

# Warranties: Guidelines Applicable to Warranties

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## Overseas (U.K.) Delivery Vehicles Warranty Period

Overseas delivery vehicles obtained through the Jaguar Personal Export Program that have been built to U.S.A. specifications are entitled to all applicable Jaguar warranties as detailed in this handbook. Warranty coverage begins on the retail delivery date in the U.K.

## Owner's Responsibilities

### All warranties except the Corrosion Protection Limited Warranty

It is the owner's responsibility to follow the Maintenance Schedule as detailed in the Owner's Handbook and this Passport to Service. Jaguar vehicles should have their first scheduled maintenance at 10,000 miles (16,000 kilometers) or 12 months from the date of delivery, whichever occurs first. Subsequent maintenance must be carried out at intervals not to exceed 12 months or 10,000 miles, whichever occurs first.

Services should be performed within 2,500 miles of the specified mileage. For example, the 10,000 mile service should be performed between 7,500 and 12,500 miles.

Should the vehicle have a high proportion of short journeys or operate in severe conditions, Jaguar Cars recommends that the maintenance procedures scheduled at 10,000-mile intervals be performed at intervals not to exceed 6 months.

It is perfectly normal for the vehicle to consume some engine oil during normal use. It is the owner's responsibility to ensure that the engine oil is maintained at the proper level in between the scheduled maintenance intervals. Additionally, more frequent checks of under hood fluids and tire pressures can help minimize your chance of being inconvenienced while on the road, and may extend the life of certain wear and tear components. Jaguar dealers offer supplemental maintenance services as a convenience to those owners who do not wish to perform these services themselves.

The owner must maintain a record of when and where each scheduled maintenance service was performed. The date and mileage should be recorded in the Maintenance Service Record section of this handbook (pages 30 – 31). Jaguar Cars may request proof that the required scheduled maintenance service has been performed at the correct time.

Scheduled maintenance may be performed by any service agency that is in the business of servicing this type of vehicle. The vehicle owner may also perform the maintenance; however, he may be required to show that the proper parts were used and that he was able to perform the maintenance correctly. Improper maintenance performed by anyone other than a Jaguar dealer that results in repair costs during the warranty period are the responsibility of the vehicle owner.

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The instructions in the Owner's Handbook and this Passport to Service specify that certain service parts are to be replaced at recommended intervals. These replacement parts are not covered by any Vehicle Warranty at any time unless the service part is shown to be defective during the warranty period.

It is the owner's responsibility to use premium unleaded gasoline only as specified in the Owner's Handbook. The use of leaded or alternative fuels could adversely affect the emission control system causing the vehicle to fail an emission test. Subsequent repairs are the responsibility of the owner. Consult your local Jaguar dealer as to when alternative fuel blends may be used, and the limitations involved.

All receipts covering maintenance work, and the Maintenance Record, should be transferred to the new owner if the vehicle is sold.

## Who May Perform Warranty Work

### New Vehicle Limited Warranty

Only authorized Jaguar dealers may perform repairs, adjustment and replacement of parts under the Jaguar New Vehicle Limited Warranty. In an emergency situation, when no authorized Jaguar dealer is available and it is not possible to get the vehicle to such a dealer, necessary repairs effected by any available service establishment may be covered by the warranty. The owner is entitled to reimbursement for emergency repairs to items covered under this warranty, but the reimbursement is not to exceed the manufacturer's suggested retail price for all warranted parts replaced, labor charges based on the manufacturer's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and paid invoices must be presented at a Jaguar dealer as a condition of reimbursement for emergency repairs not performed at a Jaguar dealer.

### Corrosion Protection Limited Warranty

Only authorized Jaguar dealers may perform repairs and replacement of parts under the Jaguar Corrosion Protection Limited Warranty.

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## Emission Control System Warranties

Repair to, or replacement of, any emission control system part found to be defective and covered by a Jaguar warranty will be performed by the Jaguar authorized dealer at his place of business at no charge to the owner for labor (including diagnosis) and parts.

