

Foreword

Your Passport to Service

This handbook contains information and records essential for the understanding of Jaguar warranties and for the implementation of any necessary warranty rectification. It is recommended that you read the contents with care to familiarize yourself with the benefits available under the various warranties.

Jaguar Experience

We are committed to providing high levels of owner satisfaction and to offering you the highest standard of owner care. Jaguar Cars is pleased to welcome you to the *Jaguar Experience*, a comprehensive ownership program designed to enhance the satisfaction and security of owning a Jaguar automobile.

As part of the *Jaguar Experience*, the Jaguar Assistance Program includes the following during your vehicle's New Vehicle Limited Warranty (4-years / 50,000 miles, whichever occurs first):

- 24-hour roadside emergency assistance, plus trip interruption benefits, all available through a 24-hour toll-free Assistance Line.
- Dealer locator and customized trip routing services
- A 24-hour toll-free Assistance Line for questions about any elements of the Jaguar Assistance Program:

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

For full details on the Jaguar Assistance Program, please see page 26.

Communication with Jaguar Cars

Please direct all communication with Jaguar Cars to the Customer Relationship Center using one of the following options:

Jaguar Cars
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, New Jersey 07430-9890
1-800-4 JAGUAR
(1-800-452-4827), option #9
Mon. – Fri., 8:30 am – 7:00 pm EST
e-mail: Go to www.jaguarusa.com;
click on "Contact Us", then click on
"Email us".

Tire Warranties

Tires are warranted by the individual tire manufacturer indicated by the name brand of the tire (Bridgestone, Continental, Dunlop, Michelin or Pirelli). Refer to the tire manufacturer's warranty pamphlet supplied with your owner information package. Your Jaguar dealer can provide tire information and will assist you in most instances. In the event your Jaguar dealer is unable to supply the information and assistance you require, please contact the tire manufacturer directly at the appropriate number listed below.

- For Bridgestone tires: 1-800-356-4644
- For Continental tires: 1-800-847-3349
- For Dunlop tires: 1-800-321-2136
- For Michelin tires: 1-800-847-3435
- For Pirelli tires: 1-800-747-3554

Additional information on the care and service of automobile tires may be obtained by writing to:

Rubber Manufacturers Association
1400 K Street N.W.
Washington, DC 20005