Dashboard
(**BN4, B84**) - Blistered/Bubbled/Peeled - Ip/Dashboard
(**BN5, C19**) - Register/Vent Adjustment Troubles
(**BN6, N33**) - Instrument Panel/Dashboard Squeak/Rattle
(**BP1, B85**) - Glovebox Door Gaps,Fit Poor,Difficult to Opn/Close
(**BP2, NEW**) - Glovebox Broken
(**BP3, NEW**) - Glovebox Door Gaps/Fit Poor
(**BP4, NEW**) - Glovebox Diff. to Open/Close
(**BP5, N32**) - Glove Box Door Squeak/Rattle
(**BQ1, T50**) - Cupholder Troubles
(**BQ3, NEW**) - Cupholder Gaps/Poor Fit
(**BQ5, T52**) - Ashtray Troubles
(**BR1, B54**) - Loose,Poor Fit,Warped,Wrinkled-Center Floor Console
(**BR2, NEW**) - Floor Console-Loose/Poor Fit/Warped/Wrinkled
(**BR3, B91**) - Tears, Snags, Cracks - Center Floor Console

(**BR4, NEW**) - Console Difficult to Open/Close
(**BR5, B92**) - Faded, Discolored - Center Floor Console
(**BR6, B94**) - Blistered/Bubbled/Peeled - Center Floor Console
(**BR7, N31**) - Centre Floor Console Squeak/Rattle
(**BS1, NEW**) - Overhead Console-Holes/Tears/Snags/Cracks/Cuts
(**BS2, B95**) - Other Instrument Panel/Console Troubles

INTERIOR TRIM FUNCTION, DOOR TRIM

(**BT1, B43**) - Loose, Poor Fit, Warped, Wrinkled
(**BT2, B50**) - Split Seams - Door Panel
(**BT3, B44**) - Tears, Snags, Cracks - Door Panel
(**BU1, B45**) - Faded, Discolored - Door Panel
(**BU2, B47**) - Blistered/Bubbled/Peeled - Door Panel

Note: **New Code Shown First**, Old Code Shown Second (**Red**)



OTHER INTERIOR TRIM

(**BV1, NEW**) - Overhead Console-Loose/Poor Fit/Warped/Wrinkled
(**BV3, T02**) - Tears, Snags, Cracks - Roof Lining Material
(**BV4, T03**) - Faded, Discolored - Roof Lining Material
(**BV5, NEW**) - Roof Lining Material Poor Fit/Gaps
(**BV6, NEW**) - Roof Lining Material Squeaks/Rattles
(**BV7, T51**) - Sun Visor Troubles
(**BV8, N30**) - Overhead Console Squeak/Rattle
(**BW1, T04**) - Roof-Excessive Wear
(**BW2, T05**) - Splitting Seams - Roof Lining Material
(**BW3, NEW**) - Power Blinds For Panoramic Roof - Squeak/Rattle
(**BW4, NEW**) - Power Blinds For Panoramic Roof - not Working
(**BX1, B74**) - Loose, Poor Fit, Warped, Wrinkled-Carpet/Floor Mat
(**BX2, NEW**) - Floor Mat Loose
(**BX3, NEW**) - Floor Mat Gaps/Poor Fit
(**BX4, T12**) - Tears, Snags, Cracks - Carpet/Floor Covering
(**BX5, T13**) - Faded Discolored - Carpet/Floor Covering
(**BX6, T15**) - Splitting Seams - Carpet/Floor Covering
(**BY2, T53**) - Interior Moldings Fit Poorly
(**BY3, T54**) - Missing - Interior Moldings
(**BY4, T55**) - Interior Fasteners - Loose, Missing, Poor Fit, Warped
(**BY5, B73**) - Loose, Poor Fit, Warped, Wrinkled
(**BZ1, T89**) - Rear Cargo Shelf/Cover Poor Fit
(**BZ2, NEW**) - Rear Cargo Shelf/Cover Damaged
(**BZ3, NEW**) - Rear Cargo Shelf/Cover Squeak/Rattle
(**BZ4, B75**) - Loose, Poor Fit, Warped, Wrinkled-Trunk and Cargo Interior
(**BZ5, T22**) - Tears, Snags, Cracks - Trunk/Cargo Interior
(**CA1, T21**) - Trunk-Scratched /Scuffed
(**CA2, T23**) - Trunk-Faded/Discoloured/Soiled
(**CA3, T25**) - Splitting Seams - Trunk/Cargo Interior
(**CA4, T90**) - Other Interior Trim Troubles
(**CB3, B78**) - Interior Odour
(**CB4, L25**) - Lights not Working-Interior

CLIMATE CONTROL FUNCTION

(**CC1, C05**) - A/C does not Work
(**CC2, NEW**) - A/C Front-Does not Work
(**CC3, NEW**) - A/C Rear-Does not Work
(**CC4, NEW**) - 4-Zone does not Work
(**CC5, NEW**) - A/C does not Maintain Temperature
(**CC6, NEW**) - A/C does not Work During Stop/Start
(**CC7, C01**) - A/C Slow to Cool
(**CC8, C02**) - A/C not Cold Enough
(**CD1, C24**) - A/C Water Leak/Condensation Troubles
(**CD2, C30**) - A/C Heater/Defroster Odour
(**CD3, C08**) - A/C Heater/Defroster Odour Only at Startup
(**CD4, C10**) - A/C Heater/Defroster Odour Continuous
(**CE1, C03**) - Heater-Slow to Heat
(**CE2, C04**) - Heater-Not Hot Enough
(**CE3, C07**) - Heater-Does not Work
(**CE4, C09**) - Heater, Defroster or A/C Noise
(**CF1, C20**) - Other Temperature Control Troubles
(**CF2, NEW**) - Front Temperature Control Troubles
(**CF3, NEW**) - Rear Temperature Control Troubles
(**CG1, C06**) - Windshield/Defrost Uneven Clearing
(**CG2, C11**) - Windshield Defrost/Defogging Slow to Clear
(**CG3, C13**) - Side Window Defrost/Defogging Uneven Clearing
(**CG4, C14**) - Side Window Defrost/Defogging Slow to Clear
(**CG5, C16**) - Back Window Defrost/Defogging Uneven Clearing
(**CG6, C17**) - Back Window Defrost/Defogging Slow to Clear
(**CH1, C21**) - Windshield Def Slow to Clear/Uneven Clearing
(**CH2, C22**) - Side Window Def Slow to Clear/Uneven Clearing
(**CH3, C23**) - Back Window Def Slow to Clear/Uneven Clearing
(**CH4, C12**) - Windshield Defrost/Defogging does not Work
(**CH5, C15**) - Side Window Defrost/Defogging does not Work
(**CH6, C18**) - Back Window Defrost/Defogging does not Work

OTHER PAINT

PAINT APPEARANCE

(**EA1, F04**) - Thin/No Paint (Excludes Trim/Bumper)
(**EA2, F05**) - Sags/Runs in Paint (Excludes Trim/Bumper)
(**EA3, F06**) - Peeled Paint (Excludes Trim/Bumper)
(**EA4, F07**) - Bubbles/Blisters in Paint
(**EA5, F10**) - Paint Spray over Body Finish
(**EA6, F19**) - Chipped/Scratched Paint
(**EA7, F20**) - Dirt in Paint (Excludes Trim/Bumper)
(**EB1, F11**) - Body Rust/Corrosion (Not Perforation, Excludes Bumper)
(**EC1, F09**) - Other Exterior Paint Troubles (Excludes Trim/Bumper)
(**EC2, F12**) - Stained/Spotted Paint (Excludes Trim/Bumper)
(**EC3, F13**) - Faded/Dull Paint (Excludes Trim/Bumper)
(**EC4, F30**) - Uneven Color/Color Different Between Body Panels
(**EC5, F31**) - Paint Chip
(**EC6, F32**) - Paint Scratch

CORROSION

(**ED1, F25**) - Rust Perforation
(**ED2, F26**) - Rust Perforation (Canada Only)
(**ED3, R50**) - Underbody Rust/Corrosion
(**ED4, R51**) - Engine Compartment Rust/Corrosion

ALL OTHERS

NON-QUALITY

(**EE1, A96**) - CCC Re-Map - Maintenance
(**EE2, A97**) - CCC Re-Map - Damage
(**EE3, A98**) - CCC Re-Map - Other

ALL OTHER

(**EF1, A99**) - Administrative (Parts Return/Etc.)
(**EF2, F99**) - Insufficient Fluid

Note: New Code Shown First, Old Code Shown Second (Red)



CHASSIS

CHASSIS

BRAKING

- (GA1, H04) - Parking Brake Troubles
- (GB1, H02) - Brakes Grab or Lock-Up
- (GB2, H15) - Brake Pedal Spongy
- (GB3, H16) - Brakes too Sensitive
- (GB4, L63) - Brake Fluid Leak
- (GB5, N17) - Brakes Noisy
- (GB6, H05) - Excessive Brake Pedal Effort Required
- (GC1, H06) - Veh Pulls Left While Braking
- (GC2, H07) - Veh Pulls Right While Braking
- (GC3, H08) - Veh Pulls While Braking - Unspecified
- (GD1, H19) - Brake-ABS Warning Light Troubles
- (GD2, H20) - Other Brake Troubles (Including Air Brakes)
- (GE1, NEW) - Excessive Brake Dust
- (GE2, H39) - Traction Control/Advanced Traction Warning Light Troubles
- (GE3, N27) - Vibration or Shudder While Braking

STEERING

- (GF1, H21) - Steering Has Excessive Free Play/Wander
- (GF3, H22) - Steering Requires Extra or Uneven Effort
- (GF4, H23) - Vehicle Is not Easy to Steer
- (GG1, H28) - Unexpected Intervention of The Dynamic Stability Control
- (GH1, H50) - Steering Gear/Pump Troubles
- (GH2, L68) - Power Steering Fluid Leak
- (GH3, N58) - Steering Noisy

TIRES

- (GJ1, TA1) - Entire or Partial Tread Separation from Tire
- (GJ2, TA2) - Tire Sidewall Blowout or Sudden Air Loss
- (GJ3, TA3) - Bubble/Bulge(s) in Sidewall
- (GJ4, TA4) - Splits/Cracks in Sidewall/Tread
- (GJ5, TA5) - Tire Tread Chunks Missing
- (GJ6, TA7) - Other Structural Tire Damage
- (GK1, TA8) - Tire Belt Slipping/Shifted
- (GK2, TB0) - Tire Will not Balance
- (GK3, TB2) - Flat Tire (Self-Sealing Tires Only)
- (GK4, TB6) - Slow Leaks / Valve Stem Troubles
- (GK5, TB7) - Premature Tread Wear
- (GL1, TB8) - Pulls/Drifts
- (GM1, B65) - Wheel/Hubcap Troubles
- (GM2, TB3) - Vibration
- (GM3, TB9) - Off Road Performance

RIDE & HANDLING

- (GT1, N21) - Vehicle Vibrates/Noisy-Off Road
- (GT6, E35) - Other Chassis Troubles
- (GU4, H24) - Steering Wheel Spokes not Correctly Positioned when Front
- (GU6, C50) - Other Steering/Handling and Ride Troubles
- (GV2, H25) - Constant Pull to Left
- (GV3, H26) - Constant Pull to Right
- (GV4, H27) - Constant Pull/Drift - Unspecified
- (GW1, H62) - Improper Tire Wear
- (GW2, N20) - Excessive Road Noise
- (GW3, TB5) - Less Than Expected Traction
- (GW4, H44) - Harsh Ride
- (GW5, H45) - Mushy Ride
- (GW6, C51) - Insufficient Suspension Travel
- (GW7, C52) - Insufficient Ground Clearance

Note: New Code Shown First, Old Code Shown Second (Red)



