

# Jaguar Assistance Program

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## Jaguar Experience

The *Jaguar Experience* is an exclusive collection of privileges and services for Jaguar owners. Further information regarding specific owner benefits are detailed in your *Jaguar Experience* Welcome Kit, which is mailed a few weeks after delivery of your Jaguar. For your convenience, you may also visit [www.myJaguar.com](http://www.myJaguar.com).

## Jaguar Assistance Program

As part of Jaguar's commitment to a pleasurable driving experience, the Jaguar Assistance Program is furnished at no additional cost to you for the term of your New Vehicle Limited Warranty (4 years / 50,000 miles, whichever occurs first).

The benefits detailed here are available 24 hours a day, 365 days a year, through our toll-free Assistance Line:

**1-800-4 JAGUAR**  
**(1-800-452-4827) Option #1**

## Assistance Program Benefits

### 24-hour emergency towing

In the event of a mechanical disablement of your Jaguar vehicle which renders the vehicle inoperative, the Jaguar Assistance Center will arrange to transport your vehicle to the nearest Jaguar dealer or qualified repair facility. This service will be provided throughout the U.S., Canada and Puerto Rico at no cost to you if required at any time during the term of your New Vehicle Limited Warranty (4 years / 50,000 miles, whichever occurs first). Your vehicle must be accessible to our dispatched transport facility (as determined by our facility) to receive this service.

### 24-hour roadside assistance

Should you accidentally run out of fuel, require a battery jump or lock-out assistance, or need help in changing a flat tire, the Jaguar Assistance Center will dispatch a facility to deliver a small quantity of fuel, change a flat tire with your inflated spare, or arrange a battery jump to allow you to proceed to your destination. This service will be provided to you if required at any time during the term of your New Vehicle Limited Warranty (4 years / 50,000 miles, whichever occurs first).

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## Trip interruption benefits

Trip interruption benefits are provided in the event of a warranty-related disablement that occurs more than 50 miles from your primary residence. Reasonable reimbursement for meals, lodging and alternate transportation expenses are included, unless you have already reached your final destination\*.

It is required that you contact the Jaguar Assistance Center to obtain pre-authorization of claim expenses. Original receipts must be provided for your reimbursement to be processed. Items such as entertainment, non-essential goods and services, rental vehicle drop-off fees, expenses and claims paid by your insurance company or other provider, and insurance deductibles are not eligible for reimbursement.

**\*Please Note:** Reimbursement for meals and lodging is not extended if you have already reached your final or intended destination.

## Jaguar dealer locator service

The Jaguar Assistance Center will provide Jaguar owners with the location and phone number of the nearest Jaguar dealer. This will enable owners to locate Jaguar authorized parts and service while traveling via a simple toll-free call from anywhere in the U.S.

## Jaguar customized trip routing service

This benefit provides comprehensive information about the most time saving (direct) or scenic routes to travel. It includes easy-to-follow maps, a highlighted travel planner specific to your route and destination, mileage guides, points of interest and other useful material to make your trip easier and

more enjoyable. Please call the toll-free Assistance Line to order your customized trip routing.

## Using the Jaguar Assistance Center

If your Jaguar vehicle becomes disabled while in operation, proceed as follows:

- Call the 24-hour toll-free Assistance Line:

**1-800-4 JAGUAR  
(1-800-452-4827) Option #1**

- Provide the Jaguar Assistance Center representative with your name, the vehicle identification number (VIN), the current mileage of your vehicle, the vehicle location, a telephone number where you can be reached and a brief description of the problem. The 17-digit VIN appears on the Owner and Vehicle Identification page (page ii) of this booklet, on your insurance card, and on the plate located at the bottom left of the vehicle windshield.

The Jaguar Assistance Center representative will work with you to find the best solution to your problem. If it is safe to do so, it is recommended that you remain with your vehicle until assistance arrives.

## Exceptions

The Jaguar Assistance Program does NOT cover the following:

- Disablements caused by accidents, collisions or vandalism
- Jaguar rental fleet vehicles