

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 5A Jaguar Land Rover AWS search methodology

The Jaguar Land Rover Analytical Warranty System (AWS) data was downloaded for the nine (9) 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 the following files;

Appendix Q5, filename: EA18-004 WARRANTY DATA - SUBJECT VEHICLES.xlsx

Appendix Q5, filename: EA18-004 WARRANTY DATA - PEER VEICLES.xlsx



## Z2 – 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.



## Z3 – Emissions Control System Warranties

### Federal

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

**Note:**

24,000 mi = 40,000 km

50,000 mi = 80,000 km

80,000 mi = 130,000 km

### California<sup>3</sup>

Warranty Type	Coverage
Emissions Defect Warranty (Non-PZEV)	Short-term warranty 3 years/50,000 miles (whichever occurs first) <sup>1</sup>
	Long-term warranty 7 years/70,000 miles (whichever occurs first) <sup>4</sup>
Emissions Performance Warranty (Non-PZEV)	3 years/50,000 miles (whichever occurs first)
Emissions Defect and Performance Warranty (PZEV)	All emissions parts (except high voltage battery) 15 years/150,000 miles (whichever occurs first) <sup>5</sup>
	High voltage battery 10 year/150,000 miles (whichever occurs first)

<sup>1</sup> Extended to the limits of the New Vehicle Limited Warranty Bumper-to-Bumper coverage.

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

<sup>3</sup> The California Emission Control System Warranties apply to vehicles registered in California and states that have adopted California's emission standards. See Table 2 – California Emission Warranty Coverage by State and Model Year.

<sup>4</sup> 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.



<sup>5</sup> Components receiving 15 year/150,000 mile coverage are identified in Table 3 – 15 Year/150,000 Emissions Parts. Extended Emission Defect and Performance Warranty is applicable to Plug-in Hybrid Electric vehicles registered in California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Rhode Island, or Vermont. For Plug-in Hybrid Electric vehicles registered in Oregon, only the high voltage battery coverage is applicable.

**Notes:** 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.

## Z4 – Corrosion Protection Limited Warranty

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

## Z5 – 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.



## **Z6 – Reacquired Vehicle Limited Warranty (USA only)**

<b>Warranty Type</b>	<b>Model Year</b>	<b>Coverage</b>
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)

## **Z7 – Motorized Automatic Seat Belts Limited Lifetime Warranty (Jaguar USA only)**

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



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## **Z8 – Extended Vehicle Warranties**

### **Approved Certified Pre-Owned Warranty**

Qualified vehicles only. See Section N – 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 coverage extends up to 6 years or 100,000 miles, whichever comes first.

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 coverage extends up to 5 years or 62,000 miles, whichever comes first.

Warranty claim processing for LRQA 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.

LRQA 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 LRQA 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 LRQA coverage.

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



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# **Section B: Guide to Warranty Terms and Conditions**

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## **B1 – General Items**

This section is intended to be a quick reference guide to the vehicle warranty compliance. Full details of the warranty terms can be found in Section A – Warranty Terms And Conditions.

All appropriate staff in the Service Department must be aware of the contents of this section. As a general rule, warranty repairs must always be undertaken in the most cost-effective way consistent with legal obligations and customer satisfaction.

Where a time and distance limitation is applied to a standard the limitation will apply to whichever criteria is reached first.

Detailed topics are listed below in alphabetical order:

### **B1.1 – Accident Damage**

All accident damage should be referred to the customer's insurance company, who will communicate directly with Jaguar Land Rover if appropriate. If it is alleged that a manufacturing defect has caused the accident full details must be advised immediately to Jaguar Land Rover.

Section A4 – Warranty Restrictions

### **B1.2 – Accident Repairs**

Accident repairs completed by a Jaguar Land Rover retailer or a Jaguar Land Rover approved sub-contractor in accordance with Jaguar Land Rover recommended procedures using genuine Jaguar Land Rover parts will be covered by the normal Parts Warranty or the balance of the applicable warranty supplied with the vehicle, whichever is the greater.



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## **B1.3 – Activity Key**

**JLR NA Manufacturer's Vehicle Warranty period:** 36 months where repair or replacement is required as a result of a manufacturing defect.

