



## WARRANTY BENEFITS

**Publication Part No. JJM 21 10 99 101**

## About this handbook

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This is an important document and should be kept in a safe place.

The information contained in this publication was correct when it went to print. Vehicle design changes that affect servicing or warranty conditions may have been made after this handbook was printed. When this occurs a handbook supplement is added to the literature pack. Subsequent updates can be viewed on the Jaguar Internet site at; **[www.ownerinfo.jaguar.com](http://www.ownerinfo.jaguar.com)**.

**Failure to maintain your vehicle in accordance with maintenance schedules and service instructions may invalidate your warranty.**

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## Foreword

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### INTRODUCTION

Jaguar Cars and your Dealer thank you for buying a new Jaguar vehicle.

The Jaguar Assistance and Warranty gives you an all-round protection that is worthy of one of the world's finest marques. We want you to feel happy and assured that whether you are driving for business or pleasure - in Europe or the UK - you are covered by an unrivalled range of services, 24 hours a day.

#### Listening to your needs

We did not decide which services should be in our Assistance and Warranty package, we listened to Jaguar and Daimler drivers and acted on their advice and guidance. From repairing bodywork to roadside repairs abroad - we have it covered.

<b>THE JAGUAR WARRANTY AND CONSUMER LAW</b>
<p>This Jaguar Warranty is a manufacturer's warranty that supplements and does not affect your legal rights under the vehicle purchase agreement with your selling Jaguar Dealer or under applicable national legislation governing the sale of consumer goods.</p>

## Jaguar Assistance

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### JAGUAR ASSISTANCE

Jaguar Assistance applies only to cars sold new and registered in Europe. For details of the countries covered by Jaguar Assistance, refer to **DEFINITIONS AND EXCLUSIONS, page 13**.

Jaguar Assistance is a comprehensive assistance programme, designed specifically for Jaguar drivers to promote absolute peace of mind. This programme provides assistance in any motoring emergency, from immobilisation due to mechanical or electrical breakdown or road traffic accident, to minor emergencies such as a puncture or running out of fuel. The benefits of Jaguar Assistance are available throughout the new vehicle warranty period however limitations apply to specific causes of immobilisation.

Where roadside repair is not possible, you and your passengers travelling with you will be provided with an alternative means of reaching your destination, or returning home.

With a comprehensive range of benefits including car hire, vehicle redelivery and hotel accommodation, Jaguar Assistance is available throughout Europe 24 hours a day, every day of the year.

Please take time to familiarise yourself with the benefits and procedures for obtaining assistance, taking into account the terms and conditions, see **TERMS AND CONDITIONS OF COVER, page 10**.

### OBTAINING ASSISTANCE

It is important that you call the telephone number listed for your country of residence and vehicle registration, irrespective of where you have broken down within the countries listed in **DEFINITIONS AND EXCLUSIONS, page 13**.

If you are in any doubt as to whether you require assistance, please telephone Jaguar Assistance first. Do NOT make your own arrangements.

Please note that you will be asked for the following information when contacting Jaguar Assistance:

- Your name and exact location
- The registration number of your Jaguar
- A brief description of the incident
- A contact telephone number.

