



PASSPORT TO SERVICE
2010 Model Year

Publication Part No. **JJM 19 11 99 102**

Issued by: Jaguar Land Rover North America LLC September 2009

Owner and Vehicle Identification

The following information should be completed by the Selling Dealer:

Vehicle Identification Number (VIN):

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Key Code: _____

Owner _____

Address _____

City _____ Province _____ Postal Code _____

Phone _____ e-mail _____

Selling Dealer _____

Address _____

City _____ Province _____ Postal Code _____

Phone: *Sales* _____ *Service/Parts* _____

Retail delivery date _____

Entry into service date _____

Vehicle Warranty expiration date _____

- Former Jaguar company vehicle
- Former retail demonstrator vehicle
- Overseas delivery vehicle
- Vehicle covered by extended service contract

Speedometer / Odometer replacement at:

Date _____ Mileage _____

IMPORTANT: In the event that the original purchaser changes address or sells the vehicle, the postage-paid Vehicle Registration / Owner Information Change Card included in this book should be completed and sent to Jaguar Canada.

The owner must present this Passport to Service to obtain warranty repairs from an authorized Jaguar dealer.

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Using the Passport to Service

Vehicle Registration; Owner Information

At the time of original delivery, your Jaguar dealer will have placed your vehicle, your name and complete address in the Jaguar Canada vehicle registration file. A copy of this information appears at the front of this handbook. If any errors exist, please bring them to the immediate attention of your Jaguar dealer. Once registered, you are entitled to the benefits of the various applicable warranties as described herein.

Vehicle Registration / Owner Information Change Card

In the event that the vehicle is transferred to a new owner or the current owner's name or address should change, Jaguar Canada should be notified. Use the Vehicle Registration / Owner Information Change Card, included at the back of this handbook.

If the Vehicle Registration / Owner Information Change card has already been used, notify Jaguar Canada by postcard. Copy the complete Vehicle Identification Number (VIN) and supply the previous and new owner's name and address. Mail the card to:

Jaguar Land Rover Canada ULC
8 Indell Lane
Bramalea, Ontario
L6T 4H3
ATTN: Customer Relationship Center

Using the Passport to Service

Scheduled Vehicle Maintenance

The Maintenance Schedules, found on pages 24 – 27, list all the required maintenance procedures and their intervals. Because of the need for specialized equipment and skills, it is strongly recommended that all service work be entrusted to an authorized Jaguar dealer.

Maintenance must be carried out at the specified intervals. After each maintenance service, confirm that the Maintenance Service Record has been completed (pages 28 – 29).

Should the vehicle have a high proportion of short journeys or operate in severe conditions, Jaguar Canada recommends that the maintenance procedures be performed at intervals not to exceed six (6) months.

It is perfectly normal for the vehicle to consume some engine oil during normal use. It is the owner's responsibility to ensure that the engine oil is maintained at the proper level in between the scheduled maintenance intervals. Additionally, more frequent checks of under hood fluids and tire pressures can help minimize your chance of being inconvenienced while on the road, and may extend the life of certain wear and tear components. Jaguar dealers may offer supplemental maintenance services as a convenience to those owners who do not wish to perform these services themselves.

The Maintenance Schedule may be revised from time to time. Jaguar dealers will be notified of revisions by Service Policy Bulletins or Technical Bulletins.

Foreword

Your Passport to Service

This handbook contains information and records essential for the understanding of Jaguar warranties and for the implementation of any necessary warranty rectification. It is recommended that you read the contents with care to familiarize yourself with the benefits available under the various warranties.

Jaguar Experience

We are committed to providing high levels of owner satisfaction and offering you the highest standard of customer service. Jaguar Canada is pleased to welcome you to the *Jaguar Experience*, an ownership program designed to enhance the satisfaction and security of owning a Jaguar automobile.

A key part of the *Jaguar Experience*, the Jaguar Assistance Program includes the following during your vehicle's New Vehicle Limited Warranty (4 years / 80,000 kilometers, whichever occurs first):

- 24-hour roadside emergency assistance plus trip interruption benefits, all available through a 24-hour toll-free Assistance Line.
- Dealer locator and customized trip routing services
- A 24-hour toll-free Assistance Line for questions about any elements of the Jaguar Assistance Program:

1-800-265-1695

For more information on the Jaguar Assistance Program, please refer to pages 22 – 23.

