

JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL PARTIAL EXTENDED WARRANTY PROGRAM 12-14MY L319/L320/L494



- Jaguar Land Rover has announced new partial extended warranty program for certain engine timing chain/timing chain tensioner repairs on 2012-2014MY Range Rover Sport and LR4 vehicles sold within the USA.
- Retailers should diagnose and repair vehicles upon customer complaint following TOPIX procedures.
- Where the standard 4 year/50,000 mile warranty has expired, claims should be submitted following the Prior Authority Request process under program code TCN, as detailed in the aftersales bulletin.
- As communicated in a letter mailed in Dec 2021 to all current and former owners, customer reimbursement for eligible prior repairs will be handled by a 3rd party, not the retailer.

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 100,000	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.



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- For applicable vehicles as identified in the warranty portal under Warranty Coverage “Timing Chains”, the warranty coverage on specified repairs is extended up to 8yrs or 100,000 miles. →
- Partial Coverage of between 40%-60% is provided for the engine components and 20% - 30% for engine replacements, based upon vehicle age and mileage.
- Please refer to Aftersales Bulletin NAS22.02.002 for further details

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Range Rover Sport 3.0L V6 S/C Petrol 4WD Auto 5 Door HSE

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Policy	Expiry Date	Distance	
VEHICLE	01/22/2019	50000 MI	EXPIRED
WEAR & TEAR	01/22/2016	12500 MI	EXPIRED
PAINT	01/22/2019	50000 MI	EXPIRED
CORROSION	01/22/2021	999999 MI	EXPIRED
EMISSION_USAFEDERAL	01/22/2023	80000 MI	
Oxygen Sensor	01/22/2030	150000 MI	
TIMING CHAIN	01/22/2023	100000 MI	