ELECTRICAL

ELECTRICAL

ELECTRICAL ACCESSORIES FUNCTION

- (JA3, NEW) - Forward Alert Troubles
- (JA4, NEW) - Cross Traffic Alert Troubles
- (JA5, NEW) - Park Assist Rejects Valid Space
- (JB1, A34) - Horn Troubles
- (JC1, A42) - Ride Height Control Troubles
- (JC3, A43) - Hill Descent Control Troubles
- (JC5, A44) - Terrain Response Control Troubles
- (JC8, NEW) - Push-Button Start/Stop Ignition Broken/Not Working
- (JD1, L20) - Remote/Keyless Entry Troubles
- (JE1, L32) - Exterior Lights Controls Broken
- (JE3, L34) - Auto Headlamp/Intelligent High Beam
- (JF1, NEW) - Front Wash/Wipe Control Troubles
- (JF2, NEW) - Rear Wash/Wipe Control Troubles
- (JF3, A87) - Cigarette Lighter/Powerpoint Troubles
- (JF4, L30) - Turn Signal Troubles
- (JG1, NEW) - Blind Spot Monitor Troubles
- (JG2, NEW) - Lane Departure Warning System - Broken / not Working
- (JG4, NEW) - Advanced Blind Spot Monitor Troubles
- (JH1, A40) - Tire Pressure Monitoring Troubles
- (JH3, NEW) - Reverse/Backup Audible Warning
- (JH4, NEW) - Reverse/Backup Visual Warning
- (JH5, NEW) - Parking Visual Warning
- (JH6, L14) - Anti-Theft/Alarm System Troubles
- (JH7, S39) - Air Bag Warning Light Troubles
- (JH8, NEW) - Park Assist Broken/Not Working
- (JJ1, A85) - Other Electrical Accessory Troubles
- (JJ2, A88) - Wiring Troubles
- (JJ3, E40) - Electronic Module Troubles
- (JJ4, NEW) - Garage Door Opener

ELECTRICAL POWER

- (JL1, C25) - Dead Battery
- (JL2, C26) - Weak or Low Electrical Power
- (JL3, C27) - Power Supply Troubles

ENTERTAINMENT & COMMUNICATION

- (JM1, A02) - Stereo/Radio Reception
- (JM2, NEW) - Stereo/Radio Storing
- (JN1, NEW) - Stereo/Radio Tuning
- (JN2, NEW) - Digital Radio Tuning
- (JN3, NEW) - Digital Radio Storing
- (JN4, A04) - Stereo/Radio Sound Quality
- (JN5, NEW) - Satellite Radio Sound Quality
- (JP1, A05) - Satellite Radio Reception
- (JP2, NEW) - Satellite Radio Tuning
- (JP3, NEW) - Satellite Radio Storing
- (JQ1, A06) - Speakers
- (JQ3, NEW) - Speakers Pop
- (JQ4, NEW) - Speakers Cut-In/Out
- (JQ5, NEW) - Speakers Poor Sound Quality
- (JR1, A07) - Other Audio Troubles
- (JR2, NEW) - Clock
- (JS1, A08) - MP3 Connection/Usb/Docking Broken/Not Working
- (JS4, A09) - TV/DVD
- (JS7, NEW) - Television Poor Reception
- (JT1, NEW) - In-Vehicle Wi-Fi - Broken / not Working
- (JU1, A16) - CD Player Playback
- (JU2, NEW) - CD Player Loading
- (JU3, NEW) - CD Player Ejecting
- (JU5, NEW) - CD Changer Playback
- (JU6, NEW) - CD Changer Loading
- (JU7, NEW) - CD Changer Ejecting
- (JV1, NEW) - Front Entertainment /Nav Controls Broken
- (JV4, NEW) - Rear Entertainment /Nav Controls Broken
- (JV6, NEW) - Navigation System - Map Inaccurate / Information Missing
- (JW1, A18) - Family Entertainment System Troubles
- (JW2, NEW) - Rear Seat Audio System - Broken / not Working
- (JW3, NEW) - Rear Seat Remote Control not Working Properly
- (JW5, NEW) - Rear Seat Entertainment System - Parts Damaged

- (JX1, A59) - Trip Comp./Navigation Systems Troubles
- (JY1, A86) - Cellular Phone Troubles
- (JY2, NEW) - Cellular Phone does not Work/Broken
- (JY4, NEW) - Cellular Phone Loses Connection
- (JY5, NEW) - Cellular Phone Unable to Connect
- (JY6, NEW) - Cellular Phonebook not Available
- (JY7, NEW) - Cellular Phone Sound Quality
- (JZ1, A90) - Voice Activation Broken
- (JZ2, NEW) - Voice Activation does not Recognise Commands
- (JZ3, A60) - Satellite Digital Audio Record System Troubles

INSTRUMENTATION FUNCTION

- (KA1, A30) - Speedometer not Working at All
- (KA3, A37) - Speedometer Troubles
- (KA4, A31) - Speedometer Noisy
- (KA5, A32) - Speedometer Inaccurate
- (KB1, G30) - Odometer Troubles
- (KC4, NEW) - Dimmable Illumination not Functioning Correctly
- (KD1, G31) - Engine Temp Gage Troubles
- (KD2, G32) - Inst Clust/Message Center Troubles
- (KD4, A35) - Compass/Thermometer Troubles
- (KD5, A33) - Clock Troubles

Note: New Code Shown First, Old Code Shown Second (Red)



POWERTRAIN

POWERTRAIN

SPEED CONTROL

- (MA1, A22) - Queue Assist Troubles
- (MA2, A24) - Adaptive Cruise Troubles
- (MA3, A25) - Speed Control Engagement Troubles
- (MA4, A26) - Speed Control Disengagement Troubles
- (MA5, A27) - Speed Control doesn't maintain a Consistent Speed
- (MA6, A28) - Cruise - Unspecified

FUEL FILLING & DELIVERY

- (MB1, E65) - Slow Fuel Tank Fill/Spitback
- (MB2, E68) - Fuel Tank Leak/Odor
- (MB3, L69) - Fuel Gauge Troubles
- (MB5, NEW) - Fuel Cap Troubles
- (MB6, E70) - Other Fuel System **

CHECK ENGINE LIGHT

- (MC1, E29) - Check Engine Light Trouble

GOOD IDLE QUALITY

- (MC2, D10) - Engine Idles too Slow
- (MC3, D11) - Engine Idles too Fast
- (MC4, D13) - Engine Idles Rough
- (MC5, D14) - Engine Idles - Unspecified

POWERTRAIN MALFUNCTION

- (MD1, D50) - Other Engine Troubles
- (MD2, E19) - Engine Belt Slipping/Squealing
- (MD3, E20) - Engine Belt Off/Frayed/Coming Apart/Broken
- (MD4, E50) - Engine Belt Breaking/Slipping/Squealing
- (ME1, D33) - Engine Runs with Key Off
- (ME2, D52) - Accelerator Pedal Troubles
- (ME3, E36) - Other Engine Light Troubles
- (MF1, E26) - Excessive Oil Consumption
- (MF2, E27) - Excessive Smoke
- (MF3, E69) - Low Oil Pressure
- (MF4, L65) - Engine Leaks Oil
- (MF5, L85) - Undetermined Engine Leak

ENGINE COOLING

- (MG2, E23) - Engine Overheats/Radiator Troubles
- (MG3, L87) - Coolant Leak

GOOD MANUAL TRANSMISSION SHIFT

- (MH1, P01) - Difficult to Operate Shift Lever, Change Gears
- (MJ1, P22) - Clutch Chatters/Grabs/Slips/Jerks
- (MJ2, P23) - Clutch Requires too Much or Uneven Effort
- (MJ3, P24) - Other Clutch Troubles
- (MK1, P09) - Other Manual Transmission Troubles

GOOD FUEL ECONOMY

- (ML1, D35) - Excessive Fuel Consumption

GOOD AUTOMATIC TRANSMISSION SHIFT

- (MM1, L72) - Transmission/Clutch Fluid Leaks
- (MM2, P51) - Difficult to Operate Shift Lever
- (MM3, P59) - Other Automatic Transmission Troubles
- (MN1, P66) - Shifts Rough or Jerky While Driving
- (MP1, P67) - Shifts Occur too Early, too Late, too Often
- (MP2, P68) - Transmission Shifts Rough or Jerky from Park
- (MP3, P69) - Gear Changes Take too Long to Complete
- (MP4, P83) - No Forward/Reverse Movement in Gear

POWERTRAIN GOOD SOUND AND NVH

- (MQ1, N11) - Unusual Engine Noise at Idle
- (MQ2, N12) - Unusual Engine Noise While Driving
- (MQ3, N18) - Unusual Transmission Noise
- (MQ4, NEW) - Unusual Transmission Noise (Manual)
- (MQ5, NEW) - Unusual Transmission Vibration (Manual)
- (MQ6, NEW) - Unusual Clutch Noise/Vibration (Manual)
- (MQ7, N19) - Unusual Engine Noise - Unspecified

DRIVETRAIN

- (MR1, K01) - Transfer Case Troubles
- (MR2, K02) - Axle Whine/Howl/Groan
- (MR3, K03) - Axle Vibration/Shake
- (MR4, L86) - Other Axle/Transfer Case Troubles
- (MR5, K04) - Other Axle/Driveline/Wheel Troubles
- (MR6, L88) - Front/Rear Axle or Driveshaft Leaks
- (MS2, NEW) - Clutch Pedal not Smooth
- (MT1, P31) - Manual-4-Wheel/All Wheel Drive Troubles
- (MT2, P82) - Automatic - 4-Wheel/All -Wheel Drive Troubles

DRIVEABILITY

- (MU1, D02) - Engine Would not Start
- (MU2, D03) - Engine Difficult or Slow to Start
- (MU3, D04) - Stop/Start Troubles
- (MU4, D21) - Engine Stalls
- (MU5, D36) - Engine Hesitates/Surges when Accelerating
- (MX1, D41) - Engine Hesitates/Surges at Steady Speed
- (MX2, D42) - Poor Performance/Lacks Power
- (MX3, NEW) - Engine Poor Response

EXHAUST SYSTEM FUNCTION

- (MY1, E41) - Unusual Exhaust System Odor
- (MY2, E42) - Unusual Exhaust System Noise
- (MY3, E43) - Exhaust System Rust/Corrosion/Appearance
- (MY4, L66) - Exhaust System Trouble

Note: **New Code Shown First**, Old Code Shown Second (**Red**)



VEHICLE ENGINEERING

WIND NOISE

WIND NOISE

- (**PA1**, **R21**) - Wind Noise Around Windshield
- (**PB1**, **R22**) - Wind Noise Around Front Side Door/Window
- (**PB2**, **NEW**) - Wind Noise Front Driver Side Door/Window
- (**PB3**, **NEW**) - Wind Noise Front Passenger Side Door/Window
- (**PB4**, **R23**) - Wind Noise Around Rear Side Door/Window
- (**PB5**, **NEW**) - Wind Noise Around Driver's Rear Side Door/Window
- (**PB6**, **NEW**) - Wind Noise Around Passenger's Rear Side Door/Window
- (**PC1**, **R24**) - Wind Noise Around Back Window
- (**PC2**, **R25**) - Wind Noise Around Sliding Rear Window
- (**PC3**, **R26**) - Wind Noise Around Trunk/Hatchback/Liftgate/Rear Cargo Door
- (**PC4**, **R28**) - Wind Noise Around Non-Sliding Rear Window
- (**PC5**, **R32**) - Wind Noise Around Side Door/Window - Unspecified. **
- (**PD1**, **NEW**) - Wind Noise Around Convertible Roof
- (**PD2**, **NEW**) - Wind Noise Around Panoramic Roof
- (**PD3**, **R29**) - Wind Noise Around Sun/Moon Roof
- (**PE1**, **R30**) - Other Wind Noise Troubles - Turbulence
- (**PE2**, **NEW**) - Other Wind Noise Troubles
- (**PE3**, **R31**) - Other Gasket/Sealing Troubles

SQUEAKS & RATTLES

SQUEAKS & RATTLES

- (**QA1**, **B09**) - Body Panel/Hinge Squeak/Rattle
- (**QB1**, **N40**) - Front Side Door Squeak/Rattle
- (**QB2**, **N41**) - Rear Side Door Squeak/Rattle
- (**QB3**, **N44**) - Door Squeaks and Rattles - Unspecified. **
- (**QB4**, **G09**) - Window Squeak/Rattle/Scrape
- (**QB5**, **N42**) - Trunk,Hatchback,Tailgate,Rear Cargo Door Squeak/Rattle
- (**QB6**, **NEW**) - Power Trunk,Hatchback,Tailgate,Rear Cargo Door Squeak/Rattle
- (**QC1**, **N43**) - Sun/Moon,T-Top,Convertible Roof Squeak/Rattle
- (**QC2**, **NEW**) - Sun/Moon Roof Squeak/Rattle
- (**QC3**, **NEW**) - Convertible Roof Squeak/Rattle
- (**QD1**, **N50**) - Squeak/Rattle Vehicle Exterior-Front
- (**QD2**, **N51**) - Squeak/Rattle Vehicle Exterior-Rear
- (**QD3**, **N53**) - Underbody Vehicle Exterior. Squeak and Rattle
- (**QD4**, **N57**) - Steering Column/Wheel Squeak/Rattle
- (**QD5**, **N59**) - Other Squeak/Rattle (Excluding Wind Noise)
- (**QD6**, **NEW**) - Cupholder Squeak & Rattle
- (**QD7**, **S16**) - Third Row Seat Squeak/Rattle