For additional information about the *Jaguar Experience*, please visit www.jaguar.ca; after selecting the desired language, click on "JAGUAR & OWNERSHIP".

Communication with Jaguar Canada

Please direct all communication with Jaguar Canada to the Customer Relationship Center using one of the following options:

Jaguar Land Rover Canada ULC
8 Indell Lane
Bramalea, Ontario

L6T 4H3

ATTN: Customer Relationship Center

1-800-668-6257

Mon. – Fri., 8:30 am – 7:00 pm EST

e-mail: Visit www.jaguar.ca; after selecting the desired language, click on "CONTACT US", then select "[Click here](#)" for the Online Form.

Tire Warranties

Tires are warranted by the individual tire manufacturer indicated by the name brand of the tire (Bridgestone, Continental, Dunlop, Michelin or Pirelli). Refer to the tire manufacturer's warranty pamphlet supplied with your owner information package. Your Jaguar dealer can provide tire information and will assist you in most instances. In the event your Jaguar dealer is unable to supply the information and assistance you require, please contact the tire manufacturer directly at the appropriate number listed below.

- For Bridgestone tires: 1-800-267-1318
- For Continental tires: 1-800-461-1776
- For Dunlop tires: 1-800-387-3288
- For Michelin tires: 1-888-871-4444
- For Pirelli tires: 1-800-363-0583

Warranties: Summary of Warranties

The Jaguar warranties detailed in this booklet are issued by Jaguar Canada, the sole authorized importer of Jaguar vehicles in Canada, and cover only vehicles originally specified and built by Jaguar for the United States, Canada and Puerto Rico.

Jaguar warranties are in favor of the original purchaser and each subsequent owner during the respective warranty periods.

These warranties will be honored by any authorized Jaguar dealer in the world. However, Jaguar Canada will not cover the costs to modify the vehicle to meet legal requirements in another country.

A summary of Jaguar warranties applicable to 2010 Model Year vehicles follows.

New Vehicle Limited Warranty

Bumper to bumper

4 years / 80,000 kilometers

Battery

4 years / 80,000 kilometers

Wear parts and service adjustments

1 year / 20,000 kilometers

Corrosion

6 years / unlimited distance

Emission Control System Warranties

Emission Design and Defect Warranty

2 years / 32,000 kilometers

- Certain emissions-related parts *
8 years / 130,000 kilometers

Emission Performance Warranty

2 years / 32,000 kilometers

- * Components noted with an asterisk (*) in the parts list on page 13 are covered for eight (8) years or 130,000 kilometers, whichever occurs first.

Warranties: Vehicle Warranties

New Vehicle Limited Warranty

Applicability: All 2010 Model Year Canadian specification Jaguar vehicles registered in Canada, the U.S.A., and Puerto Rico.

Warranty Limitations

This New Vehicle Limited Warranty is the only express warranty applicable to your vehicle. Jaguar Cars and Jaguar Canada neither assume, nor authorize anyone to assume for them, any other obligation or liability in connection with this warranty.

Limitation of Remedies

Under the warranty, it is agreed that the sole exclusive remedy against Jaguar Cars or Jaguar Canada and its authorized dealers shall be for the repair or replacement of defective parts as provided herein. The sole purpose of this exclusive remedy shall be to provide for the free repair and replacement of defective parts in the manner prescribed in this warranty. This exclusive remedy shall not be deemed to have failed its essential purpose so long as Jaguar Cars or Jaguar Canada through its authorized dealers, are willing and able to repair or replace defective parts in the prescribed manner.

Implied warranties;
Consequential damages

Under the law, the owner may be entitled to the benefit of certain implied warranties:

- an implied warranty of merchantability (that your car is reasonably fit for the general purpose for which it was sold) or,
- an implied warranty of fitness for a particular purpose. (That your car is suitable for your special purposes).

These implied warranties are limited, to the extent allowed by law, to the time period covered by the written warranties, or to the applicable time period provided by provincial law, whichever period is shorter.

Jaguar Canada does not accept responsibility under any of the warranties in the Passport to Service for any consequential damage or commercial loss to the owner, or any incidental expenses, loss of time, or inconvenience.