**Specific Exclusions:** In addition to JLR NA Standard Warranty terms the Activity Key is subject to the following specific exclusions:

- ♦ General cosmetic abrasions and wear and tear, not affecting the Activity Key function.
- ♦ Misuse or abuse of the product.
- ♦ Loss or damage due to breakage under extreme loading.
- ♦ Damage by cutting/crushing.
- ♦ Exposure to corrosive substances or environments.
- ♦ Exposure to excessive heat nominally to function from -40 - +85 Deg C, avoid 'greenhouse' storage exceeding 100 Deg C. Cold or low/high pressures in aircraft cargo hold are acceptable.

## **B1.4 – Adjustments**

The Vehicle Warranty does not cover items that are subject to adjustment during normal service or maintenance operations (unless the work is required as a direct result of a manufacturing defect).

Section B1.34 – Pre-Delivery Inspection

## **B1.4a – Airbag Module Replacement**

As stated in the Passport to Service for some models, the airbag module should be replaced every 15 years as part of normal maintenance. When the module is replaced, it should be noted on the vehicle's sun visor. Airbag module replacement as part of normal maintenance is not covered under warranty.

## **B1.5 – Air Conditioning**

One refrigerant top-up is reimbursable following specific customer complaint of air conditioning failure, up to and including the first scheduled service or 1 year, whichever occurs first.

Refrigerant and hydraulic compressor oils used during warranty repairs are claimable. Claims should reflect the amount of fluid displaced during the repair, up to the maximum published system capacities. Retailers permitted to use specialist suppliers must ensure that the amount of refrigerant shown on the subcontract invoice does not exceed maximum system capacities. Labour charged must not exceed Jaguar Land Rover's scheduled labour times and rates.

## **B1.6 – Alloy Wheels**

Refurbishment of alloy wheels is not authorized under Jaguar Land Rover Warranty.



## **B1.7 – Alternative Fuels**

- ♦ The use of fuel specifications or alternative fuels which are not approved by Jaguar Land Rover for the vehicle are not covered by the warranty.
- ♦ LPG and CNG - Unless otherwise advised by Jaguar Land Rover, aftermarket conversion to liquid petroleum gas (LPG) or compressed natural gas (CNG) is not covered by the vehicle warranty. Claims against components affected by the conversion should be referred to the converter.

## **B1.8 – Alternative Transport**

Not included within the Warranty Terms and Conditions. There may be coverage under a local market roadside assistance package. In exceptional circumstances, locally advised Jaguar Land Rover procedures should be followed or, if necessary, contact should be made with Jaguar Land Rover.

## **B1.9 – Batteries**

Batteries are covered by the full New Vehicle Limited Warranty.

### **Within New Vehicle Limited Warranty**

For first time battery replacement warranty claim submission:

- ♦ Claim for labor, battery, and 10% handling (Jaguar only)/\$15 handling (Land Rover only). For subsequent claims, Interstate warrants the batteries for 60 months prorated, with an 18 month free replacement period.
- ♦ Batteries replaced within 18 month period, claim for labor only.
- ♦ Batteries replaced beyond 18 month Interstate warranty period, claim for labor, pro-rate adjustment as sublet, and 10% handling (Jaguar only)/\$15 handling (Land Rover only).

### **Beyond New Vehicle Limited Warranty**

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

## **B1.10 – Brake Linings**

Claims are only acceptable for manufacturing or material defects, not for normal wear and tear.

## **B1.11 – Bulbs**

Although recognized as being wear and tear items, bulbs are claimable up to and including the first scheduled service or 1 year whichever occurs first on the assumption that the failure resulted from a material or manufacturing defect.

*Note: Xenon/HID headlamp bulbs, LED lighting and instrumentation illumination bulbs are covered by the full Vehicle Warranty.*



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## **B1.12 – Cannibalization**

Section BI.19 – Donor Parts

## **B1.13 – Clutches (Manual)**

Clutches (manual transmission) are not covered when replacement is due to wear and tear, but they are covered against manufacturing defects for the duration of the warranty.

