

# Warranties: Obtaining Warranty Repairs

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## HOW TO OBTAIN WARRANTY REPAIRS

### **New Vehicle Limited Warranty, Corrosion Protection Limited Warranty**

To obtain repairs, replacements, service adjustments or wear parts replacement under your limited warranty, you must present your vehicle to an authorized Land Rover retailer (unless it is an “emergency repair” as defined on page 17 of this handbook) within the applicable warranty period and request the warranty service you would like to receive. When making warranty repairs, the retailer will use genuine Land Rover parts, remanufactured parts authorized by Jaguar Land Rover North America LLC or other parts authorized by Land Rover.

### **Federal Emission Control System Warranties**

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

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

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

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## HOW TO OBTAIN WARRANTY REPAIRS

### Federal Emission Control System Warranties (continued)

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

Further information concerning the vehicle emission control system warranties may be obtained by contacting the Jaguar Land Rover North America LLC Customer Relationship Center. Refer to page 22 for the address and telephone number. Information may also be obtained and violations of warranty terms may be reported by contacting the EPA.

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

### California Emission Control System Warranties

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

### California Smog Check test

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

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

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

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

Further information concerning the vehicle emission warranties may be obtained by contacting the Jaguar Land Rover North America LLC Customer Relationship Center. Refer to page 22 for the address and telephone number. Information may also be obtained and violations of warranty terms may be reported by contacting the EPA and/or CARB.

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Environmental Protection Agency  
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State of California Air Resources Board  
Mobile Source Operations Division  
9528 Telstar Avenue  
El Monte, CA 91731