



Section A: Warranty Terms and Conditions

A1 – Summary of Vehicle Warranty

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

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

[Section Z1 – Jaguar New Vehicle Limited Warranties](#)

[Section Z2 – Land Rover New Vehicle Limited Warranties](#)

[Section B – Guide to Warranty Terms and Conditions](#)

Warranty and the Owner

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



A1.1 – Vehicle Warranty

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

In all repairs carried out by a Jaguar Land Rover retailer where a claim is submitted, genuine Jaguar Land Rover approved parts (new or remanufactured to approved quality standards) must be used and any displaced parts become the property of Jaguar Land Rover.

Note: *Tires are covered separately by the tire manufacturer. The retailer should, however, assist the customer with any tire claim.*

Does this apply to accessories?

Any genuine Jaguar Land Rover vehicle accessories (excluding gift items) supplied and fitted by a Jaguar Land Rover retailer within one month or 1000 miles / 1600 km or as per your agreed local market legislation (whichever occurs first) of a new vehicle being sold, will benefit from the same warranty terms and duration as the Vehicle Warranty.

A1.2 – Warranty Applied To Paint Surface

Should the paint surface of the vehicle body require attention due to a defect in material or applications then, subject to specified conditions of the Paint Surface Warranty, the necessary repairs will be performed completely free of charge by a Jaguar Land Rover retailer, regardless of any change in vehicle ownership during the period of cover.

What is the Warranty period?

The Paint Surface Warranty begins at the same time as the Vehicle Warranty.

[Section Z1 – Jaguar New Vehicle Limited Warranties](#)

[Section Z2 – Land Rover New Vehicle Limited Warranties](#)

A1.3 – Corrosion Protection Warranty

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

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

Note: *The term ‘bodywork’ does not include road wheels and attachments such as bright trim, bumpers, mouldings and hinges.*



What is the Warranty period?

The Corrosion Protection Warranty begins at the same time as the Vehicle Warranty. The warranty period is: 6 years/Unlimited Mileage.

[Section Z1 – Jaguar New Vehicle Limited Warranties](#)

[Section Z2 – Land Rover New Vehicle Limited Warranties](#)

A1.4 – Who May Perform a Warranty Repair

Only retailers who are appointed and receive full technical support from Jaguar Land Rover. Under the terms of Jaguar Land Rover warranties, these retailers may repair, replace or readjust, free of charge to the owner, any part or assembly proved to Jaguar Land Rover's satisfaction to show a defect in materials or manufacturing workmanship within the applicable period.

Emergency Repairs

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

When presented with an emergency repair bill, proceed as follows:

- ◆ Verify warranty coverage.
- ◆ Open a Repair Order for the covered repair using the actual work date and mileage. The words "Customer Refund" should appear as the repair description.
- ◆ Submit the claim.

Retain customer's repair invoice in the vehicle file.

Scheduled Maintenance Not Performed by an Authorized JLRNA Retailer

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

A1.5 – Wear and Tear Items

Items that are subject to wear and tear are generally divided into two categories, namely those specified for replacement or adjustment during scheduled maintenance and those that require replacement or adjustment dependent upon conditions of use.



Scheduled Maintenance items

[Section B1.42 – Scheduled Maintenance Items](#)

Note: *The period of warranty cover for any item may not exceed the time and distance limitations of the Vehicle Warranty.*

Wear and Tear Items

The Wear and Tear items listed below are recognized as either having a limited service life or are subject to wear or damage. However, certain items are covered by the Vehicle Warranty for a limited period. The following items are covered for up to one (1) year or first scheduled maintenance operation, or as per your agreed local market legislation (whichever occurs first):

- ♦ Wiper blades.
- ♦ All light bulbs (interior and exterior).

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

- ♦ Adjustments, including but not limited to: headlamp and hinged panel adjustments, suspension tightening, steering geometry adjustments, emission/fuel system checks, lubrication and handbrake cable adjustments.
- ♦ Remote handset batteries.

The following item is covered for up to three (3) months, or as per your agreed local market legislation:

- ♦ Wheel alignment / balancing.

[Section B1.37 – Remote Handset Batteries](#)

Note: *Brake linings, brake discs and any other friction related components are not covered when replacement is due to wear and tear, but they are covered against manufacturing defects for the duration of the Vehicle Warranty.*

Consumable Fluids

Replacement or ‘top-up’ of consumable fluids, e.g. oils, anti-freeze, brake fluid, DEF ‘Diesel Exhaust Fluid, windscreen wash solution and refrigerant, is only covered when they are used as part of a warranty repair.

A1.6 – Owner’s Responsibility

The owner’s literature describes the proper care and use of the vehicle. Proper maintenance and use guard against major repair expenses resulting from misuse, neglect or inadequate maintenance, and may help increase the value received when the owner sells their vehicle.



Vehicle Warranty

The owner should:

- ◆ Make sure that all of the required maintenance is performed and that the materials used meet Jaguar Land Rover's engineering specifications.

