
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

JLRNA 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 JLRNA 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. Labor charged must not exceed Jaguar Land Rover's scheduled labor 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. The batteries that have part numbers are to be claimed under their respective part number, not I-BATT. All I-BATT claims for batteries that have JLR battery part numbers going forward will be rejected.

[Section C2.1 – Battery Care Requirements](#)

Within New Vehicle Limited Warranty

For first time battery replacement warranty claim submission:

- ♦ Claim for labor, battery, and system will reimburse 10% handling.

For subsequent claims, Interstate warrants the batteries for a 24 month free replacement period. Labor is not covered by the Interstate replacement warranty. Warranty batteries should be clearly tagged and put in a predetermined location separate from cores. Battery orders should include all batteries needed to replenish your battery rack and to manage any free replacements needed. All warranties will be noted on the Dealer Order Delivery Document (DODD) which must be signed by the Parts Manager.

- ♦ Batteries replaced within 24 month period, claim for labor only.
- ♦ Batteries replaced beyond 24 month Interstate warranty period, claim for labor, battery, and system will reimburse 10% handling.

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 (2020 Model Year and later) 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

Technical Assistance can be requested at any time during the secondary diagnostics when a retailer needs assistance in identifying the root cause.

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

- ♦ The additional time is for repairs with no existing SRO.
- ♦ The additional time used is evidenced.
- ♦ The time used has been used in a logical sequence of checks or measurements, is evidenced, and there is a record of the work performed (including the retention of readings or measurements) with the repair order.
- ♦ The additional time used has been requested by Technical Assistance (TA) and is supported by a TA case number and included in the claim.

- ♦ The excess time has not occurred due to a lack of technical skills, failure to use available technical information, or lack of appropriate equipment.
- ♦ Open time should be used for the reduction in SRO time for repairs with overlapping SROs. When a Retailer identifies an overlapping SRO, notify gwa@jaguarlandrover.com of the overlapping SROs or use the feedback tool in TOPIx.

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.

Retailers should:

- ♦ Claim using the VIN of the vehicle in for the repair.
- ♦ Remove and refit the component (x2) - 1 for each vehicle.
- ♦ Reference the VIN of the donor vehicle in the notes.

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 JLRNA claims submission system. 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 – Remanufactured Parts

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

In cases where a remanufactured unit cannot be obtained, a copy must be taken of the parts ordering system screen showing the part as being out of stock. This should be retained with 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 – Remanufactured 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-color 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

(Parts not directly supplied from a JLR Parts Warehouse.)

In exceptional circumstances such as non-availability of a part where the part is available locally, then in order to complete a repair a locally sourced part may be used.

***Note:** It is the retailer's responsibility to ensure that locally sourced parts are fit for purpose and meet the JLR specification. Retailers need to retain evidence that the locally sourced component is suitable and why the required part is unavailable (e.g., screenshots from parts ordering system are retained with the repair order).*

For markets using WASP evidence should be attached to the claim.

B1.28 – Lower Level Assemblies

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

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.

***Note:** Evidence of non-availability of the lower-level assembly (e.g., screenshots of parts non-availability) are retained with the repair order.*

For markets using WASP evidence should be attached to the claim.

[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)

Now included in section [B1.27 - Locally Purchased Parts](#). (i.e., parts not directly supplied from a JLR warehouse).

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 labor 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

Technical 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. When prior authority is issued by Jaguar Land Rover to the retailer this will be valid for 90 days. Once the 90 days has expired then prior authority must be re-obtained.

Note: *For Commercial Prior Authority (Goodwill), refer to Section K8 – Goodwill Guidelines.*

All retailers require prior authority on the following:

- ♦ Repairs to new models as advised
- ♦ Where specified in technical documentation

Replacement of major units:

