

# Customer Assistance

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## Customer Relationship Center

If you are dissatisfied with warranty repairs performed on your Jaguar, the following steps should be taken to address your concerns:

- Discuss your concern with the dealer's Service Manager and, if necessary, the owner or General Manager of the Jaguar dealer.
- If the dealer cannot resolve the concern to your satisfaction, you may contact the Jaguar Cars 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

e-mail: Go to [www.jaguarusa.com](http://www.jaguarusa.com); click on "Contact Us", then click on "Email us".

When contacting Jaguar Cars by telephone, a Customer Relationship Representative will answer your call and work with your dealer to help resolve your concern. Customer Relationship Representatives are available Monday through Friday between the hours of 8:30 am and 7:00 pm, EST.

In order to expedite resolution of your concern, please provide the Customer Relationship Representative with the following information:

- The model and model year of your Jaguar vehicle
- The Vehicle Identification Number (VIN) – located on a plate at the bottom left corner of the windshield; also shown on your vehicle's registration and insurance cards and on your personalized Jaguar Experience card
- Approximate mileage
- The vehicle's date of sale
- The selling dealer's name and address
- The servicing dealer's name and address (if different from selling dealer)
- Brief details of the concern.

## State sponsored arbitration programs

Jaguar Cars does not participate in an independent arbitration program, but it does participate in state-sponsored arbitration programs where they are available and required by law. These dispute settlement mechanisms are essentially third party mediation panels comprised of consumers and/or industry members.

The arbitration programs are established and operated by state agencies. The state agency responsible for administering the program in your state should be contacted for further information.

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## Arbitration programs

AutoCAP (Automotive Consumer Action Program) and BBB AUTO LINE are national arbitration programs sponsored by the National Automotive Dealers Association and the Better Business Bureau respectively. Jaguar Cars subscribes to AutoCAP nationally and to BBB AUTO LINE in the states of Kentucky and Minnesota. Consumers may contact AutoCAP through their state's Department of Motor Vehicles, or BBB AUTO LINE (in Kentucky and Minnesota) through the Better Business Bureau.

## State replacement / refund statutes (“Lemon Law” rights)

Lemon laws permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of the laws vary from state to state. To the extent allowed by state law, it is required that you first provide Jaguar Cars with written notification of any defects or nonconformities covered by state laws. In most states, Jaguar Cars has the right to a final attempt to correct the warranty nonconformity before you pursue the remedies provided by the laws. Your written notification should be sent by certified mail to the address on page 24.

## Reporting Safety Defects (U.S. only)

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Jaguar Cars.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Jaguar Cars.

To contact NHTSA, you may either call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153). You may also write to:

National Highway Traffic  
Safety Administration  
U.S. Department of Transportation  
400 7th Street S.W.  
Washington, DC 20590

In addition, the NHTSA maintains a website at [www.safercar.gov](http://www.safercar.gov). You can also obtain other information about motor vehicle safety from the Hotline.