INTRODUCTION

Land Rover and your Dealer thank you for buying a new Land Rover vehicle. We want you to feel happy and assured that whether you are driving for business or pleasure - in your home country or around Europe - you are covered by an unrivalled range of services, 24 hours a day.

THE LAND ROVER WARRANTY AND CONSUMER LAW
This Land Rover Warranty is a manufacturer's warranty that supplements and does not affect your legal rights under the vehicle purchase agreement with your selling Land Rover Dealer or under applicable national legislation governing the sale of consumer goods

DATA PROTECTION STATEMENT

Land Rover respects the privacy of every individual. Information collected about you will be used to satisfy requests made by you, to fulfill contracts you have entered into, to inform you about new products and services, or to improve how Land Rover may serve you as a valued customer. Your information will be treated in accordance with applicable data protection laws and the European Union EC Directive 95/46/EC. It may be shared with Land Rover and its affiliated or associated companies, its authorised dealers and repairers, agencies and other companies providing services for your benefit.

We will not disclose your information to third parties except as described above and as may be required by law. Should this happen, we will take steps to ensure that any third party companies who handle your information comply with the relevant data protection laws. We may share generalised information about your behaviour patterns with partners or other parties on an anonymous basis and in such a way that neither you nor any individual customer can be identified.

Any personal information that you supply to Land Rover or its authorised dealers or repairers will be held in encrypted electronic format on a secure computer server to prevent unauthorised access by other people. We aim to ensure that the personal data stored will be up to date, relevant and not excessive and that information is not retained longer than is necessary.

You have the right at any time to see what is held about you and to correct any inaccuracies or to withdraw from receiving any further communications from Land Rover and its affiliated or associated companies. Should you wish to do this please contact your local Land Rover dealer or (if different) the Land Rover dealer from which you purchased your vehicle.

WARRANTY BENEFITS

The Land Rover Warranty is a comprehensive package of benefits designed to meet high standards of After Sales care and support. Please read the following description of what the warranty covers and what you need to do to obtain its full benefits.

In addition, all the benefits of Land Rover Assistance are automatically included as part of the Land Rover Warranty.

For quick reference, a synopsis of the Warranty periods of cover is shown below:

Vehicle warranty

3 years, unlimited mileage.

See **6, VEHICLE WARRANTY**.

Paint surface warranty

3 years, unlimited mileage.

See **6, PAINT SURFACE WARRANTY**.

Corrosion protection warranty

6 years, unlimited mileage.

See **6, CORROSION PROTECTION WARRANTY**.

General warranty information

The Vehicle Warranty benefits start on the day that the vehicle is delivered to the first retail customer or his/her representative. Where a vehicle is purchased by an intermediary, the period of cover commences when the vehicle is handed over to that intermediary.

Note: *The warranty period for dealer demonstrator vehicles starts on the day that the vehicle is put into service as a demonstrator (not the day that the vehicle is first sold retail).*

The Warranty Statements made on the following pages are additional to, and are not intended to affect, your statutory rights.

How to obtain warranty assistance

Should your vehicle ever require attention under the Warranty arrangements, simply contact the nearest Land Rover Authorised Repairer.

For Land Rover Authorised Repairer locations:

Telephone **0800-110 110**

- Always provide the Authorised Repairer with full information about the nature of any difficulty as quickly as possible.
- Always present the Authorised Repairer with the Service Portfolio booklet which will provide them with the information that they need before a repair can be undertaken.

Should the Vehicle Identification page of the Service Portfolio booklet be incomplete, Warranty Assistance may be refused by the Authorised Repairer until confirmation has been received from Land Rover that the vehicle in question is covered by the terms of the Land Rover Warranty.

VEHICLE WARRANTY

Should any part of the vehicle require repair or replacement as a result of a manufacturing defect, the part will be repaired or replaced completely free of charge by any Land Rover Authorised Repairer, regardless of any change of vehicle ownership during the period of cover.

Note: *Tyres are covered separately by the tyre manufacturer. Your Land Rover Authorised Repairer will, however, assist you with any tyre claim.*

In all warranty repairs carried out by a Land Rover Authorised Repairer, genuine Land Rover Approved Parts will be used. Any displaced parts become the property of Land Rover.

All parts fitted during warranty repairs are covered for the balance of the original warranty period.

Duration of the Vehicle Warranty

For details of Vehicle Warranty, see **5, WARRANTY BENEFITS**.

PAINT SURFACE WARRANTY

Should the paint surface of the vehicle body require attention due to a defect in material or applications, any necessary repairs will be performed completely free of charge by any Land Rover Authorised Repairer, regardless of any change in vehicle ownership during the period of cover.

Duration of the Paint Surface Warranty

For details of the Paint Surface Warranty, see **5, WARRANTY BENEFITS**.

CORROSION PROTECTION WARRANTY

Should any part of the bodywork of the vehicle be perforated by rust corrosion, the panel(s) affected by the perforation will be repaired or replaced by any Land Rover Authorised Repairer, completely free of charge, regardless of any change in vehicle ownership.

Note: *The term "perforation" means a hole that penetrates through the bodywork caused by corrosion from the inside or underside as a result of faulty manufacture or materials.*

For the purpose of this Warranty, bodywork is defined as metal panels, including doors, bonnet, engine and boot compartments, wings, sills, scuttles, roof, floor panel, frames and chassis members, but excluding attachments such as bright trim, bumpers, mouldings, hinges and road wheels.

Duration of the Corrosion Protection Warranty

For details of the Corrosion Protection Warranty, see **5, WARRANTY BENEFITS**.

ACCIDENT DAMAGE REPAIR

In the event of the vehicle requiring body repairs due to accident damage, your Land Rover Authorised Repairer can ensure that the repairs are carried out by a Land Rover Approved Body Repair Centre, using only Land Rover approved parts, materials and repair techniques. This will ensure that warranty cover will continue on the repaired body sections for the remaining period of the Corrosion Protection Warranty.

Some Land Rover and Range Rover models incorporate the latest technology in aluminium body structure.

Specialist vehicle Body and Paint Centres are provided with full technical support from the factory. The Body and Paint Centres operate to a high standard and have all the necessary tools and equipment essential to repair Land Rover and Range Rover vehicles.

OWNER'S RESPONSIBILITY

Your Owner's Handbook and Service Portfolio describe the proper care and use of your vehicle. Proper maintenance and use guard against major repair expenses resulting from misuse, neglect or inadequate maintenance, and may help increase the value you receive when you sell or trade your vehicle.

Vehicle Warranty

- Make sure that all of the required maintenance is performed and that the materials used meet Land Rover engineering specifications.

  Note: *Failure to perform maintenance promptly and in accordance with Land Rover's specified service intervals will invalidate warranty coverage on affected parts.*

- Make sure you present your vehicle to a Land Rover Authorised Repairer for any warranty repair as soon as practicable after a defect is detected. This will minimise the effect a defect has on your vehicle and the nature of the repair needed.

  Note: *Your Land Rover Authorised Repairer has technicians who are trained and equipped to perform the required maintenance on your vehicle using genuine Land Rover parts to keep your vehicle operating to optimum levels.*

- Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always recorded in your Service Portfolio.

Paint Surface Warranty and Corrosion Protection Warranty

- Make sure that paint and bodywork is maintained with regular cleaning in accordance with Land Rover's recommendations.
- Make sure you present your vehicle to a Land Rover Authorised Repairer for any warranty repair as soon as practicable after a defect is detected. This will minimize the effect a defect has on your vehicle and the nature of the repair needed.

PARTS AND ACCESSORIES WARRANTY

There is a separate parts warranty for genuine Land Rover Parts and Accessories purchased by the customer from a Land Rover Dealer/Authorised Repairer.

All genuine Land Rover Parts and Accessories are covered by this warranty and have been tested and approved by Land Rover for use on Land Rover vehicles.

Should any genuine Land Rover Part require repair or replacement as a result of a material or manufacturing defect, the Part will be repaired or replaced completely free of charge by any Land Rover Dealer/Authorised Repairer. Where the Part is being repaired or replaced under the terms of this warranty by a Land Rover Dealer/Authorised Repairer, no labour charge will be made for such repair or replacement. However, where the work is carried out by anyone other than a Land Rover Dealer/Authorised Repairer, no contribution will be made to labour charges.

Note: *Genuine Land Rover Parts and Accessories have been specifically designed to help Land Rover vehicles comply with safety and reliability standards. We therefore recommend that you use only genuine Land Rover Parts and Accessories for your vehicle. Be advised that other manufacturers parts or accessories have neither been tested nor approved by Land Rover and that, in spite of constant observation of the market, Land Rover cannot evaluate their suitability and safety neither isolated nor when fitted to our vehicles.*
Any consequential damage caused by the fitting of such parts or accessories is not covered by the warranty.

Accessories fitted to a new vehicle

Genuine Land Rover accessories (excluding gift items) fitted by a Land Rover Dealer/Authorised Repairer within 1 month or 1000 miles (whichever occurs first) of the vehicle entering service for the first time, will benefit from the same warranty terms and period of cover as the Vehicle Warranty. See **6, VEHICLE WARRANTY**.

Duration of the parts and accessories warranty

The warranty commences on the date of purchase of the part or accessory and is applicable for a period of 12 months or the stated service life of the part, whichever occurs first. All parts fitted during warranty repairs are covered for the balance of the original warranty period.

Note: *Genuine Land Rover batteries are covered by a 3 year, unlimited distance warranty.*

Owner's responsibilities

See **7, OWNER'S RESPONSIBILITY**.

WARRANTY EXCLUSIONS

Land Rover is **not** responsible for any repair or replacement that is required as a direct result of:

- Normal wear and tear
- Defects or damage caused as a result of the vehicle being used in motorsport events or for any purpose other than normal, private or commercial use.
- Damage resulting from neglect, accident, flooding or improper use.
- Damage due to the failure of another part on the vehicle.
- Damage caused during maintenance.
- Failure to maintain the vehicle in accordance with Land Rover's maintenance schedules and service instructions
- Failure to use Land Rover specified parts or fluids during a warranty repair (or parts of equivalent quality during a retail repair).
- Failure of a non-approved Land Rover part and/or the failure or misuse of a product or accessory not recommended by Land Rover. Additionally, any consequential damage caused by the installation or use of such parts, products or accessories will not be covered by the Land Rover Vehicle or Parts Warranties.
- Any modification to the vehicle or parts which is not authorised by Land Rover, including any engine performance enhancement modifications.
- Any vehicle that has had its vehicle identification number altered or removed, or on which the odometer reading has been unlawfully changed.
- Refilling or topping-up with incorrect fuel e.g. petrol used instead of diesel
- Use of fuel specifications or alternative fuels which are not approved by Land Rover for the vehicle (refer to the Owner's Handbook).
- Use of supplemental additives and flushing agents for fuel or engine oil (unless specified as part of a Land Rover service requirement).
- The vehicle, as manufactured, does not meet the operational specification of a market for which it was not specified, including any legal requirements or penalties imposed by Government or other authority.
- The effects of any vehicle modifications undertaken to comply with legal or local requirements of a market for which it was not specified, unless authorised by Land Rover.

Note: *Where applicable, a Land Rover Authorised Repairer may, at the customer's expense, carry out authorised modifications to meet legal or operational requirements of a market.*

Paint surface warranty and corrosion protection warranty

Land Rover is **not** responsible for any repair or replacement that is required as a direct result of the following:

- Failure to maintain paint and bodywork by regular cleaning in accordance with Land Rover's recommendations.
- Failure to promptly rectify any paint or corrosion damage recorded in the Service Portfolio by a Land Rover Authorised Repairer at the time of the annual inspection.

- Factors beyond the control of Land Rover such as environmental hazards (salt, industrial fall-out, storm damage, acid rain, bird droppings) and damage (including stone chips, scratches and use of unsuitable cleaning agents).
- Accident repairs using materials or methods of repair that have not been approved by Land Rover
- Alterations of the vehicle from Land Rover's original specification

Scheduled maintenance items warranty

Consumable items which are subject to adjustment or replacement during a NORMAL scheduled service or maintenance operation are **not** covered by the Warranty, unless work is required as a direct result of a manufacturing defect.

Consumable items that fall into this category for all models are:

- Lubricants.
- Oil filter.
- Fuel filter.
- Air filter.
- Pollen filter (where applicable)
- Drive belts.
- Spark plugs (petrol engines only).
- Remote handset batteries (certain models, please check with your Dealer/Authorised Repairer).

Note: *The period of cover will apply up to the First Scheduled Service Change Point of the particular part. The period of cover for any item may not exceed the time and mileage limitation of the vehicle warranty that applies to the vehicle.*

Parts changed during a scheduled service will benefit from the parts warranty.

Parts that require repair, replacement or adjustment, but are recognised as having a limited service life, are warranted against manufacturing defects for a period of up to and including the first scheduled service or 1 year.

The parts that fall into this category for all models are:

- Wiper blades.
- Remote handset batteries (certain models, please check with your Dealer/Authorised Repairer).
- All light bulbs (interior and exterior). Except for - Xenon headlamp bulbs and fascia/instrumentation illumination which are covered for the full duration of the Vehicle Warranty.
- Adjustments, including but not limited to: headlamp and hinged panel adjustments, suspension tightening, steering geometry adjustments, emission/fuel system checks, lubrication and handbrake cable adjustments.
- Wheel alignment/balancing.

Note: *Brake linings, brake discs and any other friction related components are not covered when replacement is due to wear and tear, but they are covered against manufacturing defects for the duration of the Vehicle Warranty.*

OTHER EXCLUSIONS

The Land Rover Warranty excludes liability for any lost time, inconvenience, loss of transportation, or any other incidental or consequential damage you (or anyone else) may incur as a result of a defect covered by this warranty.

WARRANTY COVER WHEN TOURING

Land Rover has a comprehensive service network in most parts of the world. Any Land Rover Authorised Repairer can carry out repairs under the Land Rover Warranty. Under normal circumstances, you should not be required to pay for any warranty work at the time it is performed by a Land Rover Authorised Repairer.

When touring, it is your responsibility to produce the Service Portfolio and Warranty Benefits books issued with your vehicle (which establishes your right to warranty coverage. If you are unable do so, the Land Rover Authorised Repairer should seek advice from Land Rover or the local importer or National Sales Company.

Under exceptional circumstances, you may be asked to pay for repairs that are in fact covered by the Land Rover Warranty. If so, you should retain the invoice and, where practical, any replaced parts so that upon your return home your local Land Rover Authorised Repairer can arrange for prompt reimbursement as appropriate.

Making a Claim

When visiting your Land Rover Authorised Repairer, have the Service Portfolio and Warranty Benefits books available. In the vast majority of cases the Land Rover Authorised Repairer will be able to carry out the repair immediately. However, you should note that occasionally the nature of the repair may require the Land Rover Authorised Repairer to obtain authority from Land Rover before proceeding.

Please note that Land Rover reserves the right to inspect your vehicle if necessary, and that any replaced components will be retained by the Land Rover Authorised Repairer.

If You Need Help or Advice

Should you need more information about any aspect of the warranty on your vehicle, please do not hesitate to contact Land Rover Customer Service direct:

- telephone **08705 000500**.

EMERGENCY WARRANTY REPAIRS WHEN TOURING

To Land Rover Authorised Repairers

EMERGENCY REPAIRS

You are requested to provide emergency repairs to the vehicle detailed in the Service Portfolio, **free of charge**.

The claim for reimbursement should be sent to Land Rover in the usual way.

Should you find it necessary to charge the customer, you should provide an invoice which shows the repair operation performed and the individual parts used.

Where possible make the displaced parts available to the owner.

The Customer may be charged if the Service Portfolio booklet is not produced or is incomplete.

Where doubt exists as to the validity of the Warranty on the vehicle identified in the Service Portfolio, the Land Rover Authorised Repairer should contact Land Rover for clarification of its validity.