## **B1.14 – Consumables**

Workshop consumable items such as cleaning materials etc. are not claimable under warranty; such items are a workshop overhead.

## **B1.15 – Delivery Damage**

Retailers are responsible for ensuring that vehicles accepted from the delivery agent are in good condition. Damage such as inward dents, scratches etc. are not covered under warranty and must be recorded on the delivery note and referred to the delivery agent for payment.

Section CI – Receiving New Vehicles

## **B1.16 – Diagnosis/Investigation Time**

Appropriate diagnosis is included in the scheduled time. However, reasonable additional diagnosis time may be claimed in exceptional circumstances provided that:

- ♦ The excess time has been used in a logical sequence of checks or measurements.
- ♦ The time used is evidenced and there is a record of the work performed including the retention of readings or measurements where appropriate on the repair order. Diagnostic equipment reports (where applicable) must be retained with the repair order.
- ♦ The excess time has not occurred due to a lack of technical skills, failure to use available technical information or lack of appropriate equipment.
- ♦ If the root cause of the concern has not been identified within 2 hours then in-market Retailer Technical Support must be contacted before proceeding with further diagnosis.

*Note: Repairs undertaken as a consequence of incorrect diagnosis or no fault found are the responsibility of the retailer.*

Section F – Service Department Processes And Controls

## **B1.17 – Diagnostic Trouble Codes (DTC)**

Any fault code displayed by the diagnostic system during the diagnosis routine must be recorded on or printed and attached to the repair order.



## **B1.18 – Diesel Particulate Filter (DPF)**

Diesel Particulate filter regeneration cannot be claimed under vehicle warranty unless there is a manufacturing defect with the vehicle.

## **B1.19 – Donor Parts**

The practice of using components removed from other vehicles whether it is due to non-availability of parts, diagnosis by substitution or for any other reason is not recommended and may only be used under exceptional circumstances following consultation with Jaguar Land Rover. Prior authority is required.

### Section B1.35 – Prior Authority

*Note: Where the use of donor parts occurs as the result of consultations with Retailer Technical Support, the case number issued should be the first entry of the claim narrative section of the JLR NA claims submission system. This replaces the need to obtain prior authorisation. The resulting claim must be properly supported in line with Section F requirements.*

### Section F – Service Department Processes And Controls

## **B1.20 – Drive Belts**

### Section B1.42 – Scheduled Maintenance Items

## **B1.21 – Exchange Parts**

Only new parts may be used for repairs at PDI or during the first 3 months or 3000 miles/ 5000 kilometres (whichever occurs first). Thereafter exchange parts must be used where available.

In cases where an exchange unit cannot be obtained, it is recommended that a copy is taken of the parts ordering system screen showing the part as being out of stock. This should be retained with the job card for audit purposes.

A copy of the parts ordering system showing the parts as being out of stock must be attached to the repair order for audit purposes.

Failure to use exchange units when they are available may result in Warranty Claims being delayed or rejected.

## **B1.22 – Fire Damage**

The customer must be referred to their insurance company, who will communicate directly with Jaguar Land Rover if appropriate. If it is alleged that the fire was caused by a manufacturing defect, the known factual details of the incident must also immediately be advised to Jaguar Land Rover.



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## **B1.23 – Glass**

Glass crack shatter noted at the time of delivery is subject to the delivery damage procedure 'Section C1: Receiving new vehicles'.

Cracked windshields, roof glass, backlights, rear quarter and door glass may be replaced up to 12 months (unlimited mileage) from the date the vehicle is delivered to the first retail customer provided there is physical proof of a manufacturing defect and/or damage has not occurred as a result of a separate vehicle repair.

Exception to this instruction would be in line with workshop manual repair procedures where windshields must be removed and therefore replaced due to the need to obtain access to other components that need attention, for example 'Headliner'.

Glass damaged during a repair must not be made the subject of a warranty claim, but must be covered by the repairer.

Failure of glass heating elements in windshields is acceptable as a warranty item provided the cause of the failure is the direct result of a manufacturing defect.

Glass that is approved by Jaguar Land Rover and therefore entitled to warranty coverage has a visible Jaguar Land Rover brand name on it. Warranty claims for glass that upon examination does not have the Jaguar Land Rover brand name on it will be subject to debit action.

