Section B: Guide to Warranty Terms and Conditions

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.

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.*

B1.12 – Cannibalization

Section B1.19 – 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 C1 – 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.

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.

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.

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

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.

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.