Some provinces do not permit a limitation on how long an implied warranty will last, or on the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to the owner. This warranty gives owners specific legal rights, and they may also have other rights that vary from province to province.

NOTE: The information regarding limitations on incidental and consequential damages under the **NEW VEHICLE LIMITED WARRANTY** also applies to the **EMISSION CONTROL SYSTEM WARRANTIES**.

Warranties: Vehicle Warranties

Warranty Statement

Jaguar Canada warrants that during the warranty period, if a Jaguar vehicle is properly operated and maintained, repairs required to correct defects in factory-supplied materials or factory workmanship will be performed without charge upon presentation for service; any component covered by this warranty found to be defective in materials or workmanship will be repaired, or replaced, without charge. In addition, Jaguar Canada warrants that an authorized Jaguar dealer will provide service adjustments and will replace defective “wear parts” on your vehicle within the service adjustment warranty period.

Jaguar Canada and your authorized Jaguar dealer are not responsible for any time that you lose, for any inconvenience you might be caused, for the loss of your transportation, or for any other incidental or consequential damages you may have.

The warranty period for the vehicle begins on the date of the first retail sale, or on the date of entry into demonstrator service. The basic warranty period is for four (4) years or until the vehicle has been driven 80,000 kilometers, whichever occurs first. The service adjustment warranty period is for one (1) year or until the vehicle has been driven 20,000 kilometers, whichever occurs first.

Warranty Coverage

The New Vehicle Limited Warranty covers any factory-supplied component of the Jaguar vehicle that is defective during the basic warranty period, with the exception of tires and items such as:

- Lubricants
- Normal maintenance items
- Regularly scheduled maintenance, parts and labor
- Wear parts, except as listed below

The warranty includes any part scheduled for routine replacement during the warranty period if it is defective. If a part fails at the same time it is due for replacement it is not covered by the warranty.

Wear parts

Wear parts are warranted for one (1) year or until the vehicle has been driven 20,000 kilometers. Wear parts include the following:

- Brake pads – defect only *
 - Windshield wiper blades
- * Brake pads are covered for defects in material and workmanship only. Normal wear is not covered by the New Vehicle Limited Warranty.

Warranties: Vehicle Warranties

Brake discs (rotors)

Brake discs are covered for defects in material and workmanship only. Normal wear is not covered by the New Vehicle Limited Warranty.

Battery

The battery is warranted 100% for parts and labor for four (4) years or 80,000 kilometers, whichever occurs first.

Service adjustments

Any adjustment necessary to correct a defect in materials or workmanship will be performed without charge for one (1) year or until the vehicle has been driven 20,000 kilometers. The term "adjustment" refers to minor repairs or adjustment not usually associated with the replacement of parts. Service adjustments include wheel and suspension alignment and wheel and tire balancing.

What is not Covered

Damage Caused by Accident; Alteration or Misuse of the Vehicle

Examples are:

- Damage caused by collision, fire, flood, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle, such as negligence, overloading, racing, or using the vehicle as a stationary power source

- Alteration or modification of the vehicle, including changes to the body, chassis, or components after the vehicle leaves the control of Jaguar Canada.
- Tampering with the vehicle, tampering with the emissions systems or with other parts that affect these systems
- Disconnection or alteration of the odometer, or where the actual distance cannot be determined due to the odometer being inoperative for an extended period of time
- Unauthorized replacement of the odometer / speedometer
- Use of contaminated or improper fuel or fluids
- Application of chemicals by the owner

Damage Caused by Use and/or the Environment

Surface corrosion and deterioration of paint, trim, and appearance items that result from use and/or exposure to the elements are not covered. Examples are:

- Stone chips, scratches
- Dings or dents
- Road salt, tree sap
- Bird droppings
- Lightning, hail damage
- Windstorm damage
- Earthquake damage
- Water or flood damage

Warranties: Vehicle Warranties

What is not Covered

Damage Caused by Improper Maintenance

Damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong fuel, oil, lubricants, or fluids is not covered. Refer to the Owner's Handbook for correct fluid levels, and the Maintenance Schedule in this handbook for proper ways to maintain your vehicle.