The filming of glass can be detrimental to the operation of the rear window glass heating elements and to the radio reception of the silver printed antennas on the rear quarter window glass.

Warranty claims for glass that have a film applied will be subject to a debit action.

## **B1.23a – Hazardous Materials**

Costs incurred for the removal or disposal of hazardous materials resulting from a warranty repair may be reimbursed if the incurred costs for the removal or disposal are the direct result of requirements set down in State/Provincial, County or Local Law.

Charges for these operations must be entered as a sublet in the Miscellaneous Items section of the claim. Explain the nature of the additional cost in the Narrative section.

## **B1.24 – Infotainment**

Removal of foreign objects resulting from owner neglect or poor maintenance is not claimable.

Section B1.21 – Exchange Parts

## **B1.25 – Insurance Total Loss**

Jaguar Land Rover's Vehicle Warranties (except Recalls) will be fully cancelled on any vehicle that has been subject to a total loss by an insurance company. Retailers should forward details of identified vehicles to Jaguar Land Rover.



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## **B1.26 – Leather Warranty Claims**

Jaguar Land Rover will only accept warranty claims as a result of manufacturing defects in the leather.

The list below is an example of concerns and does not fully represent all non-warrantable customers concerns:

- ♦ Dye migration (from non-colour fast clothing or accessories)
- ♦ Cuts or abrasions
- ♦ Ingress/egress wear
- ♦ Prior appearance. Leather cracking or ageing
- ♦ Cigarette Burns
- ♦ Pen marks or other driver-induced defects
- ♦ Soiled
- ♦ Spillages or staining

## **B1.27 – Locally Purchased Parts**

In certain circumstances Jaguar Land Rover may give approval for the use of locally purchased parts. Where approval is given it is specific to the parts listed in the agreement. Parts may not be purchased locally unless written approval has been given by Jaguar Land Rover.

Where such parts are used to replace original equipment during the course of warranty repair Jaguar Land Rover will reimburse the local supplier net price of the part.

## **B1.28 – Lower Level Assemblies**

For warranty repairs, lower level parts must be used wherever available in preference to complete assemblies.

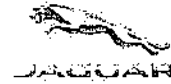
Higher level assemblies that should not be used in Warranty will be identified in the Parts Catalogue with the words 'Authorisation required if used for Vehicle Warranty'.

In exceptional circumstances such as non-availability of a component where the higher level assembly is available, then in order to complete a repair the higher level assembly may be used. In such cases prior authority must be given by Jaguar Land Rover.

Section B1.35 – Prior Authority

Section B1.39 – Repair or Replace Assemblies

Warranty claims received that do not comply with this standard will be subject to rejection.



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## **B1.29 – Lubricants, Fluids and Sealers**

Costs of lubricating oils, fluids (e.g. brake, clutch, DEF 'Diesel Exhaust Fluid') and anti-freeze\* used during warranty repairs are claimable. Claims should reflect the amount of fluid displaced during the repair, up to the maximum published system capacities. \* This is not a fully comprehensive list. If not purchased under part number from Jaguar Land Rover, the cost of these materials must be claimed at the retailer's net cost price.

Lubricant and fluid top-ups can only be claimed at pre-delivery inspection.

### Section D2 – Recording Pre-Delivery Faults

*Note: Where not prescribed, synthetic oil will only be reimbursed in a warranty repair where synthetic oil was drained from the vehicle.*

The lubrication of any part of the vehicle is normally considered a service maintenance operation and is chargeable to the customer.

## **B1.30 – Modified or Tuned Vehicles**

Jaguar Land Rover is not responsible for any repair or replacement required as a direct result of unauthorized modifications of the vehicle or parts.

Retailers are required to inform Jaguar Land Rover of any vehicles identified as being modified or tuned.

### Section A4 – Warranty Restrictions

## **B1.31 – Navigation**

At PDI new units must be fitted where appropriate diagnosis and testing has taken place. During the remaining part of the warranty period an exchange unit must be used where available.

## **B1.31a – Odometer Replacement**

Legislation requires that an accurate vehicle mileage record is maintained after odometer replacement.