## Jaguar Assistance

**Austria** - 892 40 40  
If outside Austria + 43 1 892 40 40

**Belgium** - 02 773 6189  
If outside Belgium + 32 2 773 6189

**Croatia** - 213 256 302  
If outside Croatia + 43 1 213 256 302

**Czech Republic** - 28 300 2760  
If outside Czech + 42 028 300 2760

**Denmark** - 333 27000  
If outside Denmark + 45 333 27000

**Estonia** - 269 79164  
If outside Estonia + 37 269 79164

**Finland** - 0944 0866  
If outside Finland + 358 944 0866

**France** - 01499 38028  
If outside France + 33 1499 38028

**Germany** - 800 1836 888  
If outside Germany + 49 611 7320 150

**Germany - US Military Vehicles:**  
800 53 35 577  
If outside Germany + 49611 7320 591

**Greece** - 210 99 55 938  
If outside Greece + 30 210 99 55 938

**Hungary** - 266 4097  
If outside Hungary + 36 1 266 4097

**Italy** - 800 571 175  
If outside Italy + 39 02266 09574

**Latvia** + 371 67 11 2204

**Lithuania** - 8 52 49 9007  
If outside Lithuania + 370 52 49 9007

**Luxembourg** + 32 2 773 61 89

**Republic of Ireland** - 01 637 3607  
If outside R.O.I. + 353 1 6373607

**Netherlands** - 0800 099 8808  
If outside N'lands + 31 2085 12234

**Norway** - 22 08 61 45  
If outside Norway + 47 22 08 61 45

**Poland** - 22 522 2576  
If outside Poland + 48 22 522 2576

**Portugal** - 21 780 6274  
If outside Portugal + 351 21 780 6274

**Romania** - 0214055463  
If outside Romania + 40 214055463

**Slovakia** - 555 71325  
If outside Slovakia + 421 2555 71325

**Slovenia** - 525 03 6533  
If outside Slovenia + 431 525 03 6533

**Spain** - 902 12 00 41  
If outside Spain + 34 91 325 5551

**Sweden** - 08 65 58 888  
If outside Sweden + 46 8 65 58 888

**Switzerland** - 044 2833587  
If outside Switzerland + 41 442 833 587

**Turkey** + 90 212 337 4386

**Ukraine** - 80 444942950  
If outside Ukraine + 380 444942950

**United Kingdom** - 0800 246 844  
If outside UK + 44 208 603 9699

Calls to Jaguar Assistance may be recorded in order to assist in confirming details of calls that may be incomplete or unclear. In addition, recordings may be used for training purposes.

## Jaguar Assistance

### COVER IN YOUR OWN COUNTRY

#### Home and roadside assistance

If your vehicle is immobilised, whether at home or elsewhere, Jaguar Assistance will attend to your vehicle. If the problem cannot be resolved we will recover your vehicle to the nearest or most appropriate Jaguar Authorised Repairer (or Jaguar Approved Body Repair Centre).

If the vehicle cannot be repaired within 4 hours, cover includes the following benefits:

**1. Car hire**

If following assistance by Jaguar Assistance, your vehicle cannot be repaired within 4 hours, you may be eligible for a replacement vehicle while your vehicle is being repaired. A valid driving licence and credit card deposit to cover any additional costs will be required. Please note that we cannot guarantee availability of vehicles with accessories such as roof racks, tow bars, etc.

**2. Onward travel**

Following assistance by Jaguar Assistance, if your vehicle repair cannot be completed within 4 hours and your vehicle remains immobilised, we will wherever possible organise and pay for you and your passengers to continue your journey or return home by first class rail or scheduled economy air travel.

**3. Hotel accommodation**

If the breakdown occurs more than 80 kms from your home address and overnight accommodation is a more practical option, we will pay for the cost of hotel accommodation for you and your passengers (subject to agreed limits).

#### In addition

Jaguar will provide:

#### Vehicle redelivery

If your vehicle has been recovered by Jaguar Assistance to a Jaguar Authorised Repairer (or Jaguar Approved Body Repair Centre) which is located more than 80 kms from your home address, we will arrange for the vehicle to be returned to your home address following completion of the repair.

### COVER WHEN TRAVELLING OUTSIDE YOUR OWN COUNTRY

For details of the countries covered by Jaguar Assistance, refer to **DEFINITIONS AND EXCLUSIONS, page 13.**

#### Roadside assistance and recovery

If your vehicle is immobilised and the problem cannot be resolved at the roadside, we will organise and pay for recovery of your vehicle to the nearest Jaguar Authorised Repairer (or Jaguar Approved Body Repair Centre).



## Jaguar Assistance

### **European motorway/autoroute restrictions**

On certain roads in some European countries, you must use the official SOS boxes at the side of the road in order to arrange initial recovery. You will be connected to the authorised assistance service because these roads are privatised and we are prevented from assisting on them. You should contact Jaguar Assistance at the earliest opportunity so that we can arrange for the most appropriate assistance once your vehicle has been recovered. Costs incurred for recovery should be claimed back from Jaguar Assistance.