Examples are:

- Oil changes
- Engine tune-up
- Wiper blades
- Oils, lubricants and other fluids
- Oil / air filters
- Brake linings / pads
- Cleaning and polishing

Other Items and Conditions not Covered by This Warranty

- Parts and accessories on your vehicle that are not Jaguar-approved and are installed by dealer's body shops or manufacturing companies other than Jaguar
- Vehicles reported as follows: dismantled, fire, flood, junk, rebuilt, reconstructed, salvaged or totaled
- Service adjustments, alignments and wear parts after one (1) year or 20,000 kilometers, whichever occurs first

Extra-Warranty Adjustment

Sometimes Jaguar Canada may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the warranty. Check with your authorized Jaguar dealer, or contact the Jaguar Canada Customer Relationship Center, as outlined on page 20, to determine whether any adjustment program is applicable to your vehicle. Please have available the following information:

- The model and the model year of your Jaguar 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

Jaguar Land Rover North America LLC reserves the right to make modifications in vehicles manufactured and/or sold by them at any time without incurring any obligation to make the same or similar modifications in vehicles previously manufactured and/or sold by them.

Warranties: Vehicle Warranties

Corrosion Protection Limited Warranty

Applicability: All 2010 Model Year Canadian specification Jaguar vehicles registered in Canada, the U.S.A., and Puerto Rico.

Warranty Statement

Jaguar Canada warrants that if any corrosion perforation occurs on the body of a Jaguar vehicle within six (6) years, unlimited distance, from the date of first retail sale or the date of entry into demonstrator service, the panels affected by corrosion perforation will be repaired, or replaced, at no charge to the owner.

Warranty coverage

This warranty applies only to corrosion perforation of painted body panels or the body shell. Corrosion perforation means the corroding-through of the vehicle body from the inside to the outside.

Any part or component bolted or attached to the body, such as the suspension or exhaust systems, is not covered by the warranty because it is not part of the “body”. These components are covered by the New Vehicle Limited Warranty.

Sheet metal damage repairs

Any automotive body shop that is repairing sheet metal damage should be instructed to apply proper anti-corrosive materials to bring those repaired areas into conformity with the original protection provided by the manufacturer.

Aftermarket corrosion-proofing

Jaguar vehicles are protected internally with a wax-injection process. The use of aftermarket applications that contain solvents could compromise this factory coating. Claims for future corrosion perforation repairs could be denied because the factory coating had been rendered ineffectual.

Aluminum repairs

XJ and XK models employ full aluminum body panels and monocoque framework. All collision repairs must be performed by an authorized Jaguar Aluminum Repair Center for the Corrosion Warranty to be applicable. Contact your local Jaguar dealer for details, or contact the Jaguar Canada Customer Relationship Center as outlined on page 20.

Warranties: Federal Emission Control System Warranties

Emission Design and Defect Warranty

Applicability: All 2010 Model Year Jaguar vehicles certified in accordance with Environment Canada which are registered and operated in Canada.

Warranty Statement

Under the Federal Emission Design and Defect Warranty, Jaguar Canada must provide coverage for two (2) years or 32,000 kilometers, whichever occurs first. Jaguar Canada has voluntarily extended this warranty to four (4) years or 80,000 kilometers, whichever occurs first.

The warranty period for the vehicle begins on the date of the first retail sale, or on the date of entry into demonstrator service and continues for four (4) years or until the vehicle has been driven 80,000 kilometers, whichever occurs first.

Items that require scheduled replacement are warranted up to the replacement interval as specified in the New Vehicle Limited Warranty.

Jaguar Canada warrants that Jaguar vehicles are designed, built, and equipped so as to conform at the time of sale with Environment Canada emission standards applicable at the time of manufacture, and are free from defects in factory-supplied materials and workmanship which could cause the vehicle to fail applicable regulations. You will not be charged for repair, replacement, or adjustments needed to correct emissions-related defects of the parts listed on page 13. Labor and diagnostic costs are included.

In addition, components noted with an asterisk (*) in the parts list on page 13 are covered for eight (8) years or 130,000 kilometers, whichever occurs first.

Warranties: Federal Emission Control System Warranties

Emission Performance Warranty

Applicability: All 2010 Model Year Jaguar vehicles certified in accordance with Environment Canada which are registered and operated in Canada.

Warranty Statement

The Federal Emission Performance Warranty is in effect for two (2) years or 32,000 kilometers, whichever occurs first, beginning on the date of the first retail sale or the date of entry into demonstrator service.

