

ENGINE TIMING
CHAIN/TENSIONER PARTIAL
EXTENDED WARRANTY - USA



NAS22.02.002

WARRANTY

USA

AFTERSALES BULLETIN

March 4, 2022

TO: All authorized Land Rover Retailers

RE: Engine Timing Chain/Tensioner Partial Extended Warranty

Jaguar Land Rover North America, LLC is announcing a new partial extended warranty coverage applicable to Land Rover 2012-2014MY LR4 (L319) and 2012-2014MY Range Rover Sport (L320/L494) vehicles and sold in the United States (the "Applicable Vehicles") and extends partial warranty coverage for up to 8 years or 100,000 miles (whichever occurs first).

What does this Partial Extended Warranty cover?

Timing Chain and Timing Chain Tensioners

This partial extended warranty covers all repairs to, or replacements of, the timing chain and timing chain tensioner fitted in the Applicable Vehicles for up to eight (8) years and 100,000 miles, subject to the time and mileage parameters set forth below:

Year	Mileage Range	Maximum Coverage Percentage
More than 4 and up to 6	50,001 to 70,000	60%
More than 6 and up to 7	70,001 to 85,000	50%
More than 7 and up to 8	85,001 to 100,00	40%

Partial warranty coverage will also be provided for the repair or replacement of a tensioner lever, subject to the same time and mileage parameters, provided that the repair or replacement of the tensioner lever must be necessary as part of a repair or replacement of a timing change or timing chain tensioner. To qualify for a particular level of extended warranty coverage, the Applicable Vehicle must satisfy both the applicable year requirement and the applicable mileage range requirement at the time the (i) timing chain and/or timing chain tensioner failure is diagnosed by an authorized Land Rover retailer in a document around the same time with such failure and in accordance with published technical repair documents that relate to the failure or (ii) timing chain and/or timing chain tensioner is repaired or replaced (whichever occurs first). The vehicles that have been "in service" for more than 8 years or 100,000 miles are excluded from the class. The term "in service" means the date the vehicle went into use. Other than the extended time and mileage periods set forth above, the terms, requirements, and limitations in JLRNA's New Vehicle Limited Warranty remain in effect.

Engine Damage Due to a Timing Chain or Tensioner Failure

This partial extended warranty also covers all repairs to, or replacements of, engines that are damaged due to timing chain or timing chain tensioner failures on the Applicable Vehicles for up to eight (8) years and 100,000 miles, subject to the time and mileage parameters set forth below:

Year	Mileage Range	Maximum Coverage Percentage
More than 4 and up to 6	50,001 to 70,000	30%
More than 6 and up to 7	70,001 to 85,000	25%
More than 7 and up to 8	85,001 to 100,00	20%

Partial coverage extends to any replacement seals, gaskets and engine lubricant required as part of the engine repair, subject to the same time and mileage parameters, provided that the replacement of the component(s) must be necessary as part of the repair or replacement of the engine. To qualify for a particular level of extended warranty coverage, the Applicable Vehicle must satisfy both the applicable year requirement and the applicable mileage range requirement at the time the (i) engine damage due to a timing chain and/or timing chain tensioner failure is diagnosed by an authorized Land Rover retailer in a document around the same time with such failure and in accordance with published technical repair documents that relate to such damage or (ii) engine is repaired or replaced due to a timing chain and/or timing chain tensioner failure (whichever occurs first). The vehicles that have been “in service” for more than 8 years or 100,000 miles are excluded from the class. The term “in service” means the date the vehicle went into use. Other than the extended time and mileage periods set forth above, the terms, requirements, and limitations in JLRNA’s New Vehicle Limited Warranty remain in effect.

What do Retailers need to do?

Repairs to Applicable Vehicles will follow the standard Jaguar Land Rover repair process.

Retailers must:

- Check for eligible vehicles on the warranty coverage section of the Land Rover Warranty Portal inquiry screen;
- Follow the repair procedures provided in TOPIx; and
- Submit a claim for partial coverage via the warranty system.

Warranty Claims

NOTE: where the standard 4-year/50,000-mile Land Rover warranty has expired (but the 8-year/100,000-mile partial extended warranty has not yet expired), claims must be submitted using Program Code **TCN** following the Prior Authority Request process detailed below. Additionally, all claims for replacement engines for damage due to timing chain or timing chain tensioner failures are subject to the prior authority requirements (FRED) outlined in the Global Warranty Manual.

Exclusively for this Extended Warranty Program, Program Code 'TCN' is now maintained for MC PARs:

- 1) When creating a MC PAR, please add the Program Code "TCN" to the drop-down selection (as highlighted below)
- 2) CRC case number should be 1111111111
- 3) Please select CLL – Consumer Legislation as Goodwill reason

CREATE PRIOR AUTHORITY REQUEST

MANUFACTURER REQUEST REFERENCE	STATUS
	New - Unsaved

JUMP TO BOTTOM

ESSENTIAL REQUEST INFORMATION

Country	USA
Retailer	L - R0881 - JLR North America, LLC
Goodwill type	Mechanical goodwill
Program code	TCN - Timing Chain
Retailer reference	MC - Out of Warranty Mechanical Goodwill Repair (Service ... TCN - Timing Chain
Manufacturer reference	TD - TDV6 Support
CRC case number	1111111111

4) Retailer defines % contribution

CONTRIBUTION DETAILS	
Manufacturer percentage	0.00 %
Retailer percentage	0.00 %
Customer percentage	0.00 %
Manufacturer contribution:	0.00
Retailer contribution:	0.00
Customer contribution:	0.00

5) Retailer submits MC PAR

6) CSPS Team review and respond to MC PAR

7) Retailer converts MC PAR into MC Claim and submits

Customer Reimbursement Process

If a customer has indicated that they have already paid for one or more of the concerns outlined above as a normal retail repair (after the expiration of the standard 4-year/50,000-mile warranty and before the expiration of the 8-year/100,000-mile partial extended warranty), please refer the customer to WWW.SchmidtTimingChainSettlement.com or 844-285-9444. Reimbursement claims will be processed by a 3rd party, not by the JLR retailer.

For questions regarding the content of this publication, please contact:

Imanda Baladi

Upstream Technology & Warranty Manager

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

naesc@jaguarlandrover.com