### **Vehicle repatriation**

If your vehicle cannot be repaired, or if the repairs cannot be completed before your intended return date, we will arrange and pay for repatriation of your vehicle to the Jaguar Authorised Repairer (or Jaguar Approved Body Repair Centre) nearest to your home address. The maximum amount payable by Jaguar Assistance for vehicle repatriation will not exceed the market value of your vehicle.

If the vehicle cannot be repaired the same day, cover includes the following benefits:

#### **1. Car hire**

Provided that your vehicle has been recovered by Jaguar Assistance, you may be eligible for a replacement vehicle while your vehicle is being repaired.

A valid driving licence and credit card deposit to cover any additional costs will be required. Please note that we cannot guarantee availability of vehicles with accessories such as roof racks, tow bars, etc.

#### **2. Onward travel**

If the immobilisation has occurred en-route to your planned destination, your vehicle has been taken to a Jaguar Authorised Repairer (or Jaguar Approved Body Repair Centre) and repairs cannot be completed within 4 hours, you may wish to continue your original journey. We will organise and pay the costs of first class rail or scheduled economy air travel to enable you to return home or continue your journey.

#### **3. Hotel accommodation**

You may wish to wait for the completion of the repairs. If overnight accommodation is therefore a more practical option, we will pay for hotel accommodation for you and your passengers (subject to agreed limits).

## Jaguar Assistance

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### **In addition:**

Jaguar Assistance will provide:

#### **Message service**

We can pass on urgent messages to family, business or friends if your journey has been delayed due to the immobilisation of your vehicle.

#### **Parts delivery**

If the parts required to repair your vehicle are not available locally, we will organise and pay for the despatch of these parts from elsewhere.

#### **Additional car hire**

If your vehicle is being repatriated or has been left outside of the country in which you are residing pending completion of repairs following electrical or mechanical failure (excluding accident or theft or incorrect fuel) you may be eligible for a replacement vehicle.

### **TERMS AND CONDITIONS OF COVER**

#### **Hire cars**

A vehicle will be sourced through one of the major vehicle rental companies. You must be able to comply with their conditions of hire and you will be responsible for any fuel costs. Insurance requirements stipulate that you must be between 25 and 65 years of age. If you are under 25 or over 65 we will endeavour to make alternative arrangements, but these cannot be guaranteed.

Certain endorsements on your licence may prejudice your eligibility to hire a vehicle.

#### **Specialist charges**

If the recovery of your vehicle requires the use of specialist equipment as a result of, for example, a road traffic accident, multiple wheel theft or vandalism, any costs incurred will be your responsibility. These costs may be refundable under the terms of your motor insurance policy.

#### **Limitations to off road recovery**

We reserve the right to charge you for any costs incurred if your vehicle is disabled by floods or snow-affected roads, is embedded in sand or mud or is not easily accessible.

#### **Release fees**

Should your vehicle be stolen or involved in a road traffic accident and subsequently recovered by the police, you will be liable for any release fee payable before we can remove your vehicle. These costs may be refundable under the terms of your motor insurance policy.

## Jaguar Assistance

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### **Adverse weather conditions**

Please be aware that adverse weather conditions such as high winds, snow or floods can make some Jaguar Assistance operations physically impossible until the weather improves. Our immediate priority is to ensure that you and your passengers are taken to a place of safety and it may be necessary to attend to your vehicle later.

### **Caravan/Trailer**

If your vehicle is immobilised, we will tow your caravan or trailer to a destination near to the repairing Jaguar Authorised Repairer (or Jaguar Approved Body Repair Centre). Jaguar Assistance will not, however, be held responsible for any goods being transported.

### **Reclaiming expenses**

If you have been authorised by Jaguar Assistance to pay for a covered benefit and wish to recover the costs, please retain original receipts and contact Jaguar Assistance for details of the reclaim procedure.