Under the Federal Emission Performance Warranty, Jaguar will repair, replace, or adjust, with no charge for labor, diagnosis or parts, any emission control device or system, if all of the following apply:

- your Jaguar is maintained and operated in accordance with the written instructions for proper maintenance and use listed in the Owner's Handbook and this Passport to Service, and
- your Jaguar fails to conform to the applicable emission standards as judged by an Environment Canada-approved emission test, and
- you are subject to a penalty or sanction (including the denial of the right to use the vehicle) under local, provincial, or federal law, and
- your Jaguar has not been tampered with, misused, or abused.

In addition, components noted with an asterisk (*) in the parts list on page 13 are covered for eight (8) years or 130,000 kilometers, whichever occurs first.

Warranties: Federal Emission Control System Warranties

Emission Control System Warranties Coverage

The following is a list of the parts that are covered under the Federal Emission Control System Warranties.

- Air / fuel feedback control system and sensors
- Catalytic converter(s) *
- Electronic engine control sensors and switches
- Electronic ignition system
- Emissions related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, fuel lines, and wiring harnesses
- Engine control module (ECM) *
- Exhaust gas recirculation (EGR) valve and associated parts
- Exhaust manifold(s)
- Fuel injection system
- Fuel tank, fuel pump, fuel filler cap and neck restrictor
- Fuel vapor storage canister, liquid separator and associated controls
- Intake manifold(s)
- Malfunction indicator light (MIL) system
- PCV system
- Spark control components
- Spark plugs
- Supercharger assembly
- Throttle body assembly
- Transmission control module (TCM) *
- Transmission control module (TCM) and valve assembly *
- Transmission control valve block
- Variable valve timing unit(s)

* parts covered for eight (8) years or 130,000 kilometers

Warranties: Guidelines Applicable to Warranties

Overseas (U.K.) Delivery Vehicles Warranty Period

Overseas delivery vehicles obtained through the Jaguar Personal Export Program that have been built to U.S.A. and Canada specifications are entitled to all applicable Jaguar warranties as detailed in this handbook. Warranty coverage begins on the retail delivery date in the U.K.

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 Handbook and this Passport to Service. Jaguar vehicles should have their first scheduled maintenance at 16,000 kilometers or 24,000 kilometers, depending on vehicle specification, or 12 months from the date of delivery, whichever occurs first. Subsequent maintenance must be carried out at intervals not to exceed 16,000 kilometers or 24,000 kilometers, depending on vehicle specification, or 12 months, whichever occurs first.

Should the vehicle have a high proportion of short journeys or operate in severe conditions, Jaguar Canada recommends that the maintenance procedures be performed at intervals not to exceed six (6) months.

It is perfectly normal for the vehicle to consume some engine oil during normal use. It is the owner's responsibility to ensure that the engine oil is maintained at the proper level in between the scheduled maintenance intervals. Additionally, more frequent checks of under hood fluids and tire pressures can help minimize your chance of being inconvenienced while on the road, and may extend the life of certain wear and tear components. Jaguar dealers may offer supplemental maintenance services as a convenience to those owners who do not wish to perform these services themselves.

The owner must maintain a record of when and where each scheduled maintenance service was performed. The date and odometer reading should be recorded in the Maintenance Service Record section of this handbook (pages 28 – 29). Jaguar Canada 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. Improper maintenance performed by anyone other than a Jaguar dealer that results in repair costs during the warranty period are the responsibility of the vehicle owner.

Warranties: Guidelines Applicable to Warranties

The instructions in the Owner's Handbook 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 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 premium unleaded gasoline only as specified in the Owner's Handbook. The use of leaded or alternative fuels could adversely affect the emission control system, causing the vehicle to fail an emission test.

Subsequent repairs are the responsibility of the owner. Consult an authorized Jaguar dealer 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.

Who May Perform Warranty Work

New Vehicle Limited Warranty

Only authorized Jaguar dealers may perform repairs, adjustment and replacement of parts under the Jaguar New Vehicle Limited Warranty. In an emergency situation, when no authorized Jaguar dealer is available and it is not possible to get the vehicle to such a dealer, 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 Jaguar dealer as a condition of reimbursement for emergency repairs not performed at an authorized Jaguar dealer.