Note: New Code Shown First, Old Code Shown Second (Red)



HYBRIDS

HYBRID & ELECTRIFICATION

ECO STOP-START

(RA1, NEW) - Intermittent Functionality of Eco Stop-Start

(RA2, NEW) - Non Functional of Eco Stop-Start

HEV FUNCTIONALITY

(RB1, NEW) - Hybrid System Driveability (Stumbles/Hesitates/Surges)

(RB2, NEW) - Engine Exhibits Unexpected Behaviour

(RC1, NEW) - Electric Motor Problem

(RC2, NEW) - Battery Performance

(RD1, NEW) - SEV Button

(RD2, NEW) - ECO Off Button

(RE1, NEW) - Hybrid Functionality - Intermittent Functionality

(RE2, NEW) - Hybrid Functionality - Non Functional

(RE4, NEW) - Hybrid Interface Instrument Cluster Broken / not Working

(RF2, NEW) - Hybrid Functionality - Mode Transitions

(RG1, NEW) - Hybrid Functionality - Engine Fussiness

(RG2, NEW) - Hybrid Functionality - General: Engine not Shutting Down

(RG3, NEW) - Hybrid Functionality - Stationary: Engine not Shutting Down

(RG4, NEW) - Hybrid Functionality - Overrun: Engine not Shutting Down

(RG5, NEW) - Hybrid Functionality - Unexpected Engine Start

(RH1, NEW) - Hybrid Functionality - Low Power on Pull Away

(RH2, NEW) - Hybrid Functionality - Hybrid Inhibit - Eco Off

(RH3, NEW) - Hybrid Functionality - Failed Engine Starts (Stuck in Ev)

HEV BATTERIES

(RJ2, NEW) - Batteries - too Long to Charge

(RJ3, NEW) - Batteries - Do not Last Long Enough

(RK1, NEW) - Batteries - Fault Occurred/Displayed at 0-25% State of Charge

(RK2, NEW) - Batteries - Fault Occurred/Displayed at 25-50% State of Charge

(RK3, NEW) - Batteries - Fault Occurred/Displayed at 50-75% State of Charge

(RK4, NEW) - Batteries - Fault Occurred/Displayed at 75-100% State of Charge

(RL1, NEW) - Batteries - Change in State of Charge Displayed

(RL2, NEW) - Batteries - 12V Battery Discharged

HEV DRIVEABILITY

(RM1, NEW) - Electric Mode Driveability - Poor Performance under Deceleration

(RM2, NEW) - Electric Mode Driveability - Poor Performance under Acceleration

(RM3, NEW) - Electric Mode - Pull Away Behaviour

(RN1, NEW) - Electric Mode - Vehicle Stumbles or Hesitates

(RN2, NEW) - Electric Mode - Vehicle Surges

(RN3, NEW) - Electric Mode - Vehicle Response too Sharp

(RN4, NEW) - Electric Mode - Vehicle Response too Soft

(RN5, NEW) - Electric Mode - Creeping Behaviour

(RP1, NEW) - Hybrid Mode Driveability - Poor Performance under Acceleration

(RP2, NEW) - Hybrid Mode Driveability - Poor Performance under Deceleration

(RP3, NEW) - Hybrid Mode - Pull Away Behaviour

(RP4, NEW) - Hybrid Mode - Creeping Behaviour

HEV OTHER

(RS5, NEW) - Other - Vehicle Lurched and Shut Down

LR Condition Codes

Code	Description
01	BROKEN/CRACKED
02	BENT/BUCKLED/KINKED
04	SOFTWARE REVISION/FLASH MODULE
05	POOR METAL FINISHING
06	DENTS/DINGS
07	IMPROPERLY ADJUSTED/FITS POORLY
12	IMPROPER ASSEMBLY
13	OUT OF ROUND
14	SURFACE ROUGH/UNEVEN
16	INCORRECT SIZE
17	HOLE INCOMPLETE, OUT OF POSITION/OMITTED
24	LOOSE FASTENER
25	MISSING FASTENER
28	OPEN CIRCUIT
30	CHAFED, EXCESSIVE WEAR, FRAYED
31	SEWING FAILURE/SPLIT SEAMS
33	LOOSE PART
34	DISTORTED/WRINKLED/WAVY
38	WRONG PART
39	MISSING PART
41	STICKS/BINDS/GRABS
42	DOES NOT OPERATE PROPERLY
43	IMPROPERLY ROUTED
46	BURNED OUT
49	CONTAMINATED/FOREIGN MATERIAL
51	INSUFFICIENT FLUID (PREDELIVERY ONLY)
53	AIR IN SYSTEM
55	PLUGGED/RESTRICTED
61	WELD DEFECTIVE/BROKEN
63	WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)
68	SEALER MISSING/SKIPPED
69	FROZEN/SEIZED/BINDING
70	CHIPPED/SCRATCHED
79	SPECIAL CODE: USE ONLY AS INSTRUCTED
81	TARNISHED/FADED
82	FREIGHT/POSTAGE/MAINTENANCE
87	TEETH DAMAGED
91	BURRS, SHARP EDGES
95	INSULATION DAMAGE
A8	STONE PECKING
B4	PINCHED/DAMAGED WIRE
B5	BATTERY ACID/FLUID DAMAGE
C2	STRIPPED/CROSS-THREADED FASTENER
C8	INDUSTRIAL/ENVIRONMENTAL FALLOUT
D1	POROSITY
D4	FLAW IN MATERIAL
D7	CORROSION (PERFORATION)
D8	FAILED GASKET/SEAL
D9	OUT OF BALANCE
P1	POLISH REPAIR (PAINT)
P2	SPOT REPAIR (PAINT)
P3	SPRAY PANEL REPAIR (PAINT)
P4	THICK/CRACKED (PAINT)
V3	KINKED/CUT/MISRouted VACUUM LINE
W6	WHEEL ALIGNMENT OUT OF SPECIFICATION
X1	POOR GROUND
X2	CONNECTION POOR/NOT MADE
X4	DAMAGED TERMINAL
X7	CROSSED WIRE (WIRE HARNESS)



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Section A: Warranty Terms & Conditions

Warranty Summary

All warranties are issued by Jaguar Land Rover North America. Jaguar Land Rover North America is the sole authorized importer of JLR NA vehicles. Coverage applies only to vehicles originally specified and built by JLR NA for Canada, and the United States and its territories.

The information on the following pages summarize the various warranties for JLR NA vehicles (i.e., New Vehicle Warranties and Extended Vehicle Warranties). For additional information, refer to the specific warranty in this section.



Jaguar New Vehicle Warranties

Jaguar New Vehicle Limited Warranty – 2016 Model Year

Warranty Type	Model Years	Coverage
New Vehicle Limited Warranty	2016 – USA only	5 years/60,000 miles
	2016 – Canada only	4 years/50,000 miles (80,000 km)
- Wear parts and service adjustments	2016	12 months/12,500 miles (20,000 km)
- Battery	2016 – USA only	5 years/60,000 miles
	2016 – Canada only	4 years/50,000 miles (80,000 km)
- Demonstrator and company vehicles	2016 – USA only	5 years/60,000 miles
	2016 – Canada only	4 years/50,000 miles (80,000 km) Vehicle coverage begins on the date of first retail sale, or the date entered into demonstrator or company vehicle service (whichever comes first). Emissions and Corrosion warranties begin on date of entry into demonstrator service.



Jaguar New Vehicle Limited Warranty – 2012-2015 Model Years

Warranty Type	Model Years	Coverage
New Vehicle Limited Warranty	2012 – 2015	4 years/50,000 miles (80,000 km)
- Wear parts and service adjustments	2012 – 2015	12 months/12,500 miles (20,000 km)
- Battery	2012 – 2015	4 years/50,000 miles (80,000 km)
- Demonstrator and company vehicles	2012 – 2015	4 years/50,000 miles (80,000 km) Vehicle coverage begins on the date of first retail sale, or the date entered into demonstrator or company vehicle service (whichever comes first). Emissions and Corrosion warranties begin on date of entry into demonstrator service.

Jaguar New Vehicle Limited Warranty – 2011 Model Year

Warranty Type	Model Years	Coverage
New Vehicle Limited Warranty	2011	5 years/50,000 miles (80,000 km)
- Wear parts and service adjustments	2011	12 months/12,500 miles (20,000 km)
- Battery	2011	5 years/50,000 miles (80,000 km)
- Demonstrator and company vehicles	2011	5 years/50,000 miles (80,000 km) Vehicle coverage begins on the date of first retail sale, or the date entered into demonstrator or company vehicle service (whichever comes first). Emissions and Corrosion warranties begin on date of entry into demonstrator service.



**Jaguar New Vehicle Limited Warranty –
2010 Model Year and Earlier**

Warranty Type	Model Years	Coverage
New Vehicle Limited Warranty	1995 – 2010	4 years/50,000 miles (80,000 km)
- Wear parts and service adjustments	1995 – 2010	12 months/12,500 miles (20,000 km)
- Battery	1997 – 2010	4 years/50,000 miles (80,000 km)
- Demonstrator and company vehicles	1995 – 2010	<p>4 years/50,000 miles (80,000 km), if vehicle is held 4 months or less before retail sale.</p> <p>For every month beyond 4 months, coverage is reduced by one month. The mileage limitation remains 50,000 miles (80,000 km), 12,500 miles (20,000 km) for wear parts and service adjustments.</p> <p>Emissions and Corrosion warranties begin on date of entry into demonstrator service.</p>



Land Rover New Vehicle Limited Warranties

Land Rover New Vehicle Limited Warranty 2015 Model Year and Later

Warranty Type	Model Years	Coverage
New vehicle	2015 – ON	4 years/50,000 miles (80,000 km)
- Wear parts and service adjustments	2015—ON	12 months/12,500 miles (20,000 km)
- Battery	2015 – ON	4 years/50,000 miles (80,000 km)
- Demonstrator and company vehicles	2015 – ON	4 years/50,000 miles (80,000 km) Vehicle coverage begins on the date of first retail sale, or the date entered into demonstrator or company vehicle service (whichever comes first). Emissions and Corrosion warranties begin on date of entry into demonstrator service).

Land Rover New Vehicle Limited Warranty 2014 Model Year and Earlier

Warranty Type	Model Years	Coverage
New vehicle	1998 – 2014	4 years/50,000 miles (80,000 km)
- Wear parts and service adjustments	1998 – 2014	12 months/12,500 miles (20,000 km)
- Battery	1998 – 2014	4 years/50,000 miles (80,000 km)
- Demonstrator and company vehicles	2005 – 2014	4 years/50,000 miles (80,000 km), if vehicle is held 4 months or less before retail sale. For every month beyond 4 months, coverage is reduced by one month. The mileage limitation remains 50,000 miles (80,000 km). Emissions and Corrosion warranties begin on date of entry into demonstrator service.



Emissions Control System Warranties

Federal

Warranty Type	Coverage
Emissions Design and Defect Warranty	2 years/24,000 miles (whichever occurs first) ¹ Certain emissions-related parts 8 years/80,000 miles (whichever occurs first) ²
Emissions Performance Warranty	2 years/24,000 miles (whichever occurs first) Certain emissions-related parts 8 years/80,000 miles (whichever occurs first) ²

Note:

24,000 mi = 40,000 km

50,000 mi = 80,000 km

80,000 mi = 130,000 km

Note: A PZEV (Partial Zero Emission Vehicle) is a vehicle certified to California's PZEV standards as indicated on the Vehicle Emission Control Information Label located in the engine compartment.

For PZEV vehicles registered in a state that has adopted and is enforcing the California PZEV emissions warranty, the vehicle warranty includes extended coverage (15 years/150,000 miles, whichever occurs first) on all emission related parts.

States which have adopted and enforce the California PZEV emissions warranty (15 years/150,000 miles) are CA, CT, ME, MD, MA, NJ, RI, and VT.

States which have not adopted and do not enforce the California PZEV emissions warranty (15 years/150,000 miles) are DE, OR, PA and WA. For these states, the California Non-PZEV warranty type applies.