### **Limited assistance**

If your vehicle is immobilised as a result of keys locked in vehicle, lost or stolen keys, glass breakage, refilling or topping up with incorrect fuel, running out of fuel, inadequate maintenance or a punctured tyre, car hire and vehicle re-delivery will not be provided.

### **Keys locked in vehicle/Lost keys**

We will always endeavour to provide assistance by the most practical method. However, should we be unable to gain entry to your vehicle, modern security systems may make a forced entry necessary. If this is the case, you will be asked to sign a declaration stating that you have given permission for this, and that any costs for resultant damage will be your responsibility. These costs may be covered by your motor insurance policy.

### **Glass breakage**

We can on your behalf contact a Jaguar Authorised Repairer or approved Jaguar glass supplier, who will usually be able to supply and fit replacement glass. You will be liable for the cost of replacement parts and fitting charges.

### **Fuel**

If your vehicle is immobilised due to incorrect fuel use or running out of fuel and the problem cannot be resolved at the roadside, Jaguar Assistance will recover your vehicle to the most appropriate Jaguar Authorised Repairer.

### **Punctured tyres**

Punctures to tyres do not merit car hire or vehicle re-delivery assistance. However, if your vehicle should suffer multiple punctures in one event, or your vehicle is not equipped as standard with a spare wheel and a tyre in use suffers dangerous tyre wall damage, extra assistance may be required. If repairs cannot be made within 4 hours the Jaguar Assistance operative will be required to determine that level of extra assistance.

## Jaguar Assistance

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### **Validity outside your own country**

Jaguar Assistance is available outside your home country only for travel not exceeding 30 days duration in a single trip and 91 days duration in any 12 month period. It is recommended that adequate travel insurance is taken out in addition to this cover.

### **Repatriation from outside your own country**

You will be asked to provide Jaguar Assistance with a signed inventory of any items left in your vehicle prior to repatriation. Neither Jaguar Assistance nor its agents accept any liability for the subsequent loss of, or damage to, any items not declared on this inventory.

## Jaguar Assistance

### DEFINITIONS AND EXCLUSIONS

The following words and phrases are used throughout this booklet, and are defined as follows:

**Your vehicle** is a vehicle for which Jaguar Assistance membership has been issued.

**Europe** means the following countries: Andorra, Austria, Belgium, Croatia, Czech Republic, Denmark (excluding the Faeroe Islands), Estonia, Finland (excluding Aland), France (Metropolitan), Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, San Marino, Slovakia, Slovenia, Spain (including the Balearic Islands and Canary Islands), Sweden, Switzerland, Turkey and the United Kingdom.

**Immobilisation** is electrical or mechanical breakdown, road accident, loss of keys or loss, damage or destruction by fire, theft or vandalism.

#### Exclusions

Jaguar Assistance will not pay for:

- Any expense incurred without the prior authorisation of Jaguar Assistance.
- Any expense that would have normally been payable by you, such as fuel, congestion charges and toll charges.
- The cost of replacement parts, unless covered by Jaguar Warranty.
- Any costs resulting from participation in motor racing, rallies, speed or duration testing.

- Any costs resulting from your vehicle being kept in an unroadworthy condition, or not being serviced in accordance with the manufacturer's recommendations. If, in the opinion of Jaguar Assistance, a recurring fault is due to poor maintenance, we reserve the right to limit the assistance to recovery of your vehicle to the nearest Jaguar Authorised Repairer.
- Any costs resulting from you being under the influence of intoxicating liquor or drugs, or from solvent abuse.
- Any consequential losses arising directly or indirectly from the immobilisation.
- Damage or injury intentionally caused by the Beneficiary or resulting from his/her participation in a criminal act or offence.
- Costs incurred as a result of accident damage which are covered under the user's insurance policy.

This list is not exhaustive. Whilst recognising your consumer rights, Jaguar Cars Limited may extend the list of exclusions if and when there is a requirement to do so.

## The Jaguar Warranty

### THE JAGUAR WARRANTY BENEFITS

The Jaguar Warranty is a comprehensive package of benefits designed to meet a high standard of aftersales care and support.

