

RANGE
ROVER



Dispute Resolution Supplement

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**JAGUAR LAND ROVER NORTH AMERICA
LLC NOTIFICATION TO MANUFACTURER**

NOTICE TO ALL LAND ROVER OWNERS

Some states require that specific written notification be provided to new owners regarding their rights upon purchase or lease of a new motor vehicle. All of those statements are contained in this Supplement and are listed alphabetically by state.

To the extent allowed by state law, it is required that you provide Jaguar Land Rover North America LLC with written notification of any defects or nonconformity covered by state laws prior to resorting to a legal remedy (this includes resorting to arbitration under either a state-run arbitration program or an informal dispute resolution program). Even if your state's law does not require such a written notice, it may be helpful in attempting to resolve any concerns about your vehicle. Your written notification should be sent to the address on this page. In most states, Jaguar Land Rover North America LLC has the right to a final repair attempt to correct the warranty nonconformity before you pursue the remedies provided by law.

These basic requirements are also contained in this supplement. The contents of this supplement represent the best effort by Jaguar Land Rover North America LLC to provide the most current and accurate information. We recommend that you carefully review the information provided prior to resorting to a legal remedy.

In the event you have any questions regarding the information in this supplement, you may contact us at the address and telephone number provided.

In order for us to be able to provide you with the greatest possible assistance, please have the following information available when you call:

- The last two letters and six digits of the 17-digit vehicle identification number (VIN). The last two letters will tell us the year in which your vehicle was built and the numbers themselves are the exact build sequence.
- The current mileage on your Land Rover vehicle.
- The name of the selling and servicing retailers.
- Daytime and evening phone numbers where we can contact you.

Your satisfaction is of paramount importance to us and we welcome the opportunity to answer any questions you may have regarding your Land Rover.

We can be reached at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Jaguar Land Rover North America LLC is committed to being the best car company in the eyes of our customers. Together with our authorized retailers we will do everything that we reasonably can to assure that your Land Rover ownership experience is filled with many miles of driving pleasure.

NOTICE TO ALL LAND ROVER OWNERS

Whenever you experience a problem or concern, please follow the procedure set forth below in the listed sequence to ensure the most efficient resolution. Authorized Land Rover retailers are trained to help you. Generally, any problems can be solved most effectively by speaking with the retailer personnel.

1. **Speak with your service advisor.** Your service advisor is likely to be the person most familiar with your vehicle and your situation. If, in the course of your contacts with the service advisors at the retailer, you are not satisfied with the responsiveness to your complaints. .
2. **Take your problem to the retailer's Service Manager.** If the problem is still not resolved to your satisfaction, then arrange to meet with the retailer's General Manager or Center Manager. If you are still not satisfied. . .
3. **Contact our Customer Relationship Center at:**

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

We want to make your ownership experience a positive one. Be assured that if you take the time to contact us, we will take the time to investigate your complaint and do our very best to resolve whatever your complaints may be.

BBB AUTO LINE®

Land Rover is committed to the resolution of customer matters that are brought to our attention. However, there may be instances where a mutually satisfactory resolution is difficult to achieve.

In the unlikely event that neither retailer personnel nor our Customer Relationship Center are able to satisfy your concerns or otherwise resolve any complaints to your satisfaction, please note that Land Rover participates in BBB AUTO LINE®, a dispute resolution program administered by the Council of Better Business Bureaus through local Better Business Bureaus.

Some states' Lemon Laws require you to use the BBB AUTO LINE® arbitration program before filing a court action pursuant to that law. To determine whether your state's Lemon Law requires prior use of BBB AUTO LINE®, please see the appropriate page in this supplement.

In addition, the federal Magnuson-Moss Consumer Warranty Act (15 U.S.C. 2310, et seq.) requires you to use this arbitration program before seeking any remedies in accordance with that law.

BBB AUTO LINE® is an out-of-court program administered by the Better Business Bureau system to settle disputes between consumers and automobile manufacturers. For your information, the following are answers to some of the most commonly asked questions about BBB AUTO LINE®. Of course, you are free to contact BBB AUTO LINE® directly for more information. They can be reached at:

COUNCIL OF BETTER BUSINESS BUREAUS BBB AUTO LINE®
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838

Telephone: 800-955-5100, option #2

IS BBB AUTO LINE® ASSOCIATED WITH JAGUAR LAND ROVER NORTH AMERICA LLC?

No. BBB AUTO LINE® is a program administered by the Council of Better Business Bureaus, Inc., an independent organization providing arbitration and mediation services to the public for over 30 years.

HOW DO I FILE A CLAIM WITH BBB AUTO LINE®?

You may file a claim with BBB AUTO LINE® at www.bbb.org or you may call 800- 955-5100, option #2, and provide the following information:

- Your name and address
- The Vehicle Identification Number (VIN) of your vehicle
- The make, model, and year of your vehicle
- The current mileage
- The date of purchase or lease
- A description of the problem with your vehicle
- A summary of the repair history
- The servicing retailer name

After your claim is filed with BBB AUTO LINE® you will be sent a copy of the Customer Claim Form that summarizes the information you provided to them. You will also receive Land Rover's Program Summary, the brochure 'How BBB AUTO LINE® Works', and other information to explain how the program can assist you in resolving your dispute.

BBB AUTO LINE®

You will be asked to review the Customer Claim Form, correct any errors, add any missing information and return a signed copy to the BBB, as well as send to the BBB all relevant documents that support your claim.

When the BBB opens your case they will provide us at Land Rover a copy of your Customer Claim Form.

WILL THIS COST ME ANYTHING?

No. Land Rover has contracted with the Council of Better Business Bureaus to provide this service without charge.

HOW DOES BBB AUTO LINE® WORK?

Once you contact BBB AUTO LINE®, BBB staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, eligible customers may present their case to an arbitrator at an informal meeting, at which time each side will have the opportunity to present its side of the case. After the hearing the arbitrator will make a decision regarding the remedies that you are seeking.

ARE THERE LIMITATIONS TO MY FILING A CLAIM?

Yes. Not all claims are eligible for arbitration. Eligibility is limited based upon the age and mileage of your vehicle. Additionally, Land Rover has precommitted to arbitrate certain unresolved claims relating to our vehicles. For example, claims must allege a defect in the vehicle's material or workmanship, and/or an inability to repair the vehicle so that it conforms to the written warranty. All of Land Rover's precommitment eligibility requirements are found in our Program Summaries, which you may obtain from BBB AUTO LINE®.

HOW LONG DOES THIS PROCESS TAKE?

The arbitrator's decision will ordinarily be issued within 40 days from the time your complaint is filed.

WHAT REMEDIES CAN I GET FROM BBB AUTO LINE®?

There are various remedies available to a consumer who seeks to arbitrate a claim through the BBB AUTO LINE® program. You may seek repairs, reimbursement for past repairs, and repurchase or replacement of your vehicle. Under some circumstances, you may also seek additional amounts. This is just a summary of the remedies you may seek; for a complete itemization, you may contact BBB AUTO LINE® directly or our offices for a copy of the Program Summary.