- ♦ Engine
- ♦ Transmission
- ♦ Differential Front and/or Rear
- ♦ Electric Vehicle battery (BEV/HEV/MHEV/PHEV) including individual battery modules
- ♦ Electric Drive Unit (EDU)
- ♦ Wiring Harnesses - Cabin/Front/Infotainment
- ♦ Infotainment Systems:
 - a. IAM (Infotainment Audio Module, Gen 2.1)
 - b. FCDIM / HLDF (Touchscreen, Gen 2.1)
 - c. AMP (Amplifier)
 - d. TCU (Telematic Control Unit)
 - e. Touchscreen (InControl Touch & InControl Touch Pro)
 - f. IMC (Infotainment Master Controller, InControl Touch Pro)
 - g. ODD (Optical Disc Drive, InControl Touch Pro)
 - h. ISC (Infotainment Slave Control, InControl Touch Pro)
 - i. AHU (Audio Head Unit, InControl Touch)
 - j. IC (Instrument Cluster)
- ♦ All components detailed in the Prior Authority Parts Master Matrix
- ♦ Paint surface warranty repairs where total vehicle repair time is over 8 hours
- ♦ All Corrosion Protection Warranty repairs
- ♦ Goodwill/Post Warranty claims outside self-authority parameters
- ♦ All policy items require Prior Authority for Goodwill/Post Warranty claims
- ♦ Leather Seat Covers
- ♦ Consequential expense claims
- ♦ Tires
- ♦ Use of non-genuine Jaguar Land Rover parts
- ♦ Replacement of higher level assemblies where lower level parts are not available
- ♦ Non-franchised repairs

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

Prior Authority is not required for warranty claims where parts have been purchased over the counter (OTC). When submitting a claim, the invoice for the OTC part must be attached.

Note: *Warranty claims made for OTC parts which are subsequently found to have no manufacturing defect may be debited.*

Note: *Prior Authority is no longer required if Land Rover branded parts are to be used in place of the Jaguar branded parts (or vice versa) because the correct brand part is not available. The warranty claim should be submitted as normal using the original brand part number. (i.e. if it is a Land Rover claim, use the Land Rover Part Number, and, if it is a Jaguar claim use the Jaguar Part Number). To claim the difference between the purchase price and the price reimbursed on the claim please use ZZZ067. Description "X Branded Sourced Part". If the price reimbursed on the claim is more than the purchase price please advise your Market Warranty Coordinator of the price differential.*

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.

B1.39 – 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.

[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 authorized.

Expenditures which result from test drives carried out as part of vehicle reception and final inspection, is classed as a workshop overhead and will not be reimbursed as part of warranty repairs.

If, however, a test drive is required as part of the repair, this is considered a warranty expense related to rectification of the specific complaint and workshop controllers can authorize road tests using the SRO listed below when required:

Examples of essential test drives include:

- ♦ Noise monitoring drives.
- ♦ Measuring drives.
- ♦ Calibration drives and test drives.

These SRO can only be used where an allowance for road testing is not included in any other SROs for the repair, or included in a Technical Bulletin.

When workshop test drives are performed, the times required for carrying out workshop test drives, the personnel involved and the departure and return mileage readings required by the operation item must be recorded on the repair order.

Jaguar	Land Rover
101012 Workshop controller authorized road test 0.1 hours	020209 Workshop controller authorized road test 0.1 hours
101013 Workshop controller authorized road test 0.2 hours	020210 Workshop controller authorized road test 0.2 hours

Note: All warranty claims are subject to audit.

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.

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

Only one adjustment to tracking and wheel alignment may be claimed under warranty. A claim may only be made within the first three (3) months following delivery of the vehicle to the customer provided there is no evidence of damage, e.g. curb impacts (pre- and post- measurements must be recorded to support a claim).

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.

***Note:** Evidence of manufacturing defect should be retained with the repair order.*

For markets using WASP evidence should be attached to the claim.

B1.51 – Wheel Alignment

[Section B1.48 – Tracking and Wheel Alignment](#)

B1.52 – Wheel Balancing

Only one (1) wheel balancing adjustment may be claimed under warranty. A claim may only be made within the first three (3) months following delivery of the vehicle to the customer provided there is no evidence of damage, e.g. curb impacts (pre- and post-measurements must be recorded to support a claim).

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.

B1.54a – Software Over The Air (SOTA)

For software warranty repairs/updates, Software Over The Air (SOTA) must be used rather than a physical connection. In exceptional circumstances such as where a vehicle is not SOTA enabled, then in order to complete a repair/update a physical connection (e.g., a JLR approved plugged-in diagnostic tool) may be used to upload the software. Where a SOTA update cannot be carried out, evidence as to why it has not been possible must be retained with the repair order.

Note: *SOTA updates are not claimable as warranty in the following instances:*

a. at PDI

b. where the software update is not the result of a customer complaint.