California³

Warranty Type	Coverage
Emissions Defect Warranty (Non-PZEV)	Short-term warranty 3 years/50,000 miles (whichever occurs first) ¹
	Long-term warranty 7 years/70,000 miles (whichever occurs first) ⁴
Emissions Performance Warranty (Non-PZEV)	3 years/50,000 miles (whichever occurs first)
Emissions Defect and Performance Warranty (PZEV)	15 years/150,000 miles (whichever occurs first) ⁵

¹ Extended to the limits of the New Vehicle Limited Warranty Bumper-to-Bumper coverage.

² Components receiving 8 year/80,000 mile coverage are identified in Table 1 – 7/70 or 8/80 Emissions Parts.

³ The California Emission Control System Warranties apply to vehicles registered in California and states that have adopted California's emission standards. See Table 2 – Green States Emission Warranty Coverage.

⁴ Components receiving 7 year/70,000 mile coverage, as applicable to certain models and model years, are identified in Table 1 – 7/70 or 8/80 Emissions Parts.

⁵ Components receiving 15 year/150,000 mile coverage are identified in Table 3 – 15 Year/150,000 Emissions Parts.



Corrosion Protection Limited Warranty

Warranty Type	Model Years	Coverage
Corrosion Protection Limited Warranty	1983 – ON Jaguar 1987 — ON Land Rover	6 years/unlimited mileage

Parts and Accessories Limited Warranty

Warranty Type	Model Year	Coverage
Parts and Accessories Limited Warranty	N/A	Material: 12 months/unlimited mileage. Labor is covered for 12 months/unlimited mileage only if the original part and the replacement part were installed by an authorized Jaguar Land Rover retailer.

Reacquired Vehicle Limited Warranty (USA only)

Warranty Type	Model Year	Coverage
Reacquired Vehicle Limited Warranty	N/A	1 year/12,000 miles (20,000 km) (1 year/unlimited mileage for vehicles resold in California. See also, Jaguar Quality Assurance Warranty or the Land Rover Assured Warranty)

Motorized Automatic Seat Belts Limited Lifetime Warranty (Jaguar USA only)

Warranty Type	Model Year	Coverage
Sedan Range vehicles	1989 – 1992	For the life of the vehicle
XJS Range vehicles	1987 – 1989	For the life of the vehicle



Extended Vehicle Warranties

Approved Certified Pre-Owned Warranty

Qualified vehicles only. See Section K – Approved Certified Pre-Owned.

Jaguar Quality Assurance Warranty (USA only)

The Jaguar Quality Assurance (JQA) Warranty pertains only to reacquired vehicles that have completed Jaguar's inspection and recertification process. JQA coverages are identical to the Approved Certified Pre-Owned Warranty coverages; adding an additional 2 years/50,000 miles (80,000 km) of "Premium Coverage" to applicable reacquired vehicles.

Warranty claim processing for JQA claims is identical to Approved Certified Pre-Owned claims processing and subject to all of the Approved Certified Pre-Owned administrative regulations, including the prior approval process.

JQA customer delivery portfolios are placed inside the car at the auction. After the portfolio documents are completed, retailers must present the portfolio to the customer during the delivery process. The JQA Warranty is activated when a customer signed disclosure statement is received by Consumer Affairs. Always perform a DDW Vehicle Inquiry to verify a vehicle has JQA coverage.

Land Rover Quality Assurance Warranty (USA only)

The Land Rover Quality Assurance (LRQA) Warranty pertains only to reacquired vehicles that have completed Land Rover's inspection and recertification process. LRQA is a program that extends a vehicle's warranty an additional 12 months/12,000 miles from the end of the manufacturer's 48 month/50,000 mile warranty. The extended warranty time and mileage will be added to the end of the New Vehicle Limited Warranty, not the end of the RAV warranty.

LRQA is administered by the Automobile Protection Corporation (APCO) and will have a \$100 deductible. The process for obtaining a repair authorization is the same as the Land Rover Approved Certified Program. Land Rover branded vehicle service contracts (VSC) cannot be sold in conjunction with the LRQA warranty.

During the LRQA period, the retailer must follow all current APCO rules. All claims require authorization before the repair can be commenced.



Warranty and the Owner

- ◆ The owner's perception of JLR NA and its retailers is formed from the first moment he or she steps into the retailer.
- ◆ A new customer expects a trouble free vehicle. If warranty repairs are necessary, the owner will expect priority service and that the repairs be performed quickly and correctly.
- ◆ It is important that owners understand what is and what is not covered by the various JLR NA warranties. Although the specific terms of a vehicle's warranties are provided in the Passport to Service, it is the responsibility of the retailer to provide a summary explanation of the warranties to the customer when the vehicle is delivered.
- ◆ When a vehicle is brought in for service or for warranty work during the warranty period and if there will be customer charges for parts, fluids, or labor, it is the responsibility of the retailer to explain these costs before work commences. This explanation will minimize any misunderstandings when the bill is presented. Problems can arise if a customer is asked to pay for something he/she thought was covered by warranty.
- ◆ The owner also has responsibilities and obligations under the terms of the Warranty. The owner's responsibilities and obligations include the performance of scheduled maintenance, as well as the costs incurred for parts and labor for items not covered by any JLR NA warranty. These responsibilities and obligations are detailed in this section under the appropriate warranty explanation.
- ◆ JLR NA retailers should be fully conversant with all warranties.

Owner's Responsibility

Your owner's literature describes the proper care and use of your vehicle. Proper maintenance and use guard against major repair expenses resulting from misuse, neglect or inadequate maintenance, and may help increase the value you receive when you sell your vehicle.

It is the owner's responsibility to follow the Maintenance Schedule as detailed in the Vehicle Care handbook or Passport To Service.

The owner must maintain a record of when and where each specified scheduled maintenance was performed. The date and mileage should be recorded in the Maintenance Service Record section of the Passport To Service. Jaguar Land Rover North America may request proof that the required scheduled maintenance has been performed at the correct time. All receipts covering maintenance work, and the Maintenance Record, should be transferred to the new owner if the vehicle is sold.

Note: Failure to perform maintenance promptly and in accordance with JLR NA's specified service intervals will invalidate warranty coverage on the parts affected.

Note: Your retailer has technicians who are trained and equipped to perform required maintenance on your vehicle using genuine JLR NA parts to keep your vehicle operating to optimum levels.

- ◆ Make sure that all of the required maintenance is performed and that the materials used meet JLR NA's engineering specifications.
- ◆ Make sure you present your vehicle to a retailer for any warranty repair as soon as practicable after a defect is detected. This will minimize the effect a defect has on your vehicle and the nature of the repair needed.
- ◆ Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always recorded in your vehicle documentation.

What's Not Covered?

New Vehicle Limited Warranty

The New Vehicle Limited Warranty do not cover items that are subject to adjustment or replacement during normal service or maintenance operations (unless the work is required as a direct result of a manufacturing defect or is included in Complimentary Scheduled Maintenance). This applies to the following items:

- ◆ Replacement or "top up" of consumable fluids (i.e., oils, anti-freeze, brake fluid, windscreen wash solution and air conditioning refrigerant).
- ◆ Wiper blades.
- ◆ Oil, air and fuel filters.
- ◆ Drive belts – replacement or adjustment (excluding serpentine belts).
- ◆ Wheel alignment/balancing.
- ◆ Lubricants.
- ◆ Spark plugs.
- ◆ Brake pads/discs replacement.



Jaguar Land Rover North America is not responsible for any repair or replacement that is required as a direct result of:

- ◆ Normal wear and tear.
- ◆ Failure to properly maintain the vehicle in accordance with JLR NA's maintenance schedules and service instructions.
- ◆ Failure to use JLR NA specified parts or fluids during a warranty repair (or parts of equivalent quality during a retail repair).
- ◆ Damage resulting from neglect, accident, flooding or improper use.
- ◆ Unauthorized modifications of the vehicle or parts (modifications outside of JLR NA's specifications).
- ◆ Refilling or topping-up with incorrect fuel, e.g., diesel fuel used instead of gasoline.
- ◆ Use of fuel containing more than 10% ethanol or 3% methanol.

Note: *Alterations which include, but not limited to changes in tire specifications, wheel specifications, exhaust modifications, lighting specifications, or modifications to emissions, etc. will NOT be covered under warranty, nor will any damage caused to other parts of the vehicle as the result of these alterations/modifications.*

Jaguar Land Rover North America is **not** responsible for any repair or replacement that is required as a direct result of the following:

- ◆ Failure to properly maintain paint and bodywork by regular cleaning in accordance with JLR NA's instructions.
- ◆ Factors beyond JLR NA's control, such as environmental hazards (including industrial fall-out, storm damage, acid rain) and damage (including stone chips, scratches and use of unsuitable cleaning agents).
- ◆ Accident repairs using materials or methods of repair that have not been approved by JLR NA.
- ◆ Alterations of the vehicle from JLR NA's original specification.
- ◆ Failure to rectify on a timely basis any paint or corrosion damage .

Other Exclusions

JLR NA's warranty excludes liability for any lost time, inconvenience, loss of transportation, or any other incidental or consequential damage you (or anyone else) may incur as a result of a defect covered by this warranty.

Warranty Coverage When Traveling Outside of North America

Jaguar Land Rover North America has a comprehensive service network in most parts of the world. Any authorized retailer can carry out repairs under JLR NA's warranty.

When traveling, it is the responsibility of the owner to produce the warranty documentation issued with the vehicle (which establishes the warranty coverage and the relevant maintenance and service records). If the customer is unable to do so, the retailer should seek advice from JLR NA.



Warranty and the Authorized Retailer

Warranty work is a vital part of the responsibility of any franchised vehicle retailer. It is the retailer's responsibility to provide prompt warranty repairs to the owner of any JLR NA vehicle that is within its appropriate warranty period.

Display of Warranties (USA only)

The Magnuson-Moss Warranty Act requires that all automobile retailers have copies of manufacturer's warranties available to prospective purchasers.



General Explanation of Warranties

The following provides a general explanation of JLR NA warranties.

Demonstrator and Company Vehicle Warranties

Demonstrators – Vehicles that have been registered in the Jaguar Land Rover North America demonstrator program.

Company Vehicles – Vehicles that have been placed in service by Jaguar Land Rover North America for company use.

New Vehicle Limited Warranty – Demonstrator and company vehicles are entitled to full coverage under the New Vehicle Limited Warranty. Vehicle coverage begins on the date of first retail sale, or the date entered into demonstrator or company vehicle service (whichever occurs first). For exclusions see Section A – New Vehicles Limited Warranties.

Who May Perform Warranty Work

Only authorized JLR NA retailers may perform warranty work. An exception may be made in the case of emergency repairs.

Emergency Repairs

In an emergency situation, when no authorized JLR NA retailer is available and it is not possible to get the vehicle to such a retailer, necessary repairs affected by any available service establishment may be covered by the warranty. The owner is entitled to reimbursement for emergency repairs to items covered under this warranty at the geographically appropriate material cost and hourly labor rate. Replaced parts and original paid invoices must be presented at a JLR NA retailer as a condition of reimbursement for emergency repairs not performed at a JLR NA retailer.

Scheduled Maintenance Not Performed by an Authorized JLR NA Retailer

Scheduled maintenance may be performed by any service agency that is in the business of servicing this type of vehicle. The vehicle owner may also perform the maintenance; but may be required to prove the ability to perform the maintenance correctly and show that the proper parts were used. Repair costs resulting from improper maintenance performed during the warranty period by anyone other than a JLR NA retailer are the responsibility of the vehicle owner.



Implied Warranties; Consequential Damages

Under the law, the owner is entitled to the benefit of the implied warranties of merchantability and fitness for intended purpose. These implied warranties will continue in force only during the warranty period of this limited warranty.

Jaguar Land Rover North America does not accept responsibility under any of the warranties in the Passport To Service for any consequential damage or commercial loss to the owner, or any incidental expenses, loss of time, loss of transportation, or inconvenience.

Some states/provinces do not permit a limitation on how long an implied warranty will last, or on the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to the owner. This warranty gives owners specific legal rights, and they may also have other rights that vary from state to state or province to province.

What the Warranties Do Not Cover

Warranties do not cover damages caused by accident, alteration, misuse of the vehicle, environmental conditions or improper maintenance. Lubricants, normal maintenance items, regularly scheduled maintenance parts and labor, and tires are also not covered under the terms of the JLR NA Warranties.

Damage Caused by Accident, Alteration or Misuse of the Vehicle

Warranties do not cover damage caused by accident, alteration or misuse of the vehicle.