The owner may elect to have maintenance, replacement, or repair of the emission control system performed by any automobile repair establishment or individual. The owner may elect to use parts other than Jaguar-approved service or remanufactured parts without invalidating this warranty; however, the cost of such service and parts will not be covered under the warranty.

While it is preferable that emission control system maintenance and repair work be performed by a Jaguar dealer, the validity of Jaguar emission warranties does not depend on it. Maintenance, replacement, or repair of emission control devices and systems may be performed by any automotive repair establishment or individual, using a certified part. Furthermore, the validity of the warranty does not depend on the use of any particular brand of replacement parts.

## Replacement Emission Parts

The Jaguar emission control system was designed, built, tested and certified using genuine Jaguar parts, and the vehicle is certified by the manufacturer as being in conformity with Environmental Protection Agency and/or California Air Resources Board emission control regulations. It is recommended that any replacement parts used for maintenance, repair, or replacement be Jaguar-approved service or remanufactured parts.

The use of replacement parts that are not of equivalent quality may impair the effectiveness of the emission control system. An owner using such parts should make sure that they are warranted by the manufacturer to be equivalent to genuine Jaguar parts in performance and durability.

The use of non-Jaguar-approved parts does not automatically invalidate the warranty. However, such parts are not covered under the warranty unless the non-Jaguar part is damaged by a Jaguar-approved service or remanufactured part.

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## Conditions for Acceptance of Emission Control System Warranty Liability

Jaguar Cars will not deny warranty liability resulting from:

- Properly installed, certified parts used in maintenance or repairs
- Any cause attributable to the manufacturer
- Warranty or pre-delivery work performed by the selling dealer (or by any other authorized service facility)

Nor will Jaguar Cars deny such coverage because of work performed in an emergency situation to rectify an unsafe condition (including an unsafe driveability condition) attributable to the manufacturer if the owner has taken timely steps to put the vehicle back in performing condition.

Jaguar Cars will not reject any claim because of the use of an uncertified or unapproved part, or for noncompliance with any maintenance instruction, unless this action has caused the vehicle to fail to comply with emission standards.

## A Word from Your Dealer About the Emission Control Equipment on Your New Vehicle

We want you to know that at the time your new Jaguar was delivered:

1. Based upon written notification furnished by the manufacturer, we have knowledge that this vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.
2. We have made a visual inspection limited to those emission control devices or portions thereof which are visible without removal or adjustment of any component or system of the vehicle, whether emissions-related or otherwise. Based on such visual inspection, there are no apparent deficiencies in the installation of emission control devices by the manufacturer. ("Emissions control device" is limited to all devices installed on a vehicle for the sole or primary purpose of controlling vehicle emissions which were not in general use prior to 1968.)
3. We have performed all emission control system preparation required by the manufacturer prior to the sale of the vehicle, as set forth in the current pre-delivery service manual provided by the manufacturer.

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4. Except as may be provided in Paragraph 5 below, if this vehicle fails an EPA-approved emission test prior to the expiration of three (3) months or 4,000 miles (whichever occurs first) from the date or mileage at the time of delivery to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, then the vehicle manufacturer shall remedy the nonconformity free of charge to the vehicle owner under the terms of the manufacturer's emission performance warranty.
5. If the vehicle with which this statement is delivered was placed in service as a demonstrator or company car prior to delivery, the manufacturer's emission performance warranty period commenced on the date the vehicle was first placed in service. Demonstrator vehicles or company cars will be identified as such on page ii of this booklet, where the date of entry into service is recorded.

**NOTE:** The dealer makes no representation or warranty that the emission control system or any part thereof is without defect nor that the system will perform properly. The manufacturer's emission performance warranty referred to above furnished with this vehicle is solely that of the manufacturer.

This statement is required by section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

## Warranty Coverage for Altered or Converted Vehicles

All Jaguar vehicles incorporating alterations or conversions (examples: convertibles, limousines) outside of Jaguar authorized programs will continue to carry the Jaguar Cars warranty only on those areas of the vehicle that are not affected by the alteration or conversion.