The following pages give full details of the Warranty. Please read these carefully in order to ensure that you obtain the full value of the benefits available.

For quick reference, a synopsis of the Warranty periods of cover is shown below:

#### Vehicle warranty - Europe

3 years, unlimited distance.

Refer to page 16.

**Europe** means the following countries:

Andorra, Austria, Belgium, Croatia, Cyprus, Czech Republic, Denmark (excluding the Faeroe Islands), Estonia, Finland (excluding Aland), France (Metropolitan), Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (including Madeira and Azores), Republic of Ireland, San Marino, Slovakia, Slovenia, Spain (including the Balearic Islands and Canary Islands), Sweden, Switzerland, Turkey and the United Kingdom.

#### Vehicle warranty - Rest of world

3 years or 100 000 kilometres, whichever is the sooner.

Refer to page 16.

#### Paint surface warranty

3 years, unlimited distance.

Refer to page 20.

#### Corrosion protection warranty

6 years, unlimited distance.

Refer to page 20.

#### Emission control system warranty

5 years or 80 000 kilometres, whichever is the sooner.

Applicable to the markets listed on page 24.

#### Scheduled maintenance items warranty

Petrol engines:

16 000 kilometres or 1 year, whichever is the sooner.

X-TYPE Diesel engines:

20 000 kilometres or 1 year, whichever is the sooner.

XJ and XF Diesel engines:

24 000 kilometres or 1 year, whichever is the sooner.

The warranted parts are listed on page 18.

#### General warranty information

All vehicle related warranty benefits start on the day that the vehicle is delivered to the first retail customer or his/her representative. Where a vehicle is purchased by an intermediary, the period of cover commences when the vehicle is handed over to that intermediary.

**Note:** *The warranty period for dealer demonstrator vehicles starts on the day that the vehicle is put into service as a demonstrator (not the day that the vehicle is first sold retail).*

The Warranty Statements made on the following pages are additional to, and are not intended to affect, your statutory rights.

## The Jaguar Warranty

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### How to obtain warranty assistance

Should your vehicle require attention under the Warranty arrangements, you should:

- Take your vehicle to a Jaguar Authorised Repairer (preferably from whom it was purchased).
- Always provide your Jaguar Authorised Repairer with full information about the nature of any difficulty as quickly as possible.
- Always present the Jaguar Authorised Repairer with the Service Portfolio booklet which will provide them with the information that they need before a repair can be undertaken.

Should the Vehicle Identification page of the Service Portfolio booklet be incomplete, Warranty assistance may be refused by the repairing dealer until the dealer has received confirmation from Jaguar Cars Limited that the vehicle in question is covered by the terms of the Jaguar Warranty.

Your Jaguar Authorised Repairer will arrange an appointment so that you avoid having to be without the vehicle for longer than necessary.

If circumstances arise which make it impossible for you to return your vehicle for warranty or repair work to the original Jaguar Dealer from whom you bought it, you can get the work done at any other Jaguar Authorised Repairer.

### Transfer of warranty

Warranty benefits will continue to apply, regardless of any change of ownership.

### Touring

Jaguar Cars Limited has a comprehensive service network in most parts of the world, and your local Jaguar Authorised Repairer will be able to obtain or provide information about the service network in other countries.

Should you require Warranty Assistance when travelling in any other country, take your vehicle to a Jaguar Authorised Repairer and point out the procedure shown on page 19.

The Jaguar Authorised Repairer will normally undertake the required repairs free of charge as long as the **Vehicle Identification** page in your Service Portfolio booklet is completed in full. However, if you are required to pay you should retain any invoices and, where possible, displaced parts so that your Dealer can resolve the matter on your return home and arrange any reimbursement to which you are entitled.

## Vehicle Warranty

### VEHICLE WARRANTY STATEMENT

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 Authorised Repairer, regardless of any change of vehicle ownership during the period of cover.

**Note:** Tyres are covered separately by the tyre manufacturer. Your Dealer/Authorised Repairer will, however, assist you in any tyre claim.

