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SECTION Z - GLOBAL WARRANTY COMPLIANCE AND PROCEDURES MANUAL - APPENDIX

Z.1 - APPENDIX 1 - SUMMARY OF WORLDWIDE WARRANTY TERMS

Each warranty is recorded in the JLR Warranty system. Authorised Facilities must check this to verify the correct warranty coverage prior to Starting a Warranty Repair and submitting a claim.

JLR STANDARD WARRANTY

The Jaguar Land Rover standard New Vehicle Manufacturers Warranty is 36 months or 100,000 kilometres, whichever is the sooner (the “JLR Standard Warranty”).

The following tables set out the exceptions to the JLR Standard Warranty offering:

MARKET	WARRANTY DURATION
United Kingdom	36 months / unlimited mileage, whichever is the sooner

Norway	60 months / 100.000km, whichever is the sooner. Year 1 and Year 2 are unlimited milage.
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MARKET	WARRANTY DURATION	INTRODUCTION
Australia	60 months / unlimited mileage, whichever is the sooner (12 volt battery coverage 36 months / 100,000km, whichever is the sooner)	From 1st April 2021

MARKET	WARRANTY DURATION	MODEL YEAR
Canada (Jaguar specific)	48 months / 80,000 km, whichever is the sooner	From 2012 MY
Canada (Land Rover specific)	48 months / 80,000 km, whichever is the sooner	From 1998 MY
USA (Jaguar specific)	48 months / 50,000 miles, whichever is the sooner	2012MY - 2015MY
USA (Jaguar specific)	60 months / 60,000 miles, whichever is the sooner	From 2016 MY
USA (Land Rover specific)	48 months / 50,000 miles, whichever is the sooner	From 1998 MY
USA (Range Rover Evoque & Discovery Sport)	60 months / 62,500 miles, whichever is the sooner, in respect of ZF 9 Speed Automatic Transmission (Transmission and Converter Assembly) part only	14MY-15MY Range Rover Evoque 15MY Discovery Sport

EC Directive - Unlimited Mileage (Year 1 and 2)

In line with EU Directive 1999/44/EC all EU markets (unless otherwise stated in this Appendix Z1) and the EEA markets of Iceland and Liechtenstein have a new Vehicle Warranty duration of 36 months / unlimited distance for Year 1 and Year 2, and a Vehicle Warranty duration of 36 months / 100,000 kilometres for Year 3.

Paint Surface Warranty

MARKET	WARRANTY DURATION	VEHICLE SALE DATE / MODEL YEAR
All markets	As Vehicle Warranty but no distance limitation	As Vehicle Warranty

Corrosion Protection Warranty

MARKET	WARRANTY DURATION
All markets	72 months

Battery Electric Vehicle ('BEV') Traction Battery Warranty

MARKET	WARRANTY DURATION	COMPONENTS COVERED
All markets	8 Years / 100,000 miles (160,000km), whichever is the sooner, and a minimum of 70% State of Health ('SoH')	• EV Battery Modules • Cell Supervisory Circuit Modules (CRCs) • Battery Energy Control Module (BECM) • Master Service Disconnect (MSD) • EV Battery Wiring Harness and Connectors • EV Battery Housing Frame and Cooling Pipe

Plug-in Hybrid Electric Vehicle ('PHEV') Traction Battery Warranty

MARKET	PHEV MODEL	WARRANTY DURATION	COMPONENTS COVERED
China	All models	8 Years / 100,000 miles (160,000km), whichever is the sooner, and a minimum of 70% State of Health ('SoH')	• EV Battery Modules • Cell Supervisory Circuit Modules (CRCs)
USA and Canada	All models	8 Years / 100,000 miles (160,000km), whichever is the sooner, and a minimum of 70% State of Health ('SoH'), or as provided in local legislation (e.g. 10 years or 150,000 miles in California and the states which have adopted California's ZEV program, in addition to extended warranty of 15 years or 150,000 miles on other emission parts - see Passport to Service) (Refer to NSC for local legislation details)	• BECM • Master Service Disconnect (MSD) • EV Battery Wiring Harness and Connectors • EV Battery Housing Frame and Cooling Pipe