Corrosion Protection Limited Warranty

Only authorized Jaguar dealers may perform repairs and replacement of parts under the Jaguar Corrosion Protection Limited Warranty.

Warranties: Guidelines Applicable to Warranties

Emission Control System Warranties

Repair to, or replacement of, any emission control system part found to be defective and covered by a Jaguar warranty will be performed by the authorized Jaguar dealer 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 Jaguar-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 Jaguar dealer, the validity of Jaguar 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.

Replacement Emission Parts

The Jaguar emission control system was designed, built, tested and certified using genuine Jaguar parts, and the vehicle is certified by the manufacturer as being in conformity with Environment Canada emission control regulations. It is recommended that any replacement parts used for maintenance, repair, or replacement be Jaguar-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 Jaguar parts in performance and durability.

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

Warranties: Guidelines Applicable to Warranties

Conditions for Acceptance of Emission Control System Warranty Liability

Jaguar Canada 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 dealer (or by any other authorized service facility)

Nor will Jaguar Canada 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 Canada 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 Jaguar vehicles incorporating alterations or conversions (examples: convertibles, limousines) outside of Jaguar authorized programs will continue to carry the Jaguar Canada warranty only on those areas of the vehicle that are not affected by the alteration or conversion.

Warranties: Obtaining Warranty Repairs

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 Jaguar dealer (unless it is an “emergency repair” as defined on page 15 of this handbook) within the applicable warranty period and request the warranty service you would like to receive. When making warranty repairs, the dealer will use genuine Jaguar parts or remanufactured parts that are authorized by Jaguar Canada.

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 Jaguar vehicle to any authorized Jaguar dealer or to any facility authorized by Jaguar Canada to perform such work or service. If the emission warranty claim is accepted, it will be the obligation of Jaguar Canada to make all adjustments, repairs or replacements needed to ensure that the vehicle complies with applicable Environment Canada emission standards, and that the vehicle will continue to comply and operate safely throughout the warranty period (provided the Jaguar vehicle is properly maintained and operated). The warranty work required will be performed at the expense of Jaguar Canada only if the repairs are performed by an authorized Jaguar dealer or by any facility authorized by Jaguar Canada to perform such work or service.

Warranties: Obtaining Warranty Repairs

Most authorized Jaguar dealers will be able to inform owners promptly as to whether a claim under either vehicle emission warranty is covered. If the dealer informs the owner that an emission warranty claim is not covered, the claim will be sent to Jaguar Canada for a final determination. Jaguar Canada must render a final decision within 30 days of the date the vehicle was presented to an authorized Jaguar dealer or facility for emission related repair, or within the time period set by local, provincial 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 Canada or to the authorized repair facility. If Jaguar Canada 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 Canada, Jaguar Canada will be responsible for repairing the Jaguar 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 Canada) to repair the Jaguar vehicle within the required time period, the owner shall be entitled to have the warranty remedy performed at the expense of Jaguar Canada by any repair facility of the owner's choosing.

If the Jaguar vehicle must be tested, or other procedures must be performed to determine that the emission claim is valid, Jaguar Canada 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 Canada Customer Relationship Center. Refer to page 20 for the address and telephone number. Information may also be obtained, and violations of warranty terms may be reported, by contacting Environment Canada.

Customer Assistance

Customer Relationship Center

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

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

Jaguar Land Rover Canada ULC
8 Indell Lane
Bramalea, Ontario
L6T 4H3

ATTN: Customer Relationship Center
1-800-668-6257

e-mail: Visit www.jaguar.ca; after selecting the desired language, click on "CONTACT US", then select "[Click here](#)" for the Online Form.

When contacting Jaguar Canada by telephone, a Customer Relationship Center Representative will answer your call and help to resolve your concern. Customer Relationship Center Representatives are available Monday through Friday between the hours of 8:30 am and 7:00 pm, EST.

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 Jaguar 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 and on your personalized Jaguar Experience card
- Approximate odometer reading
- The servicing dealer's name and address
- Brief details of the concern.

Province-sponsored arbitration programs

Jaguar Canada participates in province-sponsored arbitration programs where they are available and required by law. These dispute settlement mechanisms are essentially third party mediation panels.

The arbitration programs are established and operated by provincial agencies.