In all warranty repairs carried out by a Jaguar Authorised Repairer, genuine Jaguar Approved Parts will be used, any displaced parts will become the property of Jaguar Cars Limited.

All parts fitted during warranty repairs are covered for the balance of the original warranty period.

#### Duration of the vehicle warranty

For details of Vehicle Warranty, Paint Surface and Corrosion Protection, and Scheduled Maintenance Items, see page 14.

### Owner's responsibilities – vehicle warranty

Your Owner's Handbook and Service Portfolio describe the proper care and use of your vehicle. Proper maintenance and use guard against major repair expenses resulting from misuse, neglect or inadequate maintenance, and may help increase the value you receive when you sell or trade your vehicle.

- Make sure that all of the required maintenance is performed and that the materials used meet Jaguar engineering specifications.

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

- Make sure you present your vehicle to a Jaguar Authorised Repairer for any warranty repair as soon as practicable after a defect is detected. This will minimise the effect a defect has on your vehicle and the nature of the repair needed.

**Note:** Your Jaguar Authorised Repairer has technicians who are trained and equipped to perform the required maintenance on your vehicle using genuine Jaguar parts to keep your vehicle operating to optimum levels.

- Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always recorded in your Service Portfolio.



## Vehicle Warranty

### What's not covered by the warranty?

No responsibility will be accepted by Jaguar Cars Limited where repair or replacement is required as a direct result of:

- Normal wear and tear.
- Failure to maintain the vehicle in accordance with Jaguar's maintenance schedules and service instructions.
- Defects caused as a result of being used in motorsport events or for any other purpose than normal, private or commercial use.
- Damage resulting from neglect, flooding, accident or improper use.
- Any modification to the vehicle or parts which is not authorised by Jaguar, including any engine performance enhancement modifications.
- 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.
- Refilling or topping-up with incorrect fuel, e.g. petrol used instead of diesel.
- The vehicle having been altered from Jaguar Cars specifications.
- Failure to use Jaguar specified parts or fluids during a warranty repair (or parts of equivalent quality during a retail repair). The failure of a non-approved Jaguar part and/or the failure or misuse of a product or accessory not recommended by Jaguar, is not covered by the Jaguar Vehicle or Parts Warranties.

Vehicle or Parts Warranties. Additionally, any consequential damage caused by the installation or use of such parts, products or accessories will not be covered by the Jaguar Vehicle or Parts Warranties.

- Use of fuel specifications or alternative fuels which are not approved by Jaguar for the vehicle (refer to the Owner's Handbook).
- Use of supplemental additives and flushing agents for fuel or engine oil (unless specified as part of a Jaguar service requirement).
- The vehicle, as manufactured, does not meet the operational specification of a market for which it was not specified, including any legal requirements or penalties imposed by Government or other authority.
- The effects of any vehicle modifications undertaken to comply with legal or local requirements of a market for which it was not specified, unless authorised by Jaguar.

**Note:** Where applicable, Jaguar Authorised Repairers may, at the customer's expense, carry out authorised modifications to meet legal or operational requirements of a market.

Jaguar Warranties exclude liability for any lost time, inconvenience, loss of transportation, or any other incidental or consequential damage you (or anyone else) may incur as a result of a defect covered by the warranties.

## Vehicle Warranty

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Items which are subject to adjustment or replacement during NORMAL service or maintenance operations are not covered by the Warranty, unless the work is required as a direct result of a manufacturing defect. Please refer to the following, Scheduled Maintenance Items.

### Scheduled maintenance items

Parts that will be replaced as part of a NORMAL service or scheduled maintenance are warranted against manufacturing defects.

Parts that fall into this category are:

- Lubricants
- Oil filter.
- Fuel filter.
- Air filter.
- Pollen filter (where applicable).
- Drive belts.
- Spark plugs (petrol engines only).

**Note:** *The period of cover will apply up to the First Scheduled Service Change Point of the particular part. The period of cover for any item may not exceed the time and distance limitation of the vehicle warranty that applies to the vehicle.*

Parts changed during a scheduled service will benefit from the parts warranty.