MARKET	PHEV MODEL	WARRANTY DURATION	COMPONENTS COVERED
All markets (excluding China, USA and Canada)	Range Rover Evoque (L551) 20MY onwards Discovery Sport (L550) 20MY onwards	6 years or 60,000 miles (100,000 km), whichever is the sooner, and a minimum of 70% State of Health ('SoH')	
All markets (excluding China, USA and Canada)	Range Rover (L405) up to and including 20MY Range Rover Sport (L494) up to and including 20MY	8 Years / 100,000 miles (160,000km), whichever is the sooner, and a minimum of 70% State of Health ('SoH')	
All markets (excluding China, USA and Canada)	All 21MY models onwards	6 years or 60,000 miles (100,000 km), whichever is the sooner, and a minimum of 70% State of Health ('SoH')	

Emissions Warranty

MARKET	WARRANTY DURATION
Korea	Refer to NSC
Sweden	5 years / 80,000 km, whichever is the sooner
Taiwan	Refer to NSC

MARKET	WARRANTY DURATION
USA/Canada	Refer to Passport to Service

Parts and Accessories Warranty

MARKET	WARRANTY DURATION
All markets (excluding markets listed in line below)	12 months (or as per agreed local market legislation)
UK market European Union (EU) markets plus Norway, Iceland, Liechtenstein Albania Serbia Switzerland Turkey Saudi Arabia	24 months
Brazil	3 months where the purchased part is not fitted by a JLR Authorised Facility.

JLR Managed Extended Warranty

The following markets have extended warranty programmes in place which are provided and managed by Jaguar Land Rover and come into effect following the expiry of the JLR Standard Warranty. Exclusions may apply for certain components in the extended warranty period, contact local NSC/Regional Office for details.

MARKET	WARRANTY DURATION
MENA	JLR Standard Warranty: 36 months or 100,000kms whichever is sooner. JLR Managed Extended Warranty: additional 24 months with an increase of 50,000kms (total 150,000kms) whichever is sooner.
South Africa	JLR Standard Warranty: 36 months or 100,000kms whichever is sooner. JLR Managed Extended Warranty: additional 24 months with no additional kms (total 100,000kms) whichever is sooner.
European Region (excluding Norway)	JLR Standard Warranty: 36 months or 100,000kms whichever is sooner. JLR Managed Extended Warranty: additional 24 months with an increase of 50,000kms (total 150,000kms) whichever is sooner.
Norway	JLR Standard Warranty: 60 months or 100,000kms whichever is sooner. JLR Managed Extended Warranty: with an increase of 50,000kms (total 150,000kms) whichever is sooner.

**China Battery Electric Vehicle ('BEV') / Plug-in Hybrid Electric Vehicle ('PHEV')
Electric Drive Components Warranty**

MARKET	COMPONENT	WARRANTY DURATION
China	Front and Rear Electric Drive Motor ('EDU')	8 years or 120,000km, whichever is the sooner
	Control Unit of Drive Motor ('PCM')	
	Front and Rear Inverters	

China Wear and Tear Items Warranty

MARKET	COMPONENT	WARRANTY DURATION
China	Air Filter	6 months / 10,000km, whichever is the sooner
	Air-conditioning Filter	
	Oil Filter	
	Fuel Filter	
	Spark Plug	
	Brake Liner	
	Clutch Disc	
	Remote Controller Battery	
	Light Bulb	
	Wiper Blade	6 months / 10,000km, whichever is the sooner
	Fuse and Common Relay (excluding integrated control unit)	1 year / 10,000km, whichever is the sooner
	12 volt startup battery	2 years / 50,000km, whichever is the sooner

MARKET	COMPONENT	WARRANTY DURATION
	Tyre - covered separately by the tyre manufacturer	Retailer should assist the customer with any tyre claim via the Jaguar Land Rover China Tyre Assist Procedure - 6 months / 10,000km whichever is the sooner

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