## **B1.32 – Parts (Non-Genuine)**

Parts and accessories used for warranty repairs must be purchased from Jaguar Land Rover North America. Claims for warranty repairs completed with parts or accessories purchased from another source will be debited. If a warranty repair cannot be completed because Jaguar Land Rover North America is unable to supply items required within a reasonable time (e.g., backorder), a copy of the back-order invoice must be retained in the vehicle service file, the Parts escalation process must be exhausted, and the use of non-genuine parts requires prior authority from your RTM.



### **B1.33 – Parts Discrepancy**

Parts received that have been packaged incorrectly, are incomplete or damaged should be returned to the parts department and not made the subject of a warranty claim.

*Note: If it was not possible to identify any of the above problems until an attempt was made to fit the part to the vehicle, a Warranty claim may be made for the labour and parts involved using the relevant Programme code. Should Jaguar Land Rover request the return of the part, the return documentation must clearly identify the reason for replacement.*

Section Z9 – Program Codes

### **B1.34 – Pre-Delivery Inspection**

Claim instructions for work completed at the PDI are detailed in section D. Copies of the signed and completed PDI sheets must be available for inspection by Jaguar Land Rover.

Adjustments completed as part of the pre-delivery process are not reimbursable under warranty where the item involved is already included in the standard pre-delivery inspection time allowance.

Section D – Pre-Delivery and Vehicle Handover

### **B1.35 – Prior Authority**

Prior authority must be sought from Jaguar Land Rover before undertaking certain repairs. Failure to obtain prior authority will lead to rejection of the warranty claim. A prior authority issued by Jaguar Land Rover to a retailer will be valid for 90 days. Once the 90 days has expired then prior authority must be re-obtained.

All retailers require prior authority on the following:

- ◆ Replacement or reconditioning of major units on retailer owned vehicles (e.g., engine, transmission, differentials/axle assemblies).
- ◆ Paint surface warranty repairs where total vehicle repair time is over 8 hours. Note: Retailer Service Manager authorization is required where total vehicle repair time is under 8 hours
- ◆ All Corrosion Protection Warranty repairs.
- ◆ Replacement of components listed on the Fixed Right Enhanced Diagnosis (FRED) Parts List posted on the Global Concern Management website.
- ◆ Goodwill claims outside retailer self-authority parameters.
- ◆ Use of parts removed from a donor vehicle
- ◆ Use of non-genuine Jaguar Land Rover parts.

There are occasions where prior authority is required for repairs not mentioned above. This will be notified in a separate communication.



## **B1.35a – Reconditioned or Rebuilt Parts**

The retailer must perform the most cost effective repair to address the customer complaint. All parts and assemblies must be repaired instead of replaced provided:

- ♦ The part can be reconditioned or rebuilt using factory supplied components.
- ♦ The retailer reconditioning or rebuilding cost does not exceed 70% of the replacement cost.

## **B1.36 – Recovery / Towing Charges**

Not included within the Warranty Terms and Conditions. There may be coverage under a local market roadside assistance package. In exceptional circumstances, locally advised Jaguar Land Rover procedures should be followed or, if necessary, contact should be made with Jaguar Land Rover.

## **B1.37 – Remote Handset Batteries**

Although recognized as being wear and tear items, remote handset batteries are claimable for up to one year / first service, whichever occurs first.

## **B1.38 – Remote Handset Batteries - Defender Only**

Remote handset batteries have a limited service life and therefore need to be replaced during scheduled maintenance operations. However, they are covered by the Vehicle Warranty up to the first point at which replacement becomes due.

Section B1.42 – Scheduled Maintenance Items

## **B1.39 – Repair or Replace Assemblies**

Assemblies must be repaired rather than being replaced, unless:

- ♦ Replacement of an assembly is more cost effective than a repair.
- ♦ Parts are not serviced by Jaguar Land Rover.
- ♦ Parts are not available from Jaguar Land Rover or from other Jaguar Land Rover retailers (Prior Authority will be required).