Parts that require repair, replacement or adjustment, but are recognised as having a limited service life, are warranted against manufacturing defects for a period of up to and including the first scheduled service or 1 year.

The parts that fall into this category for all models are:

- Wiper blades.
- Remote handset batteries.

- All light bulbs (interior and exterior). Except for Xenon headlamp bulbs and facia/instrumentation illumination which are covered for the full duration of the 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.
- Wheel alignment/balancing.

**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.*

## Vehicle Warranty

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### **VEHICLE WARRANTY STATEMENT IN OTHER COUNTRIES**

#### **To Jaguar Authorised Repairers**

If this Jaguar car requires emergency warranty repairs which affect its running condition or safe operation, you are requested to provide such service free of charge. The claim for reimbursement should be sent to Jaguar Cars Limited in the usual way.

The Customer may be charged if the Service Portfolio booklet is not produced or is incomplete. Where doubt exists as to the validity of the vehicle identified in the Service Portfolio, the repairing dealer should contact Jaguar Cars Limited for clarification.

Should you find it necessary to charge the customer, you should provide an invoice which shows the repair operation performed and the individual parts used. Where possible make the displaced parts available to the owner.

## Paint/Corrosion Warranty

### **PAINT SURFACE WARRANTY STATEMENT**

Should the paint surface of the vehicle body require attention due to a defect in material or application, any necessary repairs will be undertaken by a Jaguar Authorised Repairer, completely free of charge.

**Duration of the paint surface warranty**  
3 years, unlimited distance.

### **CORROSION PROTECTION WARRANTY STATEMENT**

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

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

For the purpose of this Warranty, bodywork is defined as metal panels, including doors, bonnet, boot lid, engine and boot compartments, wings, sills, scuttles, roof, floor panel, frames and chassis members, but excluding attachments such as bright trim, bumpers, mouldings, hinges and road wheels.

**Duration of the corrosion protection warranty**

6 years, unlimited distance.

### **Owner's responsibilities**

Refer to the Vehicle Warranty **Owner's Responsibilities** on page 16

### **What's not covered by the warranty**

These warranties do not cover paintwork damage or corrosion perforation caused by or arising from the following:

- Failure to maintain paint and bodywork by regular cleaning in accordance with Jaguar Cars recommendations.
- Factors that are beyond the control of Jaguar Cars such as environmental hazards (salt, industrial fall out, storm damage, acid rain, bird droppings) and damage (including stone chips, scratches and use of unsuitable cleaning agents).
- Deterioration resulting from failure to immediately report and have rectified any defect or condition covered by these warranties.
- Accident repairs using non-Jaguar approved materials and/or methods of repair.
- Alterations of the vehicle from Jaguar's original specification.

**Note:** *Ensure that the body panels are examined annually by a Jaguar Authorised Repairer and this is recorded in your Service Portfolio. This examination is free of charge only when carried out at the time of a main service.*

## Paint/Corrosion Warranty

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### **JAGUAR APPROVED REPAIRER**

In the event of the vehicle requiring body repairs due to accident damage, your Jaguar Authorised Repairer can ensure that the repairs are carried out using only Jaguar approved parts, materials and repair techniques. This will ensure that warranty cover will continue on the repaired body sections for the remaining period of the Corrosion Protection Warranty.

### **XJ and XK vehicles**

These incorporate the latest technology in aluminium body structure.

A specialist network of Jaguar Approved Body Repair Centres is provided with full technical support from the factory and with comprehensive training for all their body shop technicians.

The Body Repair Centres operate to a high standard and have all the necessary tools and equipment essential to repair Jaguar vehicles.

## Parts and Accessories Warranty

### PARTS AND ACCESSORIES WARRANTY

In addition to the Vehicle Warranty, which covers parts supplied as original equipment when the vehicle was purchased, there is a separate Jaguar Parts and Accessories Warranty for genuine Jaguar parts and accessories purchased by the customer from a Jaguar Dealer.

All genuine Jaguar parts are covered by this warranty and have been tested and approved by Jaguar for use on Jaguar and Daimler vehicles.