Customer Assistance

Mediation / Arbitration Program (CAMVAP)

If efforts by Jaguar Canada and your Jaguar dealer to resolve a factory-related vehicle service concern prove unsatisfactory, Jaguar Canada participates in an impartial third-party mediation / arbitration program administered by the Canadian Motor Vehicle Arbitration Plan (CAMVAP).

The CAMVAP program is a straightforward and relatively speedy alternative for resolving a disagreement when all other efforts to produce a settlement have failed. The program is without cost to you and is designed to eliminate the need for lengthy and expensive legal proceedings.

In the CAMVAP program, impartial third-party arbitrators will conduct an informal hearing at a mutually convenient time and place. The arbitrators review the positions of both parties, make decisions and, where appropriate, render awards to resolve disputes. CAMVAP decisions are fast, fair and final, as the arbitrator's award is binding on both you and Jaguar Canada.

CAMVAP services are available in all Canadian provinces and territories. For more information, without charge or obligation, call your CAMVAP provincial administrator directly at 1-800-207-0685.

Reporting Safety Defects

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform Transport Canada in addition to notifying Jaguar Canada.

If Transport Canada 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, Transport Canada cannot become involved in individual problems between you and your dealer or Jaguar Canada.

Jaguar Assistance Program

Jaguar Experience

The Jaguar Experience is an exclusive collection of privileges and services for Jaguar owners. Further information regarding specific owner benefits are detailed in your Jaguar Experience Welcome Kit, which is mailed a few weeks after delivery of your Jaguar.

Jaguar Assistance Program

As part of Jaguar's commitment to a pleasurable driving experience, the Jaguar Assistance Program is furnished at no additional cost to you for the term of your New Vehicle Limited Warranty (4 years / 80,000 kilometers, whichever occurs first).

Jaguar Assistance benefits are available 24 hours a day, 365 days a year, through our toll-free Assistance Line:

1-800-265-1695

Assistance Program Benefits

24-hour emergency towing

In the event of a mechanical disablement of your Jaguar vehicle which renders the vehicle inoperative, the Jaguar Assistance Center will arrange to transport your vehicle to the nearest Jaguar dealer. This service will be provided throughout the U.S., Canada and Puerto Rico at no cost to you if required at any time during the term of your New Vehicle Limited Warranty (4 years / 80,000 kilometers, whichever occurs first). Your vehicle must be accessible to our dispatched transport facility (as determined by our facility) to receive this service.

24-hour roadside assistance

Should you accidentally run out of fuel, require a battery jump or lock-out assistance, or need help in changing a flat tire, the Jaguar Assistance Center will dispatch a facility to deliver a small quantity of fuel, change a flat tire with your inflated spare, or arrange a battery jump to allow you to proceed to your destination. This service will be provided to you if required at any time during the term of your New Vehicle Limited Warranty (4 years / 80,000 kilometers, whichever occurs first).

Jaguar Assistance Program

Trip interruption benefits

Trip interruption benefits are provided in the event of a warranty-related disablement that occurs more than 250 kilometers from your primary residence. Reasonable reimbursement for meals, lodging and alternate transportation expenses are included, unless you have already reached your final destination*.

It is required that you contact the Jaguar Assistance Center to obtain pre-authorization of claim expenses. Original receipts must be provided for your reimbursement to be processed. Items such as entertainment, non-essential goods and services, rental vehicle drop-off fees, expenses and claims paid by your insurance company or other provider, and insurance deductibles are not eligible for reimbursement.

***Please Note:** Reimbursement for meals and lodging is not extended if you have already reached your final or intended destination.

Jaguar dealer locator service

The Jaguar Assistance Center will provide Jaguar owners with the location and phone number of the nearest Jaguar dealer. This will enable owners to locate Jaguar authorized parts and service while traveling via a simple toll-free call from anywhere in Canada or the U.S.

Jaguar customized trip routing service

This benefit provides comprehensive information about the most time saving (direct) or scenic routes to travel. It includes easy-to-follow maps, a highlighted travel planner specific to your route and destination, distance guides, points of interest and other useful material to make your trip easier and more enjoyable.

Please call the toll-free Assistance Line to order your customized trip routing.

