

Warranties: Obtaining Warranty Repairs

How to Obtain Warranty Repairs

New Vehicle Limited Warranty, Corrosion Protection Limited Warranty

To obtain repairs, replacements, service adjustments or wear parts replacement under your limited warranty, you must present your vehicle to an authorized Jaguar dealer (unless it is an “emergency repair” as defined in this handbook) within the applicable warranty period and request the warranty service you would like to receive. When making warranty repairs, the dealer will use genuine Jaguar parts or remanufactured parts that are authorized by Jaguar Cars.

Federal Emission Control System Warranties

A warranty claim made under either the Emission Design and Defect Warranty or the Emission Performance Warranty may be submitted by bringing the Jaguar vehicle to any authorized Jaguar dealer or to any facility authorized by Jaguar Cars to perform such work or service. If the emission warranty claim is accepted, it will be the obligation of Jaguar Cars to make all adjustments, repairs or replacements needed to ensure that the vehicle complies with applicable Environmental Protection Agency (EPA) emission standards, and that the vehicle will continue to comply and operate safely throughout the warranty period (provided the Jaguar vehicle is properly maintained and operated). The warranty work required will be performed at the expense of Jaguar Cars only if the repairs are performed by an authorized Jaguar dealer or by any facility authorized by Jaguar Cars to perform such work or service.

Most Jaguar dealers will be able to inform owners promptly as to whether a claim under either vehicle emission warranty is covered. If the dealer informs the owner that an emission warranty claim is not covered within the applicable emissions warranty period, the claim will be sent to Jaguar Cars for a final determination. Jaguar Cars must render a final decision within 30 days of the date the vehicle was presented to an authorized Jaguar dealer or facility for emission related repair, or within the time period set by local, state or federal law for vehicle repairs to be completed without incurring further penalties or sanctions, whichever period is shorter. However, this time period may be extended if the owner requests a delay, or if an event occurs that is not attributable to Jaguar Cars or to the authorized repair facility. If Jaguar Cars agrees that the claim is not valid, a written explanation of the reasons why the claim is being denied will be provided.

If, under the Emission Performance Warranty only, a final determination is not received during the required time period, and the failure is not attributable to the owner / operator or to events that are beyond the control of the repair facility and Jaguar Cars, Jaguar Cars will be responsible for repairing the Jaguar vehicle’s emission control system free of charge. Similarly, if, under the Emission Performance Warranty only, the authorized repair facility is unable (for reasons not attributable to the owner / operator or to events that are beyond the control of the repair facility and Jaguar Cars) to repair the Jaguar vehicle within the required time period, the owner shall be entitled to have the warranty remedy performed at the expense of Jaguar Cars by any repair facility of the owner’s choosing.

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If the Jaguar vehicle must be tested, or other procedures must be performed to determine that the emission claim is valid, Jaguar Cars must pay those expenses. However, if it is determined that there is reason to reject the claim, these expenses are the responsibility of the vehicle owner.

Further information concerning the vehicle emission control system warranties may be obtained by contacting the Jaguar Cars Customer Relationship Center. Refer to page 24 for the address and telephone number. Information may also be obtained and violations of warranty terms may be reported by contacting the EPA.

Director, Certification and
Compliance Division (6405-J)
Environmental Protection Agency
1200 Pennsylvania Avenue N.W.
Washington, DC 20460

California Emission Control System Warranties

A warranty claim made under either the Emission Defect Warranty or the Emission Performance Warranty may be submitted by bringing the Jaguar vehicle to any authorized Jaguar dealer or to any facility authorized by Jaguar Cars to perform such work or service. If the emission warranty claim is accepted, it will be the obligation of Jaguar Cars to make all adjustments, repairs or replacements needed to ensure that the vehicle complies with applicable California Air Resources Board (CARB) and Environmental Protection Agency (EPA) emission standards, and that the vehicle will continue to comply and operate safely throughout the warranty period (provided the Jaguar vehicle is properly maintained and operated). The warranty work required will be performed at the expense of Jaguar Cars only if the repairs are performed by an authorized Jaguar dealer or by any facility authorized by Jaguar Cars to perform such work or service.

California Smog Check Test

If a Jaguar vehicle fails a Smog Check test, the vehicle should be taken to an authorized Jaguar dealer for rectification and warranty claim submission. A copy of the failed Smog Check test printout must be presented to the dealer when the vehicle is delivered. At the option of the vehicle owner, the diagnosis of the failure can be made by the Jaguar dealer and the repairs performed by another authorized repair facility.

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If the Jaguar vehicle must be tested, or other procedures must be performed to determine that the emission claim is valid, Jaguar Cars must pay those expenses. However, if it is determined that there is reason to reject the claim, these expenses are the responsibility of the vehicle owner.

Further information concerning the vehicle emission warranties may be obtained by contacting the Jaguar Cars Customer Relationship Center. Refer to page 24 for the address and telephone number. Information may also be obtained and violations of warranty terms may be reported by contacting the EPA and/or CARB.

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State of California Air Resources Board
Mobile Source Operations Division
9528 Telstar Ave.
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