Section B1.35 – Prior Authority

Section B1.28 – Lower Level Assemblies

## **B1.40 – Repeat Repairs**

Repeat repairs by the same retailer caused by faulty workmanship, poor diagnosis or incorrect repair techniques are the repairer's responsibility and must not be claimed under warranty.



## **B1.41 – Road Testing**

Road testing is not claimable unless specifically authorised.

## **B1.42 – Scheduled Maintenance Items**

Parts that will be replaced as part of the normal service schedule are covered for manufacturing defects.

The period of cover will apply up to the part's first scheduled service change point and not exceed the time and mileage limitation of the vehicle warranty. Items covered under this are:

- ♦ Spark plugs.
- ♦ Oil filters, air filters, pollen filters and fuel filters.
- ♦ Drive belts.
- ♦ Lubricants.
- ♦ Remote handset batteries - Defender only.

Only genuine Jaguar Land Rover parts will benefit from the full Jaguar Land Rover parts warranty.

## **B1.43 – Shock Absorber/Air Spring/Combined Air Spring and Damper Module**

During the warranty life of the vehicle the failed part only will be changed, provided the following criteria are met:

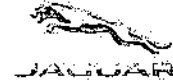
- ♦ Only one shock absorber/air spring/combined air spring and damper module across an axle exhibits a defect.
- ♦ The part number of the replacement shock absorber/air spring or combined air spring and damper module is common with the one being removed.
- ♦ The vehicle has completed less than 60000 miles / 96000 km.

It is an unusual occurrence for both shock absorbers/air springs to fail. Parts which are subsequently identified as No Fault Found, or claims for pairs of shock absorbers/air springs, where only one component has failed, may be subject to partial or total claim rejection/ chargeback.

If, after replacement of the failed part, the remaining shock absorber/air spring/combined air spring and damper module are found to be defective, this subsequent repair must be carried out and a second claim submitted.

## **B1.44 – Shortages and Incorrect Specification (New Vehicles)**

Section C1.1 – Shortages and Incorrect Specification



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## **B1.45 – Stone Chips/Paint Damage**

Damage to paintwork caused by the impact of stones or any other object is regarded as wear and tear. Rectification of this damage is not claimable under any of the vehicle warranties.

## **B1.46 – Subcontracted Repairs**

It is in the interests of the retailer to retain all repair work and only sub-contract to a specialist where absolutely necessary. However, it is recognized that the use of specialist sub-contractors may occasionally be required to complete certain repairs effectively.

Section G1.4 – Sub-Contract Repairs

Section L3 – Sub-Contract Body and Paint Repairs

## **B1.47 – Surcharges**

Where applicable, surcharges on reconditioned units etc. should be recovered via the retailer's parts department and are not refundable through the warranty system.

## **B1.48 – Tracking and Wheel Alignment**

Where adjustment is necessary, it is claimable once up to and including the first scheduled service or 1 year, whichever occurs first provided there is no evidence of damage, e.g. kerb impacts.

## **B1.49 – Tires**

Tires are covered separately by the tire manufacturer. The retailer should, however, assist the customer with any tire issues.

## **B1.50 – Tire Wear**

Excessive wear that is inconsistent with normal use may be acceptable under warranty only if it has been caused by a manufacturing defect elsewhere on the vehicle.

Section B1.35 – Prior Authority

## **B1.51 – Wheel Alignment**

Section B1.48 – Tracking and Wheel Alignment

## **B1.52 – Wheel Balancing**

Where balancing is necessary, it is claimable once up to and including the first scheduled service or 1 year, whichever occurs first provided there is no evidence of damage, e.g. curb impacts.



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### **B1.53 – Wiper Blades**

Although recognized as being wear and tear items, wiper blades are claimable up to and including the first scheduled service or 1 year, whichever occurs first, on the assumption that the failure resulted from a material or manufacturing defect.

### **B1.54 – Wood Trim**

Wood being a natural product is subject to slight variations in color. There also may be slight imperfections in the appearance of the wood. After a period of time in service, wood may fade at different rates and produce overall color variations. Fading is a natural occurrence and cannot be avoided. Wood trim should not be repaired or replaced under warranty for these reasons. Additionally, new replacement wood should not be claimed as defective because of slight imperfections.