Using the Jaguar Assistance Center

If your Jaguar vehicle becomes disabled while in operation, proceed as follows:

- Call the 24-hour toll-free Assistance Line:

1-800-265-1695

- Provide the Jaguar Assistance Center representative with your name, the vehicle identification number (VIN), the current odometer reading of your vehicle, the vehicle location, a telephone number where you can be reached and a brief description of the problem. The 17-digit VIN appears on the Owner and Vehicle Identification page (page ii) of this booklet, on your insurance card, and on the plate located at the bottom left of the vehicle windshield.

The Jaguar Assistance Center representative will work with you to find the best solution to your problem. If it is safe to do so, it is recommended that you remain with your vehicle until assistance arrives.

Exceptions

The Jaguar Assistance Program does NOT cover the following:

- Disablements caused by accidents, collisions or vandalism
- Jaguar rental fleet vehicles

Maintenance must be carried out at intervals not to exceed 16,000 kilometers or one year, whichever occurs first. Should the vehicle have a high proportion of short journeys or operate in severe conditions, Jaguar North America recommends that the maintenance procedures be performed at intervals not to exceed six months.

SERVICE	Interval: Kilometers x 1,000																			
	16	32	48	64	80	96	112	128	144	160	Interval: Years									
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Check function of all exterior lights, horn, wipers and warning lights	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Inspect windshield wiper blades for wear	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Apply Jaguar Screen Clean paste to exterior of front windshield		•		•		•		•		•		•		•		•		•		•
Check / top up brake fluid level	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Check coolant protection / top up coolant level	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Check / top up power assisted steering fluid level	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Check / top up windshield washer fluid level	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Check / top up battery electrolyte level		•		•		•		•		•		•		•		•		•		•
Check drive belt tension and wear indicators; replace if necessary or as specified	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Visually check under hood and under body for any fluid leaks	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Inspect brake pads for wear; check rotor condition when pads are changed	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

SERVICE	Interval: Kilometers x 1,000									
	16	32	48	64	80	96	112	128	144	160
	Interval: Years									
	1	2	3	4	5	6	7	8	9	10
Check suspension dampers for fluid leaks	•	•	•	•	•	•	•	•	•	•
Check tires (including spare tire): – pressure, tread depth, and general condition – signs of uneven wear – correct size and type	•	•	•	•	•	•	•	•	•	•
Verify electronic parking brake operation	•	•	•	•	•	•	•	•	•	•
Conduct road test	•	•	•	•	•	•	•	•	•	•
Replace engine oil, oil filter and drain plug sealing washer	•	•	•	•	•	•	•	•	•	•
Replace pollen filter		•		•		•		•		•
Replace air filter element				•				•		
Replace fuel filter				•				•		
Replace brake fluid	Every three years regardless of mileage									
Replace spark plugs	160,000 kilometers									
Replace accessory drive belt	240,000 kilometers									
Replace engine coolant	Every 10 years or 240,000 kilometers									

Maintenance must be carried out at intervals not to exceed 24,000 kilometers or one year, whichever occurs first. Should the vehicle have a high proportion of short journeys or operate in severe conditions, Jaguar North America recommends that the maintenance procedures be performed at intervals not to exceed six months.

SERVICE	Interval: Kilometers x 1,000											
	24	48	72	96	120	144	168	192	216	240		
	Interval: Years											
	1	2	3	4	5	6	7	8	9	10		
Check function of all exterior lights, horn, wipers and warning lights	●	●	●	●	●	●	●	●	●	●		
Inspect windshield wiper blades for wear	●	●	●	●	●	●	●	●	●	●		
Apply Jaguar Screen Clean paste to exterior of front windshield	●	●	●	●	●	●	●	●	●	●		
Check / top up brake fluid level	●	●	●	●	●	●	●	●	●	●		
Check coolant protection / top up coolant level	●	●	●	●	●	●	●	●	●	●		
Check / top up power assisted steering fluid level	●	●	●	●	●	●	●	●	●	●		
Check / top up windshield washer fluid level	●	●	●	●	●	●	●	●	●	●		
Check / top up battery electrolyte level	●	●	●	●	●	●	●	●	●	●		
Check drive belt (and supercharger belt, if equipped) tension and wear indicators; replace inspected belts if necessary or as specified	●	●	●	●	●	●	●	●	●	●		
Visually check under hood and under body for any fluