

# Customer Assistance

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## CUSTOMER RELATIONSHIP CENTER

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

- Discuss your concern with the retailer's Service Manager and, if necessary, the owner or General Manager / Centre Manager of the Land Rover retailer.
- If the retailer cannot resolve the concern to your satisfaction, you may contact the Land Rover Customer Relationship Center using one of the following options:

Jaguar Land Rover North America LLC  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, New Jersey 07430-2326  
1-800-637-6837, option #9  
Monday – Friday, 8:30 am – 7:00 pm EST  
e-mail: Go to [www.landrover.com](http://www.landrover.com) and select “United States”; click on “Contact Us”, then click on “Email Land Rover” and complete the Customer Service form.

When contacting Jaguar Land Rover North America LLC by telephone, a Customer Relationship Center Representative will answer your call and help to resolve your concern.

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

- The model and model year of your Land Rover vehicle
- The 17-digit Vehicle Identification Number (VIN) – located on a plate at the bottom left corner of the windshield; also shown on your vehicle's registration and insurance cards
- Approximate mileage
- The servicing retailer's name and address
- Brief details of the concern.

## State sponsored arbitration programs

Jaguar Land Rover North America LLC participates in state-sponsored arbitration programs where they are available and required by law. These dispute settlement mechanisms are essentially third party mediation panels.

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## Arbitration programs

BBB AUTO LINE is a national arbitration program endorsed by the National Automotive Dealers Association and the Better Business Bureau. Jaguar Land Rover North America LLC subscribes to BBB AUTO LINE. Consumers may contact BBB AUTO LINE through the Better Business Bureau. For details on BBB AUTO LINE, refer to the Dispute Resolution Supplement.

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

Lemon laws permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of the laws vary from state to state. Refer to the Dispute Resolution Supplement for information regarding your rights under your state's Lemon Laws. You may also contact BBB AUTO LINE directly for assistance at 1-800-955-5100, option 1, or online at [www.bbb.org](http://www.bbb.org).

## REPORTING SAFETY DEFECTS (U.S. ONLY)

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

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

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

National Highway Traffic Safety  
Administration  
Office of Defects Investigation / CRD  
NVS-216  
1200 New Jersey SE  
Washington, DC 20590

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