Examples are:

- ◆ Damage caused by collision, fire, flood, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle.
- ◆ Misuse of the vehicle, such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source.
- ◆ Alteration or modification of the vehicle, including changes to the body, chassis, or components after the vehicle leaves the control of Jaguar Land Rover North America.
- ◆ Tampering with the vehicle, tampering with the emissions systems or with other parts that affect these systems.
- ◆ Disconnection or alteration of the odometer, or where the actual mileage cannot be determined due to the odometer being inoperative for an extended period of time.
- ◆ Use of contaminated or improper fuel, fluids or lubricants.
- ◆ Application of chemicals by the owner.



Damage Caused by Abuse, Improper Maintenance or Repair

Warranties do not cover damage caused by abuse, improper maintenance or repair of the vehicle.

Examples are:

- ◆ The vehicle was abused.
- ◆ The vehicle cannot be shown to have been maintained in accordance with the Maintenance Schedules shown in the Passport To Service, Driver's Handbook, or Vehicle Care Guide. Proper maintenance includes regular oil changes, tire rotation, engine tune-up and cleaning and polishing, and the regular replacement of fluids, lubricants, filters, wiper blades and brake linings and pads.
- ◆ A component was installed improperly or was adjusted outside the component manufacturer's specifications.
- ◆ Any emission-related component was removed or rendered inoperative.
- ◆ An uncertified replacement part was used in the maintenance or repair of the vehicle, and it is either defective in materials or workmanship, or not equivalent to the original part.
- ◆ Proper maintenance work was not performed.

Damage Caused by Use and/or the Environment

Surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure to the elements are not covered.

Examples are:

- ◆ Stone chips, scratches
- ◆ Lightning, hail damage
- ◆ Dings or dents
- ◆ Windstorm damage
- ◆ Road salt, tree sap
- ◆ Earthquake damage
- ◆ Bird droppings
- ◆ Water or flood damage, including damage from acid rain



Other Items and Conditions Not Covered by the New Vehicle Warranties

- ◆ Non-approved parts and accessories that are installed by retailers, body shops or other companies.
- ◆ Vehicles reported as: dismantled, fire/flood damaged, junk, rebuilt, reconstructed, salvaged or totaled are not eligible for warranty coverage.



New Vehicle Warranties

Note: *Tires are covered separately by the tire manufacturer. Your retailer will, however, assist you with any tire claim.*

Should any part of the vehicle require repair or replacement as a result of a manufacturing defect, the part will be repaired or replaced completely free of charge by any authorized JLR NA retailer, regardless of any change of vehicle ownership during the period of coverage. All parts fitted during warranty repairs are covered for the balance of the applicable warranty period.

What is the Warranty Period?

For new vehicles, see Section A – Warranty Summaries, New Vehicle Warranties.

The Emission and Corrosion warranties for demonstrator and company service vehicles start on the day the vehicle is first put into service (not the day the vehicle is delivered to the first retail customer)

Does this Apply to Accessories?

Genuine JLR NA accessories fitted by a retailer to a new vehicle will benefit from the same warranty terms and duration as the New Vehicle Limited Warranty.

Delayed End of Warranty Repairs

If warranty repairs are completed after a vehicle warranty has expired due to one of the following reasons, the warranty claim should be submitted with an explanation.

- ◆ Parts are on back-order
- ◆ Repair with extended completion time
- ◆ Service department scheduling delays

See Section F – Delayed End of Warranty Repairs (Procedures).

Modified or Converted Vehicles

The customer literature states that JLR NA is not responsible for any repair or replacement required as a direct result of unauthorized modifications of the vehicle or parts.

Vehicle conversions approved by JLR NA are considered to be part of the original specification. All other conversions must be considered unauthorized by JLR NA and will therefore invalidate all warranties on the affected area(s).

In the case of ‘stretch’ conversions, warranty coverage on the power train and associated electronics/wiring becomes immediately void.



Specific Restrictions

JLR NA's Vehicle Warranties (except Recalls) will be fully cancelled on any vehicle that has been written off by an insurance company.

It may be necessary for JLR NA to restrict warranty coverage in the following circumstances:

- ◆ Vehicles that have been the subject of body or paintwork repairs, other than warranty repairs.
- ◆ Where information has been provided that the vehicle has been stolen.
- ◆ Components affected by unapproved modifications, tuning or conversions.
- ◆ Vehicles reported as dismantled, fire or flood damaged, junk, rebuilt, reconstructed, salvaged or totaled are not eligible for warranty coverage.

Retailers are required to inform JLR NA of any vehicles identified as being in the above categories.

Tire Warranties

Tires are warranted by the tire manufacturer. Refer to the tire manufacturer's warranty brochure in the Passport To Service Brochure.



New Vehicle Limited Warranties – Explanations

General Statement of New Vehicle Limited Warranty

The New Vehicle Limited Warranty covers any factory supplied components or factory workmanship that is defective during the warranty period if the JLR NA vehicle is properly operated and maintained. When presented to a retailer during the warranty period, any component covered by the warranty will be repaired or replaced without charge to the owner.

The warranty includes any part scheduled for routine replacement during the warranty period if it is defective. If a part fails at the same time it is due for replacement, it is not covered by the warranty.

JLR NA, and the retailer are not responsible for any time lost or any inconvenience that might be caused. Neither is JLR NA, nor the retailer responsible for the loss of transportation or for any other incidental or consequential damages. For specific information concerning the warranty, refer to the appropriate sections of this manual.

New Vehicle Limited Warranty

Warranty Period

See Section A – New Vehicle Limited Warranties.

Other Coverages

The following New Vehicle Limited Warranty coverages apply to all model years:

Wear parts: Wear parts are warranted for 1 year or until the vehicle has been driven 12,500 miles (20,000 km).

Wear parts include, but are not limited to the following:

- ◆ Brake pads (defect only*)
- ◆ Brake discs (defect only*)
- ◆ Clutch, pressure plate, disc and release bearing (manual transmission only)
- ◆ Windshield wiper blades

* Brake pads and discs (rotors) are covered for defects in material and workmanship only. Normal wear is not covered by the New Vehicle Limited Warranty.



Service adjustments: Service adjustments are warranted for 1 year or until the vehicle has been driven 12,500 miles (20,000 km). Service adjustments include, but not limited to the following:

- ◆ Body panel and glass alignment
- ◆ Wheel and suspension alignment
- ◆ Wheel and tire balancing
- ◆ Headlight aiming
- ◆ Engine adjustments

Battery and light bulbs: The battery and light bulbs are covered 100% for the duration of the New Vehicle Limited Warranty.

Tires: Tires are covered by the tire manufacturer's warranties.



Emissions Warranty

All vehicles are supplied with an emissions warranty covering specified components.

General Statement of Emissions Warranties

JLR NA vehicles are designed, built, and equipped so as to conform at the time of sale with the US Environmental Protection Agency, Environment Canada, and California Air Resources Board emission standards applicable at the time of manufacture. If the vehicle fails applicable regulations during the warranty period, the diagnosis, repairs, replacement or adjustments to the listed emission system items needed to correct emissions-related defects will be performed at no charge to the owner.

Items that require scheduled replacement are warranted up to the replacement interval as specified in the New Vehicle Limited Warranty.

Demonstrator or Company Vehicles – Warranty Period

See Section A – Demonstrator and Company Vehicle Warranties.

What the Emissions Warranties Do Not Cover

The emissions warranties do not cover any of the following:

- ◆ Malfunctions in any part caused by any of the following: misuse, improper adjustments, modifications, alterations, tampering, disconnection, improper or inadequate maintenance.
- ◆ Catalytic converter damage caused by the use of leaded gasoline.
- ◆ Damage resulting from accidents, acts of nature, or other events beyond the control of Jaguar Land Rover North America.
- ◆ The repair or replacement of warranted parts that are scheduled for replacement prior to 50,000 miles (80,000 km) as part of regular maintenance services described in the Owner's Handbook or Passport To Service.
- ◆ Repair or replacement of warranted items at an inspection or adjustment maintenance interval, for reasons other than being defective.
- ◆ Engine components, cylinder heads, block, valves, internal parts, water hoses, exhaust systems, pipes, mufflers; except as covered under the vehicle limited warranty.
- ◆ Loss of time, consequential damages, inconvenience, loss of use of the vehicle, or commercial loss.



- ◆ Any vehicle on which the odometer mileage has been changed so that mileage cannot be readily determined.
- ◆ Any other item listed as not covered in the limited warranty.

Replacement Emission Parts

The emission system was designed, built, and tested using genuine JLR NA parts, and the vehicle is certified by JLR NA as being in conformity with Environmental Protection Agency (EPA)/Environment Canada emission control regulations. It is recommended that any replacement parts used for maintenance, repair, or replacement be JLR NA-approved service or remanufactured parts. Use of replacement parts that are not of equivalent quality may impair the effectiveness of the emission control system. An owner using such parts should make sure that they are warranted by the manufacturer to be equivalent to genuine JLR NA parts in performance and durability.

The use of non-JLR NA approved parts does not automatically invalidate the warranty. However, such parts are not covered under the warranty unless the non-JLR NA part is damaged by a JLR NA-approved service or remanufactured part.

Conditions for Acceptance of Emission Control System Warranty Liability

Jaguar Land Rover North America will not deny warranty liability resulting from:

- ◆ Properly installed certified parts used in maintenance or repairs.
- ◆ Any cause attributable to the manufacturer.
- ◆ Warranty or pre-delivery work performed by the selling retailer (or by any other authorized service facility).

Nor will Jaguar Land Rover North America deny such coverage because of work performed in an emergency situation to rectify an unsafe condition (including an unsafe driveability condition) attributable to the manufacturer if the owner has taken timely steps to put the vehicle back in performing condition.

“Emergency situation” means one in which no authorized JLR NA retailer is available and it is not possible to get the vehicle to such a retailer. In such a case, necessary repairs performed by any available service establishment may be covered by warranty. The owner will be entitled to reimbursement for emergency repairs to items covered under this warranty at the geographically appropriate material cost and hourly labor rate. Jaguar Land Rover North America will not reject any claim because of the use of an uncertified or unapproved part, or for non-compliance with any maintenance instruction, unless this action has caused the vehicle to fail to comply with emission standards.



California Maintenance Schedules

There are maintenance schedules and parts replacement intervals for California specification vehicles that are considered the minimum requirement by the California Air Resources Board.

The service and replacement intervals for these items are indicated with a check mark in the charts shown in the Passport To Service Brochure.

In addition, there are certain emission components that could be subject to contamination and deterioration due to “adverse” or “severe” outside conditions. These are identified by an “R” (recommended) in the service column of the charts contained in the Passport To Service Brochure.

Jaguar Land Rover North America also recommends that if a JLR NA vehicle is driven substantially less than 15,000 miles (24,000 km) per year, the lubrication services shown in the maintenance schedule should be performed at intervals not to exceed 6 months.

Federal Emissions Design and Defect Warranty

Also applicable for Canada.

Warranty period: 2 years/24,000 miles (40,000 km); Jaguar Land Rover North America has voluntarily extended this warranty to the duration of the New Vehicle Limited Warranty.

See Table 1 – 7/70 or 8/80 Emissions Parts at the end of this section for 8 year/80,000 (130,000 km) mile coverage of specific emission-related parts/systems. All other emissions-related parts are covered for the duration of the New Vehicle Limited Warranty.

Federal Emissions Performance Warranty

Also applicable for Canada.

Warranty period: 2 years/24,000 miles (40,000 km)

The Federal Emissions Performance Warranty covers the failure of the vehicle to meet applicable Federal emission standards if:

- ◆ the vehicle has been maintained according to the written instructions in the Owner’s Vehicle Care Guide and the Passport to service, and
- ◆ the vehicle fails to conform during the warranty period to the applicable national emission standards as judged by an EPA-approved emissions test, and
- ◆ the owner is required to take action of any kind in order to avoid a penalty or sanction (including denial of the right to use the vehicle) under local, state/provincial, or federal laws, and
- ◆ the vehicle has not been tampered with, misused, or abused, then JLR NA will cause the nonconformity to be rectified at no cost to the owner.

Note: *If diagnosis of the vehicle shows that it will pass the applicable state/provincial or local government test using test procedures and standards set by the EPA, the Federal Emissions Performance Warranty does not apply.*



California Short-Term Defect Warranty

Applicable for California and selected states that have adopted California's emission standards. See Table 2 – Green States Emission Warranty Coverage for a list of states that have adopted California's emission standards.

Warranty period (Non-PZEV): 3 years/50,000 miles (80,000 km).

Warranty period (PZEV): 15 years/150,000 miles (except DE, OR, PA, WA).*

Jaguar Land Rover North America has voluntarily extended this warranty to the duration of the New Vehicle Limited Warranty.

The California Short-Term Defect Warranty covers the failure of emission-related parts.

California Long-Term Defect Warranty

Applicable for California and selected states that have adopted California's emission standards. See Table 2 – Green States Emission Warranty Coverage for a list of states that have adopted California's emission standards.

Warranty period (Non-PZEV): 7 years/70,000 miles (112,000 km).

Warranty period (PZEV): 15 years/150,000 miles (except DE, OR, PA, WA).*

The California Long-Term Defect Warranty covers the failure of specifically identified emission-related parts.

Applicable parts/systems for each model year are shown in Table 1 – 7/70 or 8/80 Emissions Parts at the end of this section.

All other emissions-related parts are covered for the duration of the New Vehicle Limited Warranty.

California Performance Warranty

Applicable for California and selected states that have adopted California's emission standards. See Table 2 – Green States Emission Warranty Coverage for a list of states that have adopted California's emission standards.

Warranty period (Non-PZEV): 3 years/50,000 miles (80,000 km).

Warranty period (PZEV): 15 years/150,000 miles (except DE, OR, PA, WA).*

The California Performance Warranty covers the failure of the vehicle to meet Smog Check inspection requirements. This coverage includes all necessary repairs and adjustments needed to ensure the vehicle passes the inspection.

* PZEV certified vehicles registered in Delaware, Oregon, Pennsylvania and Washington are ineligible for 15 year/150,000 mile warranty coverage. These vehicles receive the California warranty type provisions associated with Non-PZEV vehicles.



Jaguar Table 1 – 7/70 or 8/80 Emissions (MY 2005-2009)

Part	2005MY	2006MY	2007MY	2008MY	2009MY
Air Cleaner Assembly	NA	NA	NA	NA	NA
Camshaft Position Sensor	NA	NA	NA	NA	NA
Coolant Temperature Sensor	NA	NA	NA	NA	NA
Catalytic Converter	8/80	8/80	8/80	8/80	8/80
Crankshaft Vibration Damper	NA	NA	NA	NA	NA
Engine Control Module (ECM) * / Powertrain Control Module (PCM) *	8/80	8/80	8/80	8/80	8/80
Exhaust Manifold	7/70	7/70	7/70	7/70	7/70
Fuel Injector	NA	NA	NA	NA	NA
Fuel Injector Supply Manifold	NA	NA	NA	NA	NA
Fuel Pump - High Pressure	NA	NA	NA	NA	NA
Fuel Pump - In-Tank Assembly	7/70	7/70	7/70	7/70	7/70
Fuel Pump Control Module	NA	NA	NA	NA	NA
Fuel Tank	7/70	7/70	7/70	7/70	7/70
Fuel Tank Leak Detector Assembly	NA	NA	NA	NA	NA
Fuel Vapor Storage Canister	NA	NA	NA	NA	NA
Intake Manifold	7/70	7/70	7/70	7/70	7/70
Knock Sensor	NA	NA	NA	NA	NA
Malfunction Indicator Lamp (MIL) at Instrument Pack †	8/80	8/80	8/80	8/80	8/80
Mass Air Flow Sensor	7/70	7/70	7/70	7/70	7/70
Oxygen Sensor	7/70	7/70	7/70	7/70	7/70
Supercharger Assembly	7/70	7/70	7/70	7/70	7/70
Supercharger Intercooler	NA	NA	NA	NA	NA
Supercharger Intercooler Pump	NA	NA	NA	NA	NA
Supercharger Intercooler Radiator	NA	NA	NA	NA	NA
Thermostat	NA	NA	NA	NA	NA
Throttle Body Assembly	7/70	7/70	7/70	7/70	7/70
Transmission Control Module (TCM) *	8/80	8/80	8/80	8/80	8/80
Transmission Control Module (TCM) Valve Assembly *	NA	NA	NA	NA	NA
Transmission Control Valve Block	NA	NA	NA	NA	NA
Transmission Shift Selector Assembly	NA	NA	NA	NA	NA
Turbocharger Assembly	NA	NA	NA	NA	NA
Turbocharger Intercooler	NA	NA	NA	NA	NA
Variable Valve Timing Solenoid	NA	NA	NA	NA	NA
Variable Valve Timing Unit	7/70	7/70	7/70	7/70	7/70

Notes:

7/70 - Parts/systems identified with 7/70 are covered for 7 years/70,000 miles for non-PZEV vehicles registered in California and states that have adopted California's emission standards. Also applicable for PZEV certified vehicles registered in DE, OR, PA and WA. For all other states and territories, these parts/systems are covered for the duration of the New Vehicle Limited Warranty. See Table 2 for a list of states that have adopted California's emission standards.

8/80 - Parts/systems identified with 8/80 are covered for 8 years/80,000 miles (130,000 km) in US (all states and territories) and Canada.

NA - Not Applicable

* Includes hardware and emissions related software changes

† Replace Instrument Pack where MIL is not a serviceable part



Jaguar Table 1 – 7/70 or 8/80 Emissions (MY 2010-2014)

Part	2010MY	2011MY	2012MY	2013MY	2014MY
Air Cleaner Assembly	NA	NA	7/70, XK only	7/70, XK only	7/70, XK, F-TYPE
Camshaft Position Sensor	NA	NA	7/70, XJ only	7/70, XJ only	7/70, XJ only
Coolant Temperature Sensor	NA	NA	NA	7/70, XJ SC only	7/70, XJ SC only
Catalytic Converter	8/80	8/80	8/80	8/80	8/80
Crankshaft Vibration Damper	NA	NA	7/70	7/70	NA
Engine Control Module (ECM) * / Powertrain Control Module (PCM) *	8/80	8/80	8/80	8/80	8/80
Exhaust Manifold	7/70	7/70	7/70	7/70	7/70
Fuel Injector	NA	NA	7/70	7/70	7/70
Fuel Injector Supply Manifold	NA	NA	7/70	7/70	7/70
Fuel Pump - High Pressure	NA	NA	7/70	7/70	7/70
Fuel Pump - In-Tank Assembly	7/70	7/70	7/70 Except XJ	7/70, Except XJ	7/70, Except XJ
Fuel Pump Control Module	NA	NA	7/70	7/70	7/70
Fuel Tank	7/70	7/70	7/70	7/70	7/70
Fuel Tank Leak Detection Assembly	NA	NA	NA	7/70, Except XJ	7/70
Fuel Vapor Storage Canister	NA	NA	7/70 XK; XJ	7/70 XK; XJ	7/70
Intake Manifold	7/70	7/70	7/70	7/70	7/70
Knock Sensor	NA	NA	7/70 XF SC; XK SC; XJ SC	7/70 XF SC; XK SC; XJ SC	7/70 XF SC; XK SC; XJ SC
Malfunction Indicator Lamp (MIL) at Instrument Pack †	8/80	8/80	8/80	8/80	8/80
Mass Air Flow Sensor	NA	NA	NA	NA	NA
Oxygen Sensor	NA	NA	NA	NA	NA
Supercharger Assembly	7/70	7/70	7/70	7/70	7/70
Supercharger Intercooler	NA	NA	7/70 XF, XJ	7/70 XF, XJ	7/70 XF, XJ
Supercharger Intercooler Pump	NA	NA	7/70	NA	7/70
Supercharger Intercooler Radiator	NA	NA	NA	NA	7/70
Thermostat	NA	NA	NA	7/70, XJ only	7/70, XJ only
Throttle Body Assembly	7/70	7/70	7/70	7/70	7/70
Transmission Control Module (TCM)*	8/80	8/80	8/80	8/80	8/80
Transmission Control Module (TCM) Valve Assembly *	8/80	8/80	8/80	8/80	8/80
Transmission Control Valve Block	7/70	7/70	NA	NA	NA
Transmission Shift Selector Assembly	NA	NA	7/70	NA	NA
Turbocharger Assembly	NA	NA	NA	7/70	7/70
Turbocharger Intercooler	NA	NA	NA	NA	7/70
Variable Valve Timing Solenoid	NA	NA	7/70 XF SC; XJ NA & SC	7/70 Except XK	7/70 Except XK
Variable Valve Timing Unit	7/70	7/70	7/70	7/70	7/70

Notes:

7/70 - Parts/systems identified with 7/70 are covered for 7 years/70,000 miles for non-PZEV vehicles registered in California and states that have adopted California's emission standards. Also applicable for PZEV certified vehicles registered in DE, OR, PA and WA. For all other states and territories, these parts/systems are covered for the duration of the New Vehicle Limited Warranty. See Table 2 for a list of states that have adopted California's emission standards.

8/80 - Parts/systems identified with 8/80 are covered for 8 years/80,000 miles (130,000 km) in US (all states and territories) and Canada.

NA - Not Applicable

* Includes hardware and emissions related software changes

† Replace Instrument Pack where MIL is not a serviceable part



Land Rover Table 1 – 7/70 or 8/80 Emissions (MY 2005-2009)

Part	2005MY	2006MY	2007MY	2008MY	2009MY
Crankshaft Vibration Damper	NA	NA	NA	NA	NA
Catalytic Converter	8/80	8/80	8/80	8/80	8/80
Engine Control Module (ECM) * / Powertrain Control Module (PCM) *	8/80	8/80	8/80	8/80	8/80
Exhaust Manifold	7/70	7/70 Except LR3 V6	7/70 Except LR3 V6	7/70 Except LR3 V6	7/70 Except LR3 V6
Fuel Filler Neck and Restrictor	7/70 Range Rover only	7/70 Range Rover only	7/70 Range Rover only	7/70 Range Rover only	7/70 Range Rover only
Fuel Injector	NA	NA	NA	NA	NA
Fuel Injector Supply Manifold	7/70	7/70	7/70	7/70 Except LR2	7/70 Except LR2
Fuel Line Bundle – Underfloor	7/70 Freelander only	7/70 Freelander only	NA	NA	NA
Fuel Pipe; Rear Return	7/70 Range Rover only	7/70 Range Rover only	7/70 Range Rover only	7/70 Range Rover only	7/70 Range Rover only
Fuel Pump Control Module	NA	NA	NA	NA	NA
Fuel Pump - High Pressure	NA	NA	NA	NA	NA
Fuel Pump - In-Tank Assembly	7/70 Range Rover only	7/70 Except Freelander	7/70	7/70	7/70
Fuel Tank	7/70	7/70	7/70	7/70	7/70
Fuel Vapor Storage Canister, Liquid Separator and Associated Controls	7/70 Range Rover only	7/70 Range Rover only	7/70 Range Rover only	7/70 Range Rover only	7/70 Range Rover only
Intake Manifold	7/70	7/70	7/70	7/70 Except LR2	7/70 Except LR2
Knock Sensor	NA	NA	NA	NA	NA
Malfunction Indicator Lamp (MIL) at Instrument Pack †	8/80	8/80	8/80	8/80	8/80
Supercharger Assembly	NA	7/70	7/70	7/70	7/70
Supercharger Bypass Actuator	NA	NA	NA	NA	NA
Supercharger Intercooler	NA	NA	NA	NA	NA
Supercharger Intercooler Radiator	NA	NA	NA	NA	NA
Throttle Body Assembly	NA	NA	NA	NA	NA
Transmission Control Module (TCM) *	8/80	8/80	8/80	8/80	8/80
Transmission Control Valve Assembly *	NA	NA	NA	NA	NA
Transmission Speed Sensor	NA	NA	NA	NA	NA
Turbocharger Assembly	NA	NA	NA	NA	NA
Turbocharger Intercooler	NA	NA	NA	NA	NA
Variable Valve Timing Camshaft	7/70 Range Rover only	7/70 Range Rover; Range Rover Sport; LR3 V8	7/70 Range Rover; Range Rover Sport; LR3 V8	7/70 Range Rover; Range Rover Sport; LR3 V8	7/70 Range Rover; Range Rover Sport; LR3 V8
Variable Valve Timing Chain	7/70 Range Rover only	7/70 Range Rover; Range Rover Sport; LR3 V8	7/70 Range Rover; Range Rover Sport; LR3 V8	7/70 Range Rover; Range Rover Sport; LR3 V8	7/70 Range Rover; Range Rover Sport; LR3 V8
Variable Valve Timing Unit	7/70 Range Rover only	7/70 Range Rover; Range Rover Sport; LR3 V8	7/70 Range Rover; Range Rover Sport; LR3 V8	7/70 Range Rover; Range Rover Sport; LR3 V8	7/70 Range Rover; Range Rover Sport; LR3 V8

Notes:

7/70 - Parts/systems identified with 7/70 are covered for 7 years/70,000 miles for non-PZEV vehicles registered in California and states that have adopted California's emission standards. Also applicable for PZEV certified vehicles registered in DE, OR, PA, and WA. For all other states and territories, these parts/systems are covered for the duration of the New Vehicle Limited Warranty. See Table 2 for a list of states that have adopted California's emission standards.

8/80 - Parts/systems identified with 8/80 are covered for 8 years/80,000 miles (130,000 km) in US (all states and territories) and Canada.

NA - Not Applicable

* Includes hardware and emissions related software changes

† Replace Instrument Pack where MIL is not a serviceable part



Land Rover Table 1 – 7/70 or 8/80 Emissions (MY 2010-2014)

Part	2010MY	2011MY	2012MY	2013MY	2014MY
Crankshaft Vibration Damper	NA	NA	7/70	7/70	NA
Catalytic Converter	8/80	8/80	8/80	8/80	8/80
Engine Control Module (ECM) * / Powertrain Control Module (PCM) *	8/80	8/80	8/80	8/80	8/80
Exhaust Manifold	7/70	7/70	7/70	7/70	7/70
Fuel Filler Neck and Restrictor	7/70 Range Rover only	7/70 Range Rover only	NA	NA	NA
Fuel Injector	NA	NA	7/70 Except LR2	7/70 LR4; Range Rover Sport	7/70 LR4; Range Rover Sport
Fuel Injector Supply Manifold	7/70 Except LR2	7/70 Except LR2	7/70 Except LR2	7/70	7/70
Fuel Line Bundle – Underfloor	NA	NA	NA	NA	NA
Fuel Pipe; Rear Return	7/70 Range Rover only	7/70 Range Rover only	NA	NA	NA
Fuel Pump Control Module	NA	NA	NA	NA	7/70, Range Rover only
Fuel Pump - High Pressure	NA	NA	7/70, Except LR2	7/70	7/70
Fuel Pump - In-Tank Assembly	7/70	7/70	7/70	7/70 Except LR4 & Range Rover Sport	7/70 Except LR4 & Range Rover Sport
Fuel Tank	7/70	7/70	7/70	7/70	7/70
Fuel Vapor Storage Canister, Liquid Separator and Associated Controls	7/70 Range Rover only	7/70 Range Rover only	NA	NA	NA
Intake Manifold	7/70 Except LR2	7/70 Except LR2	7/70	7/70 Except LR2 & Evoque	7/70 Except LR2 & Evoque
Knock Sensor	NA	NA	7/70 Range Rover SC; Range Rover Sport SC	7/70 Range Rover SC; Range Rover Sport SC	7/70 Range Rover SC; Range Rover Sport SC
Malfunction Indicator Lamp (MIL) at Instrument Panel †	8/80	8/80	8/80	8/80	8/80
Supercharger Assembly	7/70	7/70	7/70	7/70	7/70
Supercharger Bypass Actuator	NA	NA	7/70 Range Rover Sport only	NA	7/70
Supercharger Intercooler	NA	NA	7/70 Range Rover SC; Range Rover Sport SC	7/70 Range Rover SC; Range Rover Sport SC	7/70
Supercharger Intercooler Radiator	NA	NA	NA	NA	7/70
Throttle Body Assembly	NA	NA	7/70 Range Rover SC; Range Rover Sport SC	7/70 Range Rover SC; Range Rover Sport SC	7/70 Range Rover SC; Range Rover Sport SC
Transmission Control Module (TCM) *	8/80	8/80	8/80	8/80	8/80
Transmission Control Valve Assembly *	NA	NA	7/70 LR2; Evoque	7/70 LR2; Evoque	7/70 LR2; Evoque
Transmission Speed Sensor	NA	NA	7/70 LR2; Evoque	NA	NA
Turbocharger Assembly	NA	NA	7/70, Evoque only	NA	NA
Turbocharger Intercooler	NA	NA	NA	NA	7/70
Variable Valve Timing Camshaft	7/70 Range Rover; Range Rover Sport; LR4	7/70 Range Rover; Range Rover Sport; LR4	7/70	NA	NA
Variable Valve Timing Chain	7/70 Range Rover; Range Rover Sport; LR4	7/70 Range Rover; Range Rover Sport; LR4	7/70	NA	NA
Variable Valve Timing Unit	7/70 Range Rover; Range Rover Sport; LR4	7/70 Range Rover; Range Rover Sport; LR4	7/70	7/70	7/70

Notes:

7/70 - Parts/systems identified with 7/70 are covered for 7 years/70,000 miles for non-PZEV vehicles registered in California and states that have adopted California's emission standards. Also applicable for PZEV certified vehicles registered in DE, OR, PA, and WA. For all other states and territories, these parts/systems are covered for the duration of the New Vehicle Limited Warranty. See Table 2 for a list of states that have adopted California's emission standards.

8/80 - Parts/systems identified with 8/80 are covered for 8 years/80,000 miles (130,000 km) in US (all states and territories) and Canada.

NA - Not Applicable

* Includes hardware and emissions related software changes

† Replace Instrument Pack where MIL is not a serviceable part



Table 2 – Green States Emission Warranty Coverage

State	2005MY	2006MY	2007MY	2008MY	2009MY	2010MY	2011MY	2012MY	2013MY	2014MY
Arizona								•		
California	•	•	•	•	•	•	•	•	•	•
Connecticut				•	•	•	•	•	•	•
Delaware *										•
Maine	•	•	•	•	•	•	•	•	•	•
Maryland							•	•	•	•
Massachusetts	•	•	•	•	•	•	•	•	•	•
New Jersey					•	•	•	•	•	•
New York	•	•	•	•	•	•	•	•	•	•
New Mexico							•			
Oregon *					•	•	•	•	•	•
Pennsylvania *				•	•	•	•	•	•	•
Rhode Island				•	•	•	•	•	•	•
Vermont	•	•	•	•	•	•	•	•	•	•
Washington *					•	•	•	•	•	•

* PZEV certified vehicles registered in DE, OR, PA, and WA do not receive PZEV extended warranty of 15 years/150,000 miles. For these states, the California Non-PZEV warranty applies.



Table 3 – 15 Years/150,000 Miles Emissions Parts List

This list is applicable only for states that enforce the California PZEV emissions warranty.

Actuator-Induction Manifold	Pump-Diagnostic Module Tank Leakage Assembly
Actuator-Supercharger Bypass	Pump-Fuel & Sender Assembly
Air Cleaner-Assembly	Pump-Fuel-High Pressure
Canister-Carbon	Radiator-Charge Air Cooler
Cap-Fuel Filler	Sensor-Battery
Cap-Oil Filler	Sensor-Camshaft Position
Catalyst & Downpipe Assembly	Sensor-Coolant Temperature
Catalyst-Assembly	Sensor-Crankshaft Position
Charge Air Cooler	Sensor-Exhaust Gas O2
Coil-Ignition Assembly	Sensor-Fuel Pressure
Cover-Camshaft	Sensor-Fuel Quality
Float-Fuel Sender	Sensor-Knock
Gasket-Camshaft Cover	Sensor-Manifold Absolute Pressure
Gasket-Exhaust Manifold	Sensor-Manifold Pressure & Temperature
Injector-Fuel	Sensor-Mass Air Flow (Maf)
Label-Emissions Information Decal	Sensor-Oil
Line-Fuel Tank Filler Hose	Software-Engine Control Module
Line-Fuel Tank Filler Pipe	Software-Transmission Control Module
Line-Fuel Tank Filler Pipe/Hose Assembly	Solenoid-Cam Profile Switching
Line-Full Load Breather Hose	Solenoid-Engine Variable Timing
Line-Part Load Breather Hose	Solenoid-Transmission
Line-Part Load Breather Hose & Oil Separator	Spark Plug
Line-Supercharger To Manifold Hose	Supercharger Assembly
Manifold-Exhaust	Tank-Fuel
Manifold-Fuel Injection Fuel Supply	Thermostat
Manifold-Fuel Supply-Low Pressure	Throttle Body
Manifold-Induction	Transmission Valve Assembly
Module-Engine Control *	Tube-Air Intake-Clean Air
Module-Fuel Pump Control	Tube-Air Intake-Dirty Air
Module-Transmission Control *	Turbocharger & Manifold-Exhaust Assembly
Module-Transmission Control & Valve Assembly *	Unit-Variable Valve Timing
Pack-Instrument (For Mil Related Replacement Only) †	Valve-Fuel Vapor Purge
Pump-Charge Air Coolant	Valve-Intake Manifold

Notes:

Miscellaneous Parts: Also included are Adaptors, Belts, Boots, Brackets, Bushings, Clamps, Clips, Connectors, Couplings, Covers, Ducting, Fasteners, Filters, Flanges, Gaskets, Grommets, Hoses, Insulators, Labels, Pipes, Seals, Shields, Sleeves, Spacers, Straps, Tubing and Wiring used with parts listed above.

* Includes hardware and emissions related software changes

† Replace Instrument Pack where MIL is not a serviceable part



Corrosion Protection Limited Warranty

Should any part of the bodywork of the vehicle be perforated by rust corrosion, the panel(s) affected by the perforation will be repaired or replaced by an authorized retailer completely free of charge, regardless of any change in vehicle ownership.

Note 1: The term 'perforated' means a hole that penetrates through the bodywork caused by corrosion from the inside or underside as a result of faulty manufacture or materials.

Note 2: The term 'bodywork' does not include road wheels and attachments such as bright trim, bumpers, moldings and hinges.

What is the Warranty Period?

The Corrosion Protection Warranty begins on the date of the first retail sale, or the date the vehicle is entered into demonstrator or company vehicle service (whichever comes first). The warranty period is: 6 years/Unlimited Mileage.

Any part or component bolted or attached to the body, such as the suspension or exhaust systems, is not covered by the corrosion warranty because it is not part of the "body". These components are covered by the New Vehicle Limited Warranty. The implied warranties referred to in "Implied Warranties; Consequential Damages" do not continue after the new vehicle warranty expires.

The warranty will not cover claims if the rust perforation has occurred as a direct result of the following:

- ◆ External damage
- ◆ External causes, such as accident, fire damage, negligence, alteration, or improper vehicle repair
- ◆ Failure on the part of the owner, at owner's cost, to maintain the vehicle in accordance with JLR NA's recommendations contained in the Owner's Handbook
- ◆ Deterioration of corrosion protection materials as a result of the application of additional corrosion protection treatment after manufacture. In particular, applications requiring the piercing of the body panels must be avoided.
- ◆ Corrosion caused by the fitting of parts or accessories not approved by JLR NA.

Demonstrator or Company Vehicles – Warranty Period

See Section A – Demonstrator and Company Vehicle Warranties.



Who May Perform Warranty Work?

Any repairs must be performed by an authorized JLR NA retailer.

Sheet Metal Damage Repairs

Any automotive body shop that is repairing sheet metal damage should be instructed to apply proper anti-corrosive materials to bring those repaired areas into conformity with the original protection provided by JLR NA.

Aftermarket Rustproofing

JLR NA vehicles are protected internally with a wax injection process. The use of aftermarket applications that contain solvents could compromise this factory coating. Claims for future corrosion repairs could be denied because the factory coating had been rendered ineffective.



Parts and Accessories Limited Warranty

The Parts and Accessories Limited Warranty is separate from the New Vehicle Limited Warranty. The New Vehicle Limited Warranty covers parts supplied as original equipment when the vehicle was purchased. The Parts and Accessories Limited Warranty applies to genuine JLR NA parts and accessories purchased by the customer from a JLR NA retailer.

Terms and Conditions

Should any genuine JLR NA part or accessory purchased by the customer from a JLR NA retailer require repair or replacement as a result of a material or manufacturing defect, the part or accessory will be repaired or replaced free of charge by JLR NA's retailer. Labor charges will be reimbursed only if an authorized retailer carries out the original installation of the part or accessory.

What is the Warranty Period?

The Parts and Accessories Limited Warranty commences on the date of customer purchase of the part or accessory and continues for a period of 12 months/unlimited mileage or the balance of the New Vehicle Limited Warranty, whichever is greater.

Note: *The warranty period on genuine JLR NA batteries is the life of the New Vehicle Limited Warranty period.*

Accessories Fitted to a New Vehicle

Any genuine JLR NA accessories supplied and installed by a JLR NA retailer on a new vehicle:

- ♦ Prior to delivery – are covered for the New Vehicle Limited Warranty period. See Section A - New Vehicle Limited Warranty.
- ♦ After delivery of the vehicle – are covered for 12 months/unlimited mileage or the balance of the New Vehicle Limited Warranty, whichever is greater.
- ♦ On a vehicle out of the New Vehicle Limited Warranty – are covered for 12 months/unlimited miles.

What the Warranty Does Not Cover

JLR NA is not responsible for any repair or replacement required as a direct result of any of the following:

- ♦ Normal wear and tear.
- ♦ The part or accessory has not been maintained in accordance with JLR NA's recommendations.
- ♦ The part or accessory has been damaged by neglect, accident, improper use or fitting or has been used for competitive purposes.



- ◆ The part or accessory has been altered from JLR NA's specifications or used for a purpose for which it was not designed or intended.
- ◆ The part or accessory covered by the Parts and Accessories Limited Warranty is damaged due to the failure of another non-covered component on the vehicle.

The warranty will not cover claims for parts and accessories under the following circumstances:

- ◆ Parts and accessories that were not originally purchased from JLR NA.
- ◆ Parts and accessories installed on a vehicle that has been improperly used or maintained.
- ◆ Parts and accessories that are found to be defective prior to installation. Refer to the Parts Manual for instructions regarding parts found to be defective prior to installation.

What the Parts and Accessories Warranty Covers

The Parts and Accessories Limited Warranty covers repair or replacement of the customer purchased part or accessory, and labor (provided the part or accessory was installed by an authorized JLR NA retailer).

Warranty Coverage for Parts Installed in Altered or Converted Vehicles

Genuine factory authorized parts and accessories installed in JLR NA vehicles incorporating alterations or conversions (e.g., limousines) outside of our authorized programs will continue to carry the limited warranty only if the part(s) is not affected by the alteration or conversion.

Owner's Responsibilities for Parts and Accessories Limited Warranty Coverage

It is the owner's responsibility to provide proof of date of purchase of the part or accessory.



Reacquired Vehicle Limited Warranty (USA only)

Note: *This warranty applies to vehicles sold and registered in the USA only. This is a USA legislative requirement.*

The Reacquired Vehicle Limited Warranty applies to a vehicle that has been repurchased by the manufacturer from a consumer, this warranty begins on the day an authorized JLR NA retailer has disclosed and retailed an eligible vehicle to the first customer after the manufacturer's repurchase.

The Reacquired Vehicle Limited Warranty period begins on the date the vehicle is sold to the retail customer and continues for 1 year or 12,000 miles (20,000 km) (unlimited mileage in California), whichever occurs first.

The Reacquired Vehicle Limited Warranty does not reduce or in any way alter the New Vehicle Limited Warranty, Emissions Warranties or Corrosion Warranty coverages.

Depending on the age and mileage of the vehicle when retailed, the Reacquired Vehicle Limited Warranty provides the following:

Vehicles with no remaining New Vehicle Limited Warranty – Full 1 year/12,000 mile (20,000 km) (unlimited mileage in California) warranty subject to the limitations described below.

Vehicles with less than 1 year/12,000 miles (20,000 km) remaining on the New Vehicle Limited Warranty – A total of 1 year/12,000 miles (20,000 km) warranty (1 year/unlimited mileage in California) from the date the vehicle was sold to the retail customer. Coverage will consist of the remaining New Vehicle Limited Warranty and the Reacquired Vehicle Limited Warranty. The Reacquired Vehicle Limited Warranty begins when the New Vehicle Limited Warranty ends and continues to provide a full 1 year/12,000 miles (20,000 km) (unlimited mileage, California) warranty coverage from the date the vehicle was sold to the retail customer.

Vehicles with 1 or more years remaining on the New Vehicle Limited Warranty – The Reacquired Vehicle Limited Warranty is superseded by the New Vehicle Limited Warranty.

Reacquired Vehicle Resale Disclosure and Warranty Notice

At the retail sale, the retailer records the warranty start date / mileage and expiration date / mileage on the Reacquired Vehicle Resale Disclosure and Warranty Notice (Disclosure Notice) which is provided at auction by Jaguar Land Rover North America to the purchasing JLR NA retailer.

If the vehicle is retailed to an individual/s:



- ◆ The Disclosure Notice must be completed with the individual/s name/s as buyer or lessee, address, telephone number, date and signature/s that correspond with the name/s on the sale or lease contract.

If the vehicle is retailed to a company or entity other than an individual/s, the retailer must contact JLR NA Consumer Affairs, at 555 MacArthur Blvd., Mahwah, NJ, 07430 and obtain an additional Disclosure Notice.

- ◆ The first Disclosure Notice must be completed with the company or other entity name as buyer or lessee, address, telephone number, date and the signature of an officer of the company or authorized person for the other entity.
- ◆ The second Disclosure Notice must be completed with the name, address, and signature of the primary driver and date.

The retailer must complete the Disclosure Notice with their retailer number and name, address, signature / title and date. The Disclosure Notice must be completed prior to any sale or lease contract.

The Disclosure Notice should then be distributed as follows:

- ◆ The owner copy (yellow) should be presented to the owner with the Warranty Information Booklet upon delivery of the vehicle. These documents should be kept in the vehicle with the Passport to Service.
- ◆ The warranty acknowledgement copy (white), along with a copy of the sales or lease contract, should be mailed to JLR NA Consumer Affairs, 555 MacArthur Blvd., Mahwah, NJ, 07430.
- ◆ The retailer copy (gold) should be retained in the vehicle sales file. It is recommended that a copy of this form also be kept in the vehicle service file.

Warranty Coverage Verification for Reacquired Vehicles

If a reacquired vehicle is no longer covered by the New Vehicle Limited Warranty, or the Reacquired Vehicle Limited Warranty, the retailer must ensure that the vehicle is covered under the JLR NA Quality Assurance Limited Warranty before performing a warranty repair. Check the Reacquired Vehicle Resale Disclosure and Warranty Notice for the warranty expiration date/mileage. If this Disclosure Notice is unavailable, Reacquired Vehicle Limited Warranty status is available from Jaguar Land Rover North America. See Section C – Obtaining Information On JLR NA Vehicles.

What the Reacquired Vehicle Limited Warranty Covers

The Reacquired Vehicle Limited Warranty covers all factory installed parts that are found to be defective during the warranty period, with the exceptions noted in What the Warranty Does Not Cover.



The warranty includes any part scheduled for routine replacement during the warranty period if it is defective. If a part fails at the same time it is due for replacement, it is not covered by the warranty.

Tires are warranted by the tire manufacturer and are not covered by this warranty.

What the Warranty Does Not Cover

The Reacquired Vehicle Limited Warranty does not cover any of the following:

- ◆ Normal maintenance items and regularly scheduled maintenance
- ◆ Lubrication and lubricants (unless required as part of a repair or replacement of a covered component)
- ◆ Tires
- ◆ Windshield wiper blades
- ◆ Light bulbs – interior and exterior
- ◆ Brake pads and brake rotors
- ◆ Body panel alignment
- ◆ Wheel and suspension alignment
- ◆ Wheel and tire balancing
- ◆ Headlight aiming
- ◆ Glass alignment
- ◆ Engine adjustments
- ◆ Drive belts
- ◆ Aftermarket accessories
- ◆ Normal wear and tear to interior trim parts including but not limited to: abrasion, fading, dirt, or damage
- ◆ Damage caused by improper maintenance including but not limited to: failure to maintain the vehicle, use of contaminated or incorrect fuel or lubricants

Damage Caused by Accident, Alteration or Misuse of the Vehicle

The Reacquired Vehicle Limited Warranty does not cover damage caused by accident, alteration or misuse of the vehicle.

Examples are:

- ◆ Damage caused by collision, fire, flood, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle.
- ◆ Misuse of the vehicle, such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source.

- ◆ Alteration or modification of the vehicle, including changes to the body, chassis, or components after the vehicle leaves the control of Jaguar Land Rover North America.
- ◆ Tampering with the vehicle, tampering with the emissions systems or with other parts that affect these systems.
- ◆ Disconnection or alteration of the odometer, or where the actual mileage cannot be determined due to the odometer being inoperative for an extended period of time.
- ◆ Use of contaminated or improper fuel, fluids or lubricants.
- ◆ Application of chemicals by the owner.

Damage Caused by Use and/or the Environment

Surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure to the elements are not covered.

Examples are:

- ◆ Stone chips, scratches
- ◆ Lightning, hail damage
- ◆ Dings or dents
- ◆ Windstorm damage
- ◆ Road salt, tree sap
- ◆ Earthquake damage
- ◆ Bird droppings
- ◆ Water or flood damage, including damage from acid rain

Mechanical and/or Electrical Damage

Damage to mechanical and/or electrical systems caused by lightning, hail, windstorm, earthquake, water or flood are not covered.

Damage Caused by Improper Maintenance

Damage caused by failure to maintain the vehicle, or by improper maintenance, or by the use of the wrong fuel, oil, lubricants or fluids is not covered. Correct fluid levels are provided in the Passport to Service brochure. Refer to the Passport to Service for vehicle maintenance schedules.



Other Items and Conditions Not Covered by the Reacquired Vehicle Limited Warranty

- ◆ Non-approved parts and accessories and/or parts and accessories that are installed by retailers, body shops or companies other than JLR NA.
- ◆ Vehicles titled and/or reported as follows: dismantled, fire/flood damaged, junk, rebuilt, reconstructed, salvaged or totaled.
- ◆ Service adjustments, alignments and wear parts after one (1) year or 12,500 miles (20,000 km), whichever comes first, after the original retail date.
- ◆ Aftermarket accessories.



Motorized Automatic Seat Belts Limited Lifetime Warranty (Jaguar USA only)

All USA specification Jaguar vehicles that are equipped with motorized automatic seat belt systems and registered in the USA for the lifetime of the vehicle.

Motorized automatic seatbelts were available during the following Model Years:

- ♦ Sedan Range 1989 – 92 MY
- ♦ XJS Range 1987 – 89 MY

What the Motorized Automatic Seat Belts Limited Lifetime Warranty Covers

The Motorized Automatic Seat Belts Limited Lifetime Warranty covers repairs required to correct defects in material or workmanship of the following mechanical and electrical components of the motorized automatic seat belt system:

- ♦ Motorized winch assemblies
- ♦ Guide rails
- ♦ Electronic control module
- ♦ Docking switches (XJS models only)
- ♦ Diagonal seat belt and inertia reel assembly

What the Warranty Does Not Cover

The following items are not covered under this warranty:

- ♦ Guide rail lubrication
- ♦ Towing
- ♦ Any component not listed above



Other Warranties

Only authorized JLR NA retailers may perform warranty work. An exception may be made in the case of emergency repairs.

Remote Access Warranty

Note: Retailers who do choose to sell a vehicle to a customer, knowing that customer will be using the vehicle in a remote location, must ensure the customer is aware of these extraordinary conditions and procedures.

In the event a customer relocates a vehicle covered by any JLR NA Warranty, to an area where access to an authorized JLR NA retailer is difficult, (e.g., one of the Hawaiian Islands where there is no authorized retailer) the following procedures will apply:

1. Only parts and labor will be covered as per the normal New Vehicle Limited Warranty (or any other factory designated warranty). Shipping or freight is not covered under warranty.
 - a. Labor claimed for a repair performed by a sublet shop technician cannot exceed the factory Structured Repair Operation (SRO) time allowance.
 - b. Shop time claims must be reasonable.
 - c. A handling allowance on parts will be paid at the authorized retailer's rate.
2. It is not considered a factory responsibility for additionally incurred expenses, such as sending a factory trained technician to the vehicle's remote location.
3. Only under **extreme** circumstances, such as major vehicle component replacement, will consideration be given for costs incurred as a result of barging or transporting a remotely located vehicle back to the authorized retailer. These will be reviewed on a 'claim by claim' basis.
4. Any warranty claim for a remote vehicle must be well documented, with all supporting documentation available for review.

JLR NA Approved Certified Pre-Owned Warranty

See Section K for details of the Approved Certified Pre-Owned Warranty.

Jaguar Extra Mile (USA only)

The Jaguar Extra Mile Extended Service Program is an independently administered program. Assistance and program details are available by contacting the Jaguar Extra Mile Program. On JBN or InfoTrail refer to Retailer Tools & Information, Key Contacts, Warranty Department.



Land Rover Assured Extended Service Program (USA only)

The Land Rover Assured Extended Service Program is an independently administered program. Assistance and program details are available by contacting the Land Rover Administration Center. On InfoTrail refer to Retailer Tools and Information, Key Contacts, Warranty Department.