WHAT IF I DON'T LIKE THE BBB'S DECISION?

You are free to reject the decision issued by the BBB arbitrator. If you reject the decision, you will be free to pursue further legal action at your own expense. If you accept the arbitrator's decision, Land Rover will be bound by the decision and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.

Again, we hope that you will find this program unnecessary after contacting us directly, but we do want you to be aware of this very important service.

NOTICE TO OWNERS IN THE STATES OF:

ALABAMA

NORTH CAROLINA

SOUTH CAROLINA

ARIZONA

NORTH DAKOTA

SOUTH DAKOTA

MISSISSIPPI

OKLAHOMA

TENNESSEE

MISSOURI

OREGON

WYOMING

NEW MEXICO

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

The above states have enacted 'Lemon Laws' that define a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformity that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under these laws, you must first notify Jaguar Land Rover North America LLC in writing by certified mail of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program), before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATES OF:

ALASKA DELAWARE MONTANA NEBRASKA

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

The above states have enacted 'Lemon Laws' that define a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformity that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under these laws, you must first notify Jaguar Land Rover North America LLC in writing by certified mail of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing any other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATE OF: ARKANSAS

Please refer to the booklet prepared by the Consumer Protection Division of the Arkansas Office of the Attorney General explaining a consumer's rights and obligations under the Arkansas New Motor Vehicle Quality Assurance Act (the 'Act'). A copy of that booklet was provided to you at the time of your Land Rover purchase in the State of Arkansas. If you need an additional copy or if you have any additional questions please let us know. We can be reached at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

As detailed in the booklet referenced above, Arkansas has enacted a law that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformity that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing by certified mail or registered mail of any problems with your vehicle and provide us with an opportunity to repair them. Written notice is required before you may be eligible for a refund or replacement of your vehicle under the provisions of the Arkansas New Motor Vehicle Quality Assurance Act. Written notice of a defect should be sent to the address above.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], a dispute settlement program administered by the Council of Better Business Bureaus (4200 Wilson Boulevard, Arlington, Virginia 22203-1838) through local Better Business Bureaus. BBB AUTO LINE[®] and Land Rover have been certified under the Arkansas New Motor Vehicle Quality Assurance Act. You must first use BBB AUTO LINE[®] before filing any court action under the Act.

To file a claim with BBB AUTO LINE[®], you may visit www.bbb.org or call 800-955-5100, option #2. Your call will automatically be directed to the appropriate BBB AUTO LINE[®] office. There is no charge for this call.

In order to file a claim with BBB AUTO LINE[®], you will have to provide: your name and address; the brand name, model year, and vehicle identification number (VIN) of your vehicle; a summary of the repair history; and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle; the vehicle's current mileage; the approximate date and mileage at the time your problem was first brought to the attention of Land Rover or one of our retailers; the servicing retailer's name; and a statement of the relief you are seeking.

Unless you would like to proceed directly to arbitration, BBB staff will try to achieve a resolution of your dispute by serving as an intermediary between you and Land Rover. If that does not successfully resolve your dispute, and your claim is eligible for arbitration, you may present your case to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued 40 days from the time your complaint is filed.

NOTICE TO OWNERS IN THE STATE OF:

ARKANSAS (CONTINUED)

You are free to reject the decision issued by a BBB AUTO LINE® arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings may be admissible in a civil action arising out of a vehicle warranty obligation and relating to a matter considered by the BBB AUTO LINE® program.

If you accept the arbitrator's decision, Land Rover will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after you accept the decision.

Please call BBB AUTO LINE® for further details about your eligibility for this program.

For further information regarding your rights and obligations under the Arkansas Lemon Law, you may contact the Consumer Protection Division of the Office of the Arkansas Attorney General at 501-682-2341.

NOTICE TO OWNERS IN THE STATE OF: CALIFORNIA

Land Rover participates in BBB AUTO LINE[®], a mediation/arbitration program administered by the Council of Better Business Bureaus (4200 Wilson Boulevard, Arlington, Virginia 22203-1838) through local Better Business Bureaus. BBB AUTO LINE[®] and Land Rover have been certified by the Arbitration Certification Program of the California Department of Consumer Affairs.

If you have a problem arising under a Land Rover written warranty, we encourage you to bring it to our attention. We can be reached at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

If we are unable to resolve your problem, you may file a claim with BBB AUTO LINE[®]. Claims must be filed with BBB AUTO LINE[®] within six (6) months after the expiration of the warranty.

To file a claim with BBB AUTO LINE[®], you may visit www.bbb.org or call 800-955-5100, option #2. There is no charge for this call.

In order to file a claim with BBB AUTOLINE, you will have to provide: your name and address; the brand name, model year, and vehicle identification number (VIN) of your vehicle; a summary of the repair history; and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle; the vehicle's current mileage; the approximate date and mileage at the time your problem was first brought to the attention of Land Rover or one of our retailers; the servicing retailer's name; and a statement of the relief you are seeking.

BBB staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your complaint is filed. There may be a delay of up to 30 days if the arbitrator requests an inspection/report by an impartial technical expert or further investigation and report by BBB AUTO LINE[®].

You are required to use BBB AUTO LINE[®] before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22. You are also required to use BBB AUTO LINE[®] before exercising rights or seeking remedies created by Title I of the Magnuson-Moss Warranty Act, 15 U.S.C. Sec. 2301, et seq. If you choose to seek redress by pursuing rights and remedies not created by Title I of the Magnuson-Moss Warranty Act or California Civil Code Section 1793.22, resort to BBB AUTO LINE[®] is not required by those statutes.

NOTICE TO OWNERS IN THE STATE OF: CALIFORNIA (CONTINUED)

California Civil Code Section 1793.22(d) requires that if Land Rover or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, Land Rover may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that Land Rover has had a reasonable number of attempts to conform the vehicle to its applicable express warranties, if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- the same nonconformity (a failure to conform to the written warranty that substantially impairs the use, value or safety of the vehicle) results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by Land Rover or its agents AND the buyer or lessee has directly notified Land Rover of the need for the repair of the nonconformity; OR
- the same nonconformity has been subject to repair 4 or more times by Land Rover or its agents AND the buyer has notified Land Rover of the need for the repair of the nonconformity; OR
- the vehicle is out of service by reason of repair of nonconformity by Land Rover or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

The following remedies may be sought in BBB AUTO LINE[®]: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as result of a vehicle nonconformity repurchase or replacement of your vehicle and compensation for damages and remedies available under Land Rover's written warranty or applicable law.

The following remedies may not be sought in BBB AUTO LINE[®]: punitive or multiple damages, attorneys' fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).

You may reject the decision issued by a BBB AUTO LINE[®] arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.

If you accept the arbitrator's decision, Land Rover will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.

Please call BBB AUTO LINE[®] for further details about the program.

NOTICE TO OWNERS IN THE STATE OF:

COLORADO

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Colorado has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformity that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing by certified mail of any problems with your vehicle and provide us with an opportunity to repair them. A notification form has been provided at the back of this Supplement for your use.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program), before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATE OF:

CONNECTICUT

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Connecticut has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformity that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

If, within two years after the date of the delivery of your new Land Rover vehicle, or 24,000 miles of use, whichever occurs first, there have been four (4) or more unsuccessful repair attempts to repair the same nonconformity, or the vehicle has been out of service for a total of thirty (30) or more calendar days, you may be entitled to a replacement vehicle or, upon return of your Land Rover vehicle, a refund of the full purchase price less a reasonable allowance for your use of the vehicle.

You may be entitled to the same replacement vehicle or refund if within one year after delivery your new Land Rover vehicle has been subject to repair two (2) unsuccessful times for a conformity which results in a condition which is likely to cause death or serious bodily injury if the vehicle is driven.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing. In our effort to promote customer satisfaction, Land Rover would like the opportunity to address and correct any problems that you may be experiencing with your vehicle.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is furnished to you in the form required by Connecticut state law:

SOMETIMES Jaguar Land Rover North America LLC OFFERS A SPECIAL ADJUSTMENT PROGRAM TO PAY ALL OR PART OF THE COST OF CERTAIN REPAIRS BEYOND THE TERMS OF THE WARRANTY. CHECK WITH YOUR DEALER TO DETERMINE WHETHER ANY ADJUSTMENT PROGRAM IS APPLICABLE TO YOUR MOTOR VEHICLE.

NOTICE TO OWNERS IN THE STATE OF:

DISTRICT OF COLUMBIA

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

The District of Columbia has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformity that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

We encourage you to report any nonconformity, in writing, directly to Jaguar Land Rover North America LLC. In order to promote customer satisfaction, Land Rover would like the opportunity to correct any problems you may be experiencing with your vehicle.

If you are still dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by the law of the District of Columbia:

NOTICE TO PURCHASER

IF, AFTER A REASONABLE NUMBER OF ATTEMPTS, THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER IS UNABLE TO REPAIR OR CORRECT ANY NONCONFORMITY, DEFECT, OR CONDITION WHICH RESULTS IN SIGNIFICANT IMPAIRMENT OF THE MOTOR VEHICLE, THE MANUFACTURER, AT THE OPTION OF THE CONSUMER, SHALL REPLACE THE MOTOR VEHICLE WITH A COMPARABLE MOTOR VEHICLE, OR ACCEPT THE RETURN OF THE MOTOR VEHICLE FROM THE CONSUMER AND REFUND TO THE CONSUMER THE FULL PURCHASE PRICE, INCLUDING ALL SALES TAX, LICENSE FEES, REGISTRATION FEES, AND ANY SIMILAR GOVERNMENTAL CHARGES. IF YOU HAVE ANY QUESTIONS CONCERNING YOUR RIGHTS, YOU MAY CONTACT THE DEPARTMENT OF CONSUMER AND REGULATORY AFFAIRS.

NOTICE TO OWNERS IN THE STATE OF:

FLORIDA

Please refer to the booklet 'Consumer Guide to the Florida Lemon Law' prepared by the Florida Department of Legal Affairs. A copy of that booklet was provided to you at the time of your Land Rover purchase in the State of Florida. If you need an additional copy, or if you have any additional questions, please let us know. We can be reached at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Florida has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformity that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

As detailed in the booklet referred to above, in order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing by certified, registered or express mail of any problems with your vehicle and provide us with an opportunity to repair them. Please use the Motor Vehicle Defect Notification form found in the 'Consumer Guide to the Florida Lemon Law'.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing a Request for Arbitration with the Florida New Motor Vehicle Arbitration Board. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATE OF:

GEORGIA

The following statement is provided to you in the form required by Georgia law.

The Georgia Lemon Law:

- The vehicle must be purchased, leased, or registered in Georgia.
- Covers new motor vehicles or demonstration vehicles, if titled as new.
- Covers new trucks up to 12,000 pounds gross vehicle weight rating and the self-propelled and chassis portion of new motor homes.
- Covers nonconformities first reported within the lemon law rights period, which is the first two years or 24,000 miles of operation of the vehicle, whichever occurs first.
- A vehicle may qualify under the lemon law after the manufacturer or its authorized dealer has been given a reasonable number of attempts to repair the same nonconformity within the lemon law rights period, but has not been able to repair the nonconformity.
- Under the lemon law, a reasonable number of attempts is deemed to be:
 - (a.) **one attempt**, if the nonconformity is a serious safety defect;
 - (b.) **three attempts**, if the nonconformity, although not a serious safety defect, substantially impairs the use, value, or safety of the vehicle; or,
 - (c.) a **cumulative total of 30 days** during which the vehicle is out of service for repair of one or more nonconformities.
- After a reasonable number of attempts to repair a serious safety defect or any other nonconformity (**either a. or b. above**), the consumer must notify the manufacturer and provide the manufacturer with a final opportunity to repair the nonconformity.
- If the manufacturer fails to correct the nonconformity after the final repair attempt, or if the vehicle is out of service by reason of repair of one or more nonconformities for a cumulative total of 30 days, the consumer may be eligible for a refund for the purchase price of the vehicle or a replacement vehicle.
- It is **very important** to keep copies of all work orders, reports (such as vehicle inspection, diagnosis, or test drive reports) and written correspondence with the manufacturer. Remember, you are entitled to receive a fully itemized and legible statement or repair order each time you take your vehicle in for diagnosis or repair.
- To assert your rights under the law, other requirements may apply. For further information, contact the Governor's Office of Consumer Affairs.

RETAILER RESPONSIBILITIES

The selling retailer **MUST** collect a \$3.00 Warranty Rights Fee on every covered new vehicle sold. The selling retailer should provide the Owner's Manual produced by the manufacturer with each new vehicle sold. The manufacturer should include in the manual a list of manufacturer addresses and customer service phone numbers. The customer service representative listed will be authorized to direct any repair work that may need to be done to the new vehicle.

NOTICE TO OWNERS IN THE STATE OF:

GEORGIA (CONTINUED)

A consumer should document every repair attempt. After each repair attempt, the vehicle owner should obtain and keep a copy of the repair receipt, which should legibly state:

- (1) A description of the problem or identification of the nonconformity;
- (2) Any diagnosis made;
- (3) A description of all work performed;
- (4) A list of any parts and labor involved;
- (5) A list of any parts and odometer reading when the vehicle was brought in for repair; and
- (6) The date the vehicle was made available to the owner.

If you do not receive such repair receipt, contact the retailer; if you still can't get it, contact the Office of Consumer Affairs.

When it appears that a reasonable number of attempts regarding a nonconformity will be made without correcting the problem, you should contact the Office of Consumer Affairs for more specific information about your rights. **If you choose to proceed under the Georgia Lemon Law, you may be waiving other legal rights. It is very important that you understand the waiver of these rights before beginning proceedings under the Georgia Lemon Law.**

If you choose to proceed under the Georgia Lemon Law, you must notify the manufacturer, in writing, when a reasonable number of attempts have been made. Upon receipt of the notification, the manufacturer must be given one final opportunity to repair the nonconformity. If the manufacturer cannot repair the nonconformity, the manufacturer must, at the option of the consumer, either repurchase or replace the vehicle.

If a dispute arises over the repurchase or replacement of the vehicle, you may submit the dispute to the Office of Consumer Affairs for arbitration by Georgia New Motor Vehicle Arbitration Panel. Appeals may be made to a state operated arbitration panel, and then to Superior Court. You may request a Dispute Application by contacting:

Office of Consumer Affairs
ATTN: Georgia Lemon Law
2 Martin Luther King, Jr. Drive, Suite 356
Atlanta, Georgia 30334

404-651-9396 in Metro Atlanta, or

800-869-1123, statewide

THE ABOVE IS ONLY A BRIEF SUMMARY OF YOUR RIGHTS AND REMEDIES AS A GEORGIA CONSUMER UNDER THE GEORGIA LEMON LAW. IF YOU THINK YOU MAY HAVE A NONCONFORMITY WHICH QUALIFIES FOR PROTECTION, YOU SHOULD CONTACT THE OFFICE OF CONSUMER AFFAIRS FOR MORE INFORMATION.

NOTICE TO OWNERS IN THE STATE OF:

HAWAII

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Hawaii has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Hawaii law:

YOUR RIGHTS UNDER HAWAII'S 'LEMON LAW'

If you have serious and/or continuing warranty repair problems with your new motor vehicle . .

A vehicle may qualify as a 'lemon' when one or more substantial (serious safety or nonconforming) defects have been examined or repaired at least once **or** the motor vehicle has been out-of-service at least thirty (30) cumulative business days for repair during the Lemon Law rights period (i.e., whichever comes first – the expiration of the manufacturer's express warranty period, 24,000 miles or two (2) years after the original delivery of the motor vehicle).

NOTICE TO OWNERS IN THE STATE OF:

HAWAII (CONTINUED)

In addition, at least one of the following must apply:

- The 'nonconforming defect' has been examined or repaired three or more times and the defect continues to exist; or
- A 'life-threatening safety defect' has been examined or repaired at least once and the defect continues to exist; or
- The vehicle has been out-of-service because of repair of one or more defects for thirty (30) or more cumulative business days.

AND

You must give the manufacturer **written notice** of the defect and an opportunity to repair it. The manufacturer's address is as follows:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

If your vehicle qualifies as a 'lemon', the manufacturer may be required to repurchase or replace it.

If you believe you own a 'lemon', you may participate in the State Certified Arbitration Program (SCAP). For information and/or to initiate this proceeding, please contact:

Regulated Industries Complaints Office
235 S. Beretania Street, Ninth Floor
Honolulu, HI 96813

Telephone: 808-587-3222

If you decide to arbitrate through the SCAP, the arbitration must be initiated within one year after the expiration of the Lemon Law rights period. There is a \$50.00 filing fee to process your case, which will be returned to you if you win your arbitration. The arbitration decision will be issued within forty-five (45) days after you initiate your complaint.

Whenever a vehicle is returned from diagnosis or repair under the manufacturer's warranty, the retailer must provide a legible itemized repair order. It is very important to keep copies of all repair orders.

NOTICE TO OWNERS IN THE STATE OF:

IDAHO

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

The state of Idaho has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program) before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by the state of Idaho:

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT OR ITS AUTHORIZED RETAILER IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE.

YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN THIS STATE.

NOTICE TO OWNERS IN THE STATE OF:

ILLINOIS

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Illinois has enacted a law that defines a consumer's rights in the event that your Land Rover vehicle has certain nonconformities that cannot be repaired after a reasonable number of attempts. If, within one year after the date of the delivery of your new Land Rover vehicle, or 12,000 miles of use, whichever occurs first, there have been four (4) or more unsuccessful attempts to repair the same nonconformity, or the vehicle has been out of service for a total of 30 or more business days, you may be entitled to a comparable replacement vehicle or, upon return of your Land Rover vehicle, a refund of the full purchase price including all collateral charges, less a reasonable allowance for your use of the vehicle.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program), before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATES OF:

INDIANA KENTUCKY

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

These states have enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under these laws, you must first notify Jaguar Land Rover North America LLC in writing of a claim under this law. We encourage you to report any nonconformity to us as well. In order to promote customer satisfaction, Land Rover would like the opportunity to correct any problems you may be experiencing with your vehicle.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing any other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATE OF:

IOWA

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Iowa has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing, by certified mail, registered mail or overnight service, of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Iowa law:

THE PURCHASER OR LESSEE OF THIS VEHICLE IS PROTECTED UNDER THE WARRANTY PROVISIONS OF IOWA CODE CHAPTER 322G, COMMONLY REFERRED TO AS THE 'LEMON LAW.' IF THIS VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY DURING THE TERM OF THE WARRANTY, THE FIRST 2 YEARS OF OWNERSHIP, OR THE FIRST 24,000 MILES, WHICHEVER EXPIRES FIRST, AND THE NONCONFORMITY SUBSTANTIALLY IMPAIRS THE VEHICLE, YOU MAY QUALIFY FOR A REFUND OR REPLACEMENT OF THIS VEHICLE. CONTACT THE MANUFACTURER OF THE VEHICLE IF YOU BELIEVE THE VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY. FOR FURTHER INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS UNDER THE LEMON LAW, CONTACT THE CONSUMER PROTECTION DIVISION OF THE IOWA ATTORNEY GENERAL'S OFFICE AT:

**CONSUMER PROTECTION DIVISION
HOOVER STATE OFFICE BUILDING
DES MOINES, IOWA 50319**

TELEPHONE: 515-281-5926

NOTICE TO OWNERS IN THE STATE OF:

KANSAS

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Kansas has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing of a claim under this law. We encourage you to report any nonconformity to us as well. In order to promote customer satisfaction, Land Rover would like the opportunity to correct any problems you may be experiencing with your vehicle.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program), before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATES OF:

LOUISIANA UTAH

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

These states have enacted 'Lemon Laws' that define a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts. However, we encourage you to report any problems that you are having with your vehicle. In order to promote customer satisfaction, Land Rover would like the opportunity to correct them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program), before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATE OF:

MAINE

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Maine has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing of any problem with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first EITHER:

1. Use state-run arbitration through the Maine Lemon Law Arbitration Program, OR
2. Use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program) sponsored by Jaguar Land Rover North America LLC before filing other court action under the Lemon Law.

For more information about state-run arbitration, contact the Attorney General's Lemon Law Arbitration Program at the address and telephone number below. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of the Supplement. You may also contact us at the address or toll-free telephone number above.

Additionally, the following statement is provided to you in the form required by Maine law:

MAINE ATTORNEY GENERAL LEMON LAW ARBITRATION IF YOU HAVE A SERIOUS PROBLEM WITH THIS VEHICLE

The Maine Lemon Law (10 M.R.S.A. Sections 1161-1169) provides free Attorney General arbitration for consumer buyers or lessees whose motor vehicle (including motorcycles and motorized RVs) is seriously defective. Under the Maine Lemon Law, you may have a right to a **refund or a replacement** of the vehicle if the following applies:

1. There is a defect or combination of defects which substantially impairs the use, safety or value of the vehicle; and
2. This unrepaired defect was reported to the dealer or manufacturer:
 - during the manufacturer's express warranty; and
 - within the 3 year period following the delivery date of the vehicle to the original purchaser or lessee; and
 - during the first 18,000 miles of operation; and,

NOTICE TO OWNERS IN THE STATE OF:

MAINE (CONTINUED)

3. The defect still exists or has recurred after:

- 3 or more repair attempts for the same defect; **or**
- 1 or more repair attempts for the serious failure of either the braking or steering system; **or**
- being out of service for repairs for a cumulative total of 15 or more business days (for one or more defects); **and**
- the manufacturer had been given in writing a 7 day Final Opportunity To Repair.

For this vehicle you should notify the Manufacturer or its authorized dealer of the defects and the right to make a final repair:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

The Attorney General's state-run arbitration is different from any manufacturer sponsored program to which you may also be entitled. Under the state Lemon

Law program, you will receive a free hearing before a neutral state Arbitrator and a decision within 45 days of acceptance of your Lemon Law application. If your vehicle is declared a lemon, the manufacturer must refund your purchase price or replace the vehicle.

You must apply for state-run arbitration within 3 years after delivery to the original consumer and within the term of the manufacturer's warranty.

THIS SHEET PROVIDES ONLY A SUMMARY OF THE MAINE LEMON LAW

To request arbitration or to get further information, contact:

Lemon Law Arbitration Program
Office of The Attorney General
Consumer Protection Division
6 State House Station
Augusta, ME 04333

**Telephone: 207-626-8848 or
800-436-2131 (option 3)**

e-mail: lemon.law@maine.gov

<http://www.maine.gov/ag>

NOTICE TO OWNERS IN THE STATE OF:

MARYLAND

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Maryland has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by the law of the state of Maryland:

YOUR RIGHTS UNDER MARYLAND'S LEMON LAW

Maryland's Lemon Law: The Automobile Warranty Enforcement Law

In Maryland, the Lemon Law provides protection if the new vehicle you buy turns out to be a problem. When a new car, light duty truck, motorcycle or multi-purpose vehicle has been 'repaired' for the same problem four or more times, or the vehicle has been out of service for at least 30 days for repairs, during the first 15 months or 15,000 miles of the warranty, you are entitled to a new vehicle or a refund for the vehicle you have bought. If the problem involves the steering or braking system, only one attempt to repair it is required.

How to Pursue a Claim

Your owner's manual will have the specifics on how to pursue a Lemon Law claim. Your new vehicle only qualifies under this process if the problem you have with it occurs during the first 15 months or 15,000 miles of the warranty. Before the time or mileage limit is up, **you must report the problem in writing to the manufacturer by certified mail.**

Request a return receipt so you have a record of the notification. After you notify the manufacturer of your problem, you must give the manufacturer the opportunity to fix it.

NOTICE TO OWNERS IN THE STATE OF: MARYLAND (CONTINUED)

The manufacturer must fix your vehicle's problem or replace it. The manufacturer can also refund you the full purchase price for the vehicle, less a reasonable allowance for your use of the vehicle. If you are refunded for your vehicle, the manufacturer must notify you in writing that you are entitled to the recovery of the excise taxes you paid on the vehicle. The Maryland Motor Vehicle Administration will then be able to refund your excise taxes, calculated on the amount of the refund you received.

Need More Information?

The Consumer Protection Division of the Maryland Attorney General's Office can give you more information on the Lemon Law, and assist you in resolving a Lemon Law problem.

Call Our Hotline Number:

In the Baltimore area: 410-528-8662 (9:00AM - 3:00PM, Monday through Friday)

In the D.C. Metro area: 301-470-7534

TDD for hearing impaired persons: 410-576-6372

Write:

200 St. Paul Place, 16th Floor
Baltimore, MD 21202

e-mail:

consumer@oag.state.md.us

Visit our Website at:

www.oag.state.md.us/consumer

NOTICE TO OWNERS IN THE STATE OF:

MASSACHUSETTS

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Massachusetts has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts. We encourage you to report any problems that you are having with your vehicle. In order to promote customer satisfaction, Land Rover would like the opportunity to correct them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Massachusetts law:

LEMON LAW INFORMATION

IF YOU HAVE A SERIOUS PROBLEM WITH THIS VEHICLE

The Massachusetts 'Lemon Law', General Laws Chapter 90, Section 7N 1/2 provides protection for consumers who have serious problems with their new vehicle.

UNDER THE LEMON LAW, YOU HAVE A RIGHT TO A REFUND OR REPLACEMENT OF THE VEHICLE IF:

- A. There is a defect(s) which substantially impairs the use, safety or value of the vehicle; AND
- B. The defect(s) still exists or has recurred after either:
 - 1. three or more repair attempts for the same defect, or
 - 2. being out of service by reason of repair for any combination of defects for a cumulative total of 15 or more business days, within one year or 15,000 miles (whichever comes first) after original delivery, AND
- C. The manufacturer has been notified of the defect(s) and given one final repair attempt of no more than 7 business days.

IF THE MANUFACTURER DOES NOT REFUND OR REPLACE THE VEHICLE AFTER THESE STANDARDS HAVE BEEN MET, YOU HAVE A RIGHT TO HAVE YOUR CASE ARBITRATED BY A STATE-CERTIFIED ARBITRATOR.

NOTICE TO OWNERS IN THE STATE OF:

MASSACHUSETTS (CONTINUED)

This state-certified arbitration is different from any manufacturer-sponsored program to which you may also be entitled. Under the state program, you will be sent a decision within 45 days of when your request for arbitration is accepted.

Under the law, you must request state-run arbitration within 18 months of original delivery of the vehicle.

THIS SHEET PROVIDES ONLY A SUMMARY OF YOUR RIGHTS.

To request arbitration, or to get further information, contact:

Office of Consumer Affairs and Business Regulation
New Car Lemon Mediation and Arbitration Program
10 Park Plaza, Suite 5170
Boston, MA 02116

Telephone: 617-973-8700

Toll-free: 888-283-3757

NOTICE TO OWNERS IN THE STATE OF:

MICHIGAN

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Michigan has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing by return receipt mail service of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program), before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Michigan law:

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE. TO OBTAIN REPLACEMENT OR REFUND YOU MUST FIRST REPORT THE DEFECT IN WRITING TO THE MANUFACTURER AND YOU MAY BE REQUIRED TO FIRST ARBITRATE THE DISPUTE. IN ORDER TO PROTECT YOUR RIGHTS UNDER THIS LAW, YOU SHOULD:

- 1. KEEP COPIES OF ALL CORRESPONDENCE TO AND FROM THE MANUFACTURER AND THE RETAILER.**
- 2. KEEP COPIES OF WORK ORDERS FOR REPAIRS ON THE VEHICLE INCLUDING THE DATE(S) THE WORK WAS PERFORMED AND THE MILEAGE ON THE VEHICLE AT THE TIME OF REPAIR.**
- 3. FOLLOW ALL REQUIREMENTS OF THE WARRANTY, INCLUDING ANY REQUIREMENT THAT THE REPAIRS MUST BE DONE BY AN AUTHORIZED RETAILER SPECIFIED BY THE MANUFACTURER. IF YOU HAVE ANY QUESTIONS REGARDING YOUR RIGHTS UNDER THIS LAW, CONSULT AN ATTORNEY OR OTHER QUALIFIED INDIVIDUAL.**

NOTICE TO OWNERS IN THE STATE OF:

MINNESOTA

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Minnesota has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program), before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Minnesota law:

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED RETAILER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN MINNESOTA.

NOTICE TO OWNERS IN THE STATE OF:

NEVADA

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

The above states have enacted 'Lemon Laws' that define a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under these laws, you must first notify Jaguar Land Rover North America LLC in writing by certified mail of any problems with your vehicle. In order to promote customer satisfaction, Land Rover would like the opportunity to correct any problems you may be experiencing with your vehicle.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program), before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATE OF:

NEW HAMPSHIRE

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

New Hampshire has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing of any problem with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and seek a repurchase or replacement of your vehicle under your state's Lemon Law, you must first EITHER (1) use state-run arbitration through the New Hampshire Motor Vehicle Arbitration Board, OR (2) use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program) sponsored by Jaguar Land Rover North America LLC before filing other court action under the Lemon Law. For more information about state-run arbitration, contact the Attorney General's Lemon Law Arbitration Program at the address and telephone number below. For more information on how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

MANUFACTURERS ARE REQUIRED TO SUPPLY THIS NOTICE WITH DELIVERY OF A NEW MOTOR VEHICLE SOLD WITHIN THE STATE OF NEW HAMPSHIRE – RSA 357-D

NOTICE TO CONSUMER

STATE OF NEW HAMPSHIRE
MOTOR VEHICLE ARBITRATION BOARD

The New Hampshire New Motor Vehicle Arbitration Law, RSA 357-D, applies to new motor vehicles sold or leased (for two or more years) and/or registered in the State of New Hampshire. A new motor vehicle is defined as a passenger vehicle, motorcycle or truck with a gross vehicle weight not exceeding 9,000 pounds.

If, during the express warranty period, you discover a defect which substantially impairs the use, market value or safety of this vehicle, and it has not been successfully repaired after three repair attempts by the manufacturer, its agent or an authorized retailer, or it has been out of service by reason of repair of one or more nonconformities, defects or conditions for a cumulative total of 30 business days, you may be entitled to apply for a comparable replacement or refund of purchase price plus incidental damages less a reasonable allowance for use.

In order for a repair attempt to qualify, you must obtain a written repair order. Neither the manufacturer nor any agent of the manufacturer (including the retailer's service) may refuse to provide you with a written repair order at your request.

NOTICE TO OWNERS IN THE STATE OF:

NEW HAMPSHIRE (CONTINUED)

The vehicle is deemed to be out of service if it is in for repair for a majority of the day.

You may not use the New Motor Vehicle Arbitration Law if you elect to use the manufacturer's dispute settlement mechanism.

You may not use the New Motor Vehicle Arbitration Law if you have stopped making payments on any lease or financing agreement because of the vehicle's condition.

The New Hampshire Motor Vehicle Arbitration Program includes other eligibility requirements which you must meet to qualify.

Forms for electing to proceed before the New Hampshire Motor Vehicle Arbitration Board should be included with your new vehicle on delivery.

For information as to your rights under the New Motor Vehicle Arbitration Law or for additional forms, contact the New Hampshire Motor Vehicle Arbitration Board, 23 Hazen Drive, Concord, NH 03305, telephone: 603-271-6383, or your retailer.

NOTICE TO OWNERS IN THE STATE OF:

NEW JERSEY

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

New Jersey has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing by certified mail of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by New Jersey law:

IMPORTANT: IF THIS VEHICLE HAS A DEFECT THAT SUBSTANTIALLY IMPAIRS ITS USE, VALUE OR SAFETY, OR THAT IS LIKELY TO CAUSE DEATH OR SERIOUS BODILY INJURY IF DRIVEN, AND WAS PURCHASED, LEASED OR REGISTERED IN NEW JERSEY, YOU MAY BE ENTITLED UNDER NEW JERSEY'S LEMON LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS.

Here is a summary of your rights:

1. To qualify for relief under the New Jersey Lemon Law, you must give the manufacturer or its dealer the opportunity to repair or correct the defect in the vehicle within the Lemon Law's term of protection, which is the first 24,000 miles of operation or two years after the vehicle's original date of delivery, whichever is earlier.
2. If the manufacturer or its dealer is unable to repair or correct a defect within a reasonable time, you may be entitled to return the vehicle and receive a full refund, minus a reasonable allowance for vehicle use.

**NOTICE TO OWNERS IN THE STATE OF:
NEW JERSEY (CONTINUED)**

3. It is presumed that the manufacturer or its dealer is unable to repair or correct the defect if substantially the same defect continues to exist after the manufacturer has received written notice of the defect by certified mail, return receipt requested, and has had a final opportunity to correct the defect or condition within 10 calendar days after receipt of the notice. This notice must be received by the manufacturer within the term of protection and may be given only after (i) the manufacturer or its dealer has had two or more attempts to correct the defect; (ii), the manufacturer or its dealer has had at least one attempt to correct the defect if the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven; or (iii) the vehicle has been out of service for repair for a cumulative total of 20 or more calendar days, or in the case of a motorhome, 45 or more days.

4. If substantially the same defect continues to exist after the manufacturer has had the final opportunity to repair or correct the defect, you may file an application for relief under New Jersey's Lemon Law.

FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, INCLUDING THE MANUFACTURER'S ADDRESS TO GIVE NOTICE OF THE DEFECT, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, AT POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, TEL.NO. (973) 504-6226.

NOTICE TO OWNERS IN THE STATE OF:

NEW YORK

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

New York has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

We encourage you to report any nonconformity, in writing, directly to Jaguar Land Rover North America LLC. In order to promote customer satisfaction, Land Rover would like the opportunity to correct any problems you may be experiencing with your vehicle.

If you are dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing an action with the New York State Dispute Resolution Association, Inc. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by New York law:

NEW CAR LEMON LAW BILL OF RIGHTS

- (1) IN ADDITION TO ANY WARRANTY OFFERED BY THE MANUFACTURER, YOUR NEW CAR, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST.
- (2) YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT, OR AUTHORIZED RETAILER.
- (3) UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.
- (4) IF THE SAME PROBLEM CANNOT BE REPAIRED AFTER FOUR OR MORE ATTEMPTS; OR IF YOUR CAR IS OUT OF SERVICE TO REPAIR A PROBLEM FOR A TOTAL OF THIRTY DAYS DURING THE WARRANTY PERIOD; OR IF THE MANUFACTURER OR ITS AGENT REFUSES TO REPAIR A SUBSTANTIAL DEFECT OR CONDITION WITHIN TWENTY DAYS OF RECEIPT OF NOTICE SENT BY YOU TO THE MANUFACTURER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED; THEN YOU MAY BE ENTITLED TO EITHER A COMPARABLE CAR OR A REFUND OF YOUR PURCHASE PRICE, PLUS LICENSE AND REGISTRATION FEES, MINUS A MILEAGE ALLOWANCE ONLY IF THE VEHICLE HAS BEEN DRIVEN MORE THAN 12,000 MILES. SPECIAL NOTIFICATION REQUIREMENTS MAY APPLY TO MOTOR HOMES.

NOTICE TO OWNERS IN THE STATE OF:

NEW YORK (CONTINUED)

(5) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLIGENCE, OR UNAUTHORIZED MODIFICATION OF THE CAR.

(6) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR CAR.

(7) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.

(8) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEY'S FEES IF YOU PREVAIL.

(9) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS. AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY INSTEAD CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH AN ARBITRATION. CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.

NOTICE TO OWNERS IN THE STATE OF:

OHIO

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Ohio has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

However, we encourage you to first report any nonconformities, in writing, directly to Jaguar Land Rover North America LLC. In order to promote customer satisfaction, Land Rover would like the opportunity to address and correct any problems that you may be experiencing with your vehicle.

If you are dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing any other legal action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Ohio law:

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION.

NOTICE TO OWNERS IN THE STATE OF:

PENNSYLVANIA

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Pennsylvania has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

However, we encourage you to first report any nonconformities, in writing, directly to Jaguar Land Rover North America LLC. In order to promote customer satisfaction, Land Rover would like the opportunity to correct any problems you may be experiencing with your vehicle.

If you are still dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program), before filing any court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement.

You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Pennsylvania law:

PURCHASER'S RIGHTS UNDER THE LEMON LAW

If the new motor vehicle you have purchased does not conform to the manufacturer's express warranty, the Pennsylvania Automobile Lemon Law provides that the manufacturer may have to replace it or pay you a refund, at your option.

If you discover a defect that substantially impairs the use, value or safety of this vehicle, contact the manufacturer or its authorized service and repair facility immediately.

Your Lemon Law rights only cover defects which occur within one (1) year after delivery, 12,000 miles of use, or the term of the express warranty, whichever comes first.

The law states that it is reasonable for the retailer, manufacturer, or its agents to make up to three (3) separate attempts to correct the same defect.

After three (3) unsuccessful repair attempts, or after a total of 30 days in which the vehicle is out of service for repair, you may be entitled to a comparable replacement vehicle or a refund of the purchase price less an allowance for your actual use. If a dispute arises concerning a defect, you must first resort to any informal dispute settlement procedure established by the manufacturer to assert your Lemon Law rights.

**NOTICE TO OWNERS IN THE STATE OF:
PENNSYLVANIA (CONTINUED)**

The manufacturer or dealer must provide you with an itemized statement of all repair work performed when your vehicle is returned from service. Keep those records for future reference.

For more information, contact the:

Office of the Attorney General
Bureau of Consumer Protection
Strawberry Square, 14th Floor
Harrisburg, PA 17120.

NOTICE TO OWNERS IN THE STATE OF:

RHODE ISLAND

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Rhode Island has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must provide Jaguar Land Rover North America LLC with an additional opportunity to cure any problem arising during the Lemon Law's term of protection. We encourage you to provide us notice, in writing, of any such nonconformity.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, you must first use either BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program) or the state-sponsored arbitration procedure established by the Rhode Island Consumer's Council before filing any court action. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Rhode Island law:

'LEMON LAW' INFORMATION

IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER RHODE ISLAND LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES, CONTACT THE RHODE ISLAND CONSUMER'S COUNCIL AT 401-274-4400.

NOTICE TO OWNERS IN THE STATE OF:

TEXAS

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Texas has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing by certified mail of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing a request for arbitration with the Texas Department of Transportation. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Texas law:

NOTICE TO NEW MOTOR VEHICLE OWNERS

If you are unable to obtain the repair or correction of any defect in your new motor vehicle which is covered by the vehicle warranty, the Texas Motor Vehicle Commission may be able to assist you. Section 3.08(i) of the Texas Motor Vehicle Commission Code (Article 4413(36), Vernon's Texas Civil Statutes), provides as follows: 'The owner of a motor vehicle or the owner's designated agent may make a complaint concerning defects in a motor vehicle which are covered by the manufacturer's, converter's, or distributor's warranty agreement applicable to the vehicle. Any such complaint must be made in writing to the applicable retailer, manufacturer, converter, or distributor and must specify the defects in the vehicle which are covered by the warranty. The owner may also invoke the Commission's jurisdiction by sending the Commission a copy of the complaint. A hearing may be scheduled on all complaints arising under this subsection which are not privately resolved between the owner and the retailer, manufacturer, converter, or distributor.'

Complaints involving new motor vehicle warranty repair problems should be in writing, stating the details of the complaint and sent to:

Texas Department of Transportation Motor Vehicle Division
Consumer Affairs Section
P.O. Box 2293
Austin, TX 78768-2293
800-622-8682

NOTICE TO OWNERS IN THE STATE OF: TEXAS (CONTINUED)

TEXAS LEMON LAW – NOTICE TO NEW MOTOR VEHICLE OWNERS

The Texas-Legislature enacted the 'lemon law' (Section 6.07, Art. 4413(36)) to aid owners of new motor vehicles regarding a manufacturer's, distributor's, or converter's warranty obligations.