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

- ◆ Make sure the vehicle is presented to a retailer for any warranty repair as soon as practicable after a defect is detected. This will minimize the effect a defect has on the vehicle and the nature of the repair needed.

***Note:** Jaguar Land Rover retailers have technicians who are trained and equipped to perform required maintenance on the vehicle using genuine Jaguar Land Rover parts to keep it operating to optimum levels.*

- ◆ Make sure that documents for completed maintenance/service works are retained with the vehicle and confirmation of maintenance work is always recorded in the vehicle documentation.

Paint Surface and Corrosion Protection Warranty

The owner should:

- ◆ Ensure that paint and bodywork is maintained by regular cleaning in accordance with Jaguar Land Rover's instructions.
- ◆ Ensure that the vehicle is presented to a retailer for any warranty repair as soon as practicable after a defect is detected. This will minimize the effect a defect has on the vehicle and the nature of the repair needed.

A1.7 – What Is Not Covered by The Vehicle Warranties

Vehicle Warranty

Jaguar Land Rover is not responsible for any repair or replacement that is required as a direct result of:
(List not exhaustive).

- ◆ Normal wear and tear.
- ◆ Failure to properly maintain the vehicle in accordance with Jaguar Land Rover maintenance schedules and service instructions.
- ◆ Damage caused by neglect, accident, collision, fire, flood, theft, freezing, vandalism, riot, explosion, objects striking the vehicle or improper use.
- ◆ Defects caused by misuse of the vehicle, such as driving over curbs, overloading, motorsport/racing events, using the vehicle as a stationary power source or for any other purpose than normal, private or commercial use.
- ◆ Any modification of the vehicle or parts which is not authorized by Jaguar Land Rover, including any engine performance enhancement modifications.
- ◆ Refilling or topping-up with incorrect fuel, e.g. diesel used instead of petrol and vice versa
- ◆ Use of fuel specifications or alternative fuels which are not approved by Jaguar Land Rover for the vehicle (refer to owner's handbook).



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- ◆ Use of supplemental additives and flushing agents for fuel or engine oil (unless specified by Jaguar Land Rover).
 - ◆ Any vehicle that has had its vehicle identification number altered or removed, or on which the odometer reading has been unlawfully changed.
 - ◆ Damage caused during maintenance (whether or not caused by the owner, a Jaguar Land Rover retailer or anyone else).
 - ◆ Tampering with the vehicle, tampering with the emissions systems or with other parts that affect these systems.
 - ◆ Transfer of wheels between vehicles which result in an update to the TPMS should not be claimed as Warranty. This cost should be invoiced to the Customer.
 - ◆ Broken TPMS valves are not to be claimed as Warranty. The cost of repair should be invoiced to the Customer.
 - ◆ Failure to use Jaguar Land Rover specified parts or oils/lubricants/fluids during a warranty repair (or parts of equivalent quality during a retail repair).

***Note:** Failure to use oils/lubricants/fluids of the correct specification may result in mechanical breakdown and refusal by Jaguar Land Rover to pay for any resultant warranty claims.*

- ◆ The failure of a non-approved Jaguar Land Rover part and/or the failure or misuse of a product or accessory not recommended by Jaguar Land Rover is not covered by the Jaguar Land Rover Vehicle or Parts Warranties.

***Note:** Any consequential damage caused by the installation or use of such parts, products or accessories will not be covered by the Jaguar Land Rover Vehicle or Parts Warranties.*

Paint Surface and Corrosion Protection Warranty

Jaguar Land Rover is not responsible for any repair or replacement that is required as a direct result of the following: (List not exhaustive).

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

Other exclusions

The Jaguar Land Rover Warranty excludes liability for any lost time, inconvenience, loss of transportation, or any other incidental or consequential damage the owner (or anyone else) may incur as a result of a defect covered by this Warranty.



A1.8 – Warranty Cover When Touring

Jaguar Land Rover has a comprehensive service network in most parts of the world.

Any Jaguar Land Rover retailer can carry out repairs under the Jaguar Land Rover Warranty. Under normal circumstances, the customer should not be expected to pay for any warranty work performed by a retailer.

When touring, it is the customer's responsibility to produce the warranty documentation and the relevant maintenance and service records issued with the vehicle (which establishes the right to warranty coverage). If they are unable to do so, the retailer must seek advice from Jaguar Land Rover. Under exceptional circumstances, the customer may be asked to pay for repairs that are in fact covered by Jaguar Land Rover's Warranty. If so, they should retain the invoice and, where practical, any replaced parts so that upon returning home their local retailer can arrange for prompt reimbursement as appropriate.

[Section B2 – Vehicles Purchased In or Transferred To Other Markets](#)

A1.9 – The Warranties and Consumer Law

Display of Warranties

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

Implied Warranties; Consequential Damages

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

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

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

Warranty on Replacement Parts Used for Warranty Repair

Parts replaced under the JLRNA New Vehicle Limited Warranty are covered for the balance of the New Vehicle Limited Warranty. These parts are not eligible for coverage under the terms of the Parts and Accessories Limited Warranty.