

# Warranties: Guidelines Applicable to Warranties

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## OWNER'S RESPONSIBILITIES

### **All warranties except the Corrosion Protection Limited Warranty**

It is the owner's responsibility to follow the Maintenance Schedule as detailed in the Owner's Manual and this Passport to Service. LR2 vehicles should have their first scheduled maintenance (oil service) at 7,500 miles (12,000 kilometers) or 6 months from the date of delivery, whichever occurs first. Subsequent maintenance must be carried out at intervals not to exceed 6 months or 7,500 miles (oil service) or 12 months / 15,000 miles (main service), whichever occurs first. Range Rover Evoque vehicles should have their first scheduled maintenance at 16,000 miles (26,000 kilometers) or 1 year from the date of delivery, whichever occurs first. Subsequent maintenance must be carried out at intervals not to exceed 1 year or 16,000 miles, whichever occurs first. All other vehicles should have their first scheduled maintenance at 15,000 miles (24,000 kilometers) or 1 year from the date of delivery, whichever occurs first. Subsequent maintenance must be carried out at intervals not to exceed 1 year or 15,000 miles, whichever occurs first.

The owner must maintain a record of when and where each scheduled maintenance service was performed. The date and mileage should be recorded in the Maintenance Service Record section of this handbook (see page 36). Jaguar Land Rover North America LLC may request proof that the required scheduled maintenance service has been performed at the correct time.

Scheduled maintenance may be performed by any service agency that is in the business of servicing this type of vehicle. The vehicle owner may also perform the maintenance; however, he may be required to show that the proper parts were used and that he was able to perform the maintenance correctly. Repair costs during the warranty period resulting from improper maintenance performed by anyone other than an authorized Land Rover retailer are the responsibility of the vehicle owner.

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

It is the owner's responsibility to use only fuel which is specified in the Owner's Manual. The use of leaded or alternative fuels could adversely affect the emission control system – causing the vehicle to fail an emission test – and may cause other vehicle running concerns. Subsequent repairs are the responsibility of the owner.

Consult an authorized Land Rover retailer as to when alternative fuel blends may be used, and the limitations involved.

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

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## WHO MAY PERFORM WARRANTY WORK

### New Vehicle Limited Warranty

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

### Corrosion Protection Limited Warranty

Only authorized Land Rover retailers may perform repairs and replacement of parts under the Land Rover Corrosion Protection Limited Warranty.

## Emission Control System Warranties

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

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

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

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## REPLACEMENT EMISSION PARTS

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

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

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

## CONDITIONS FOR ACCEPTANCE OF EMISSION CONTROL SYSTEM WARRANTY LIABILITY

Jaguar Land Rover North America LLC will not deny warranty liability resulting from:

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

Nor will Jaguar Land Rover North America LLC deny such coverage because of work performed in an emergency situation to rectify an unsafe condition (including an unsafe driveability condition) attributable to the manufacturer if the owner has taken timely steps to put the vehicle back in proper operating condition.

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

## WARRANTY COVERAGE FOR ALTERED OR CONVERTED VEHICLES

All Land Rover vehicles incorporating alterations or conversions outside of Land Rover authorized programs will continue to carry the Jaguar Land Rover North America LLC warranty only on those areas of the vehicle that are not affected by the alteration or conversion.