Under the law, vehicle manufacturers, converters, and distributors are required to repair any defects that are covered by warranty. If the defects cannot be repaired, an owner may be entitled to a repurchase of the vehicle or a replacement if the following conditions are met:

If a new motor vehicle

1. develops a defect or abnormal condition, which is covered by a manufacturer's, converter's, or distributor's written warranty, and
2. the owner reports the defect or condition within the warranty term, and
3. the owner gives the retailer, manufacturer, distributor, or converter a 'REASONABLE NUMBER OF ATTEMPTS' to repair the defect or condition; the number of repair attempts required depends on the nature of the defect, and
4. the owner gives the manufacturer, distributor, or converter written notice of the defect and at least one opportunity AFTER the notice to repair, and
5. the defect or condition continues and it substantially impairs the vehicle's use or value or creates a serious safety hazard, and
6. a written complaint with filing fee of \$35.00 is filed with the Texas Department of Transportation, Motor Vehicle Division NOT LATER THAN SIX MONTHS AFTER the earliest of:
(i) the expiration of the warranty term; or (ii) 24 months after the delivery date of the vehicle; or (iii) 24,000 miles after the delivery date of the vehicle

To file a complaint or obtain additional information, call or write to:

Texas Department of Transportation Motor Vehicle Division
Consumer Affairs Section
P.O. Box 2293
Austin, TX 78768-2293
800-622-8682

NOTICE TO OWNERS IN THE STATE OF:

VERMONT

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Vermont has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing by certified mail of any problems with your vehicle and provide us with an opportunity to repair them.

The following statement is furnished to you in the form required by Vermont state law. Additionally, you should have received a 'Demand for Arbitration' form and a self-addressed stamped envelope along with your other ownership materials.

NOTICE TO CONSUMER

STATE OF VERMONT MOTOR VEHICLE ARBITRATION BOARD

The Vermont Lemon Law applies to new motor vehicles sold or leased (for two or more years) and registered in the State of Vermont. A new motor vehicle is defined as a passenger vehicle or truck with a gross vehicle weight of 10,000 pounds or less.

If, during the express warranty period, you discover a defect which substantially impairs the use, market value or safety of this vehicle, and it has not been successfully repaired after three repair attempts by an authorized retailer, or it has been out of service for repair for a cumulative total of thirty (30) calendar days, you may be notified to apply for a comparable replacement or refund of purchase price less certain allowances.

In order for a repair attempt to qualify, you must obtain a written repair order.

The vehicle is deemed to be out of service if it is in for repair for a majority of the day.

You cannot use the Lemon Law if you elect to use the manufacturer's dispute settlement mechanism.

You may not use the Lemon Law if you have stopped making payments on any financing agreement because of the vehicle's condition.

The Vermont Motor Vehicle Arbitration Program includes other eligibility requirements which you must meet to qualify.

Forms for the Vermont Motor Vehicle Arbitration Board should be included with your new vehicle on delivery.

For information as to your rights under the Lemon Law or forms, contact the Vermont Motor Vehicle Arbitration Board, 120 State Street, Montpelier, Vermont 05602, telephone (802) 828-2669 or your dealer.

NOTICE TO OWNERS IN THE STATE OF:

VIRGINIA

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Virginia has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Virginia law:

SOMETIMES Jaguar Land Rover North America LLC OFFERS A SPECIAL ADJUSTMENT PROGRAM TO PAY ALL OR PART OF THE COST OF CERTAIN REPAIRS BEYOND THE TERMS OF THE WARRANTY. CHECK WITH YOUR RETAILER TO DETERMINE WHETHER ANY ADJUSTMENT PROGRAM IS APPLICABLE TO YOUR MOTOR VEHICLE.

NOTICE TO OWNERS IN THE STATE OF:

WASHINGTON

Please refer to the 'Notice of Consumer Rights' prepared by the Washington Attorney General's Office. A copy of that notice was provided to you at the time of your Land Rover purchase in the State of Washington.

If you need an additional copy or if you have any additional questions please let us know. We can be reached at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Washington has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

We encourage you to report any nonconformity, in writing, directly to Jaguar Land Rover North America LLC. In order to promote customer satisfaction, Land Rover would like the opportunity to correct any problems you may be experiencing with your vehicle.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing a Request for Arbitration with the Washington New Motor Vehicle Arbitration Board. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

NOTICE TO OWNERS IN THE STATE OF:

WEST VIRGINIA

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

West Virginia has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

In order to exercise your rights under this law, you must first notify Jaguar Land Rover North America LLC in writing by certified mail of any problems with your vehicle and provide us with an opportunity to repair them.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other court action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by West Virginia law:

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION. HOWEVER, TO BE ENTITLED TO A REPLACEMENT OR TO COMPENSATION, YOU MUST FIRST NOTIFY THE MANUFACTURER OF THE PROBLEM IN WRITING AND PROVIDE THE MANUFACTURER AN OPPORTUNITY TO REPAIR THE VEHICLE.

NOTICE TO OWNERS IN THE STATE OF:

WISCONSIN

If at any time during your Land Rover vehicle ownership you have any questions or concerns with regard to your Land Rover vehicle, please contact us at:

JAGUAR LAND ROVER NORTH AMERICA LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2326

Telephone: 800-637-6837, option #9

Wisconsin has enacted a 'Lemon Law' that defines a consumer's rights to have a vehicle repurchased or replaced in the event that your Land Rover has certain nonconformities that cannot be repaired to conform to its express warranties after a reasonable number of attempts.

We encourage you to report any nonconformity, in writing, directly to Jaguar Land Rover North America LLC. In order to promote customer satisfaction, Land Rover would like the opportunity to correct any problems you may be experiencing with your vehicle.

If you still remain dissatisfied with your Land Rover and wish to seek repurchase or replacement of your vehicle under your state's Lemon Law, be advised that Land Rover participates in BBB AUTO LINE[®], an informal dispute resolution procedure (arbitration program). You are not required to use this program before filing other legal action under the Lemon Law. For more information about how BBB AUTO LINE[®] works, please refer to pages 4 – 5 of this Supplement. You may also contact us at the address or toll-free telephone number listed previously.

Additionally, the following statement is provided to you in the form required by Wisconsin state law:

SOMETIMES Jaguar Land Rover North America LLC OFFERS A SPECIAL ADJUSTMENT PROGRAM TO PAY ALL OR PART OF THE COST OF CERTAIN REPAIRS BEYOND THE TERMS OF THE WARRANTY. CHECK WITH YOUR RETAILER TO DETERMINE WHETHER ANY ADJUSTMENT PROGRAM IS APPLICABLE TO YOUR MOTOR VEHICLE.

JAGUAR LAND ROVER NORTH AMERICA LLC NOTIFICATION TO MANUFACTURER

NAME _____

ADDRESS _____ PHONE _____

CITY _____ STATE _____ ZIP CODE _____

VEHICLE IDENTIFICATION
NUMBER (VIN)

| | | | | | | | | | | | | | | | | | | | |
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|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

MILEAGE _____ DATE OF PURCHASE _____ SERVICING RETAILER _____

NUMBER OF DAYS VEHICLE HAS BEEN OUT OF SERVICE _____

NUMBER OF TIMES DEALER HAS ATTEMPTED TO
REPAIR THE SAME CONDITION _____

DESCRIPTION OF CONDITION: _____



JAGUAR LAND ROVER NORTH AMERICA LLC
CUSTOMER RELATIONS CENTER
555 MACARTHUR BOULEVARD
MAHWAH, NJ 07430-2326