***Note:** Genuine Jaguar Parts and Accessories have been specifically designed to help maintain Jaguar vehicles to comply with Jaguar's safety and reliability standards. We therefore recommend you to use only genuine Jaguar Parts and Accessories for your vehicle. Please be advised that Non-genuine Jaguar Parts and Accessories have neither been tested nor approved by Jaguar, and that, in spite of constant observation of the market, Jaguar cannot evaluate their suitability and safety neither isolated nor when fitted to Jaguar products. Any consequential damage caused by the fitting of Non-genuine Jaguar Parts and Accessories is not covered by the warranty.*

### Duration of the parts and accessories warranty

The warranty commences on the date of purchase of the part or accessory and is applicable for a period of 12 months, unlimited distance, or the stated service life of the part, whichever occurs first. All parts fitted during warranty repairs are covered for the balance of the original warranty period.

***Note:** Genuine Jaguar batteries and exhaust systems are covered by a 3 year, unlimited distance warranty.*

### ACCESSORIES FITTED TO A NEW VEHICLE

Genuine Jaguar accessories (excluding gift items) fitted by a Jaguar Authorised Repairer within 1 month or 1500 kilometres (whichever occurs first) of the vehicle entering service for the first time, will benefit from the same warranty terms and period of cover as the Vehicle Warranty, see page 14.

### PARTS AND ACCESSORIES WARRANTY STATEMENT

Should any genuine Jaguar part or accessory require repair or replacement as a result of a material or manufacturing defect, the part or accessory will be repaired or replaced completely free of charge by any Jaguar Authorised Repairer.

## Parts and Accessories Warranty

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Where the part or accessory is being repaired or replaced under the terms of this warranty by a Jaguar Authorised Repairer, no labour charge will be made for such repair or replacement. However, where the work is carried out by anyone other than a Jaguar Authorised Repairer, no contribution will be made to labour charges.

### Owner's responsibilities

Refer to the Vehicle Warranty **Owner's Responsibilities** on page 16

### What's not covered by the warranty

No responsibility will be accepted by Jaguar Cars Limited where repair or replacement is required as a direct result of:

- Normal wear and tear.
- The part or accessory, or any vehicle to which it has been fitted, having not been maintained in accordance with the manufacturer's recommendations.
- The part or accessory having been damaged by neglect, flooding, accident, improper use or fitting, or having been used for competitive purposes.
- The part or accessory having been altered from the manufacturer's specifications or used for a purpose for which it was not designed or intended.
- The part or accessory becomes damaged due to the failure of another part on the vehicle.
- The failure of a non-approved Jaguar part and/or the failure or misuse of a product or accessory not recommended by Jaguar, is not covered by the Jaguar Vehicle or Parts Warranties. Additionally, any consequential damage caused by the installation or use of such parts, products or accessories will not be covered by the Jaguar Vehicle or Parts and Accessories Warranties.

## Emission Control System Warranty

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### **EMISSION CONTROL SYSTEM WARRANTY**

Where applicable – Norway, South Korea, Switzerland, Sweden and Taiwan.

#### **Warranty statement**

Jaguar Cars Limited warrants that Jaguar vehicles are designed, built and equipped so as to conform at the time of sale with all emission standards applicable at the time of manufacture, and are free from defects in materials and workmanship that could cause them not to meet those standards.

During the Emission Control System Warranty period if the failure of any part covered by this Emission Control System Warranty is not the result of lack of maintenance or of misuse of the vehicle, it will be repaired, replaced, or adjusted without charge.

#### **Period of Cover**

The period of cover commences on the day the vehicle is delivered to the first retail customer or their representative. Where a vehicle is purchased by an intermediary, the period of cover commences when the vehicle is handed over to that intermediary. In the case of dealer demonstrators the warranty starts on the day the vehicle is put into service (not the day that the vehicle is first sold retail). This Warranty is specific to the country in which the vehicle is sold. Your Jaguar Dealer will be able to advise you on the items covered under this warranty.

#### **Duration of the warranty**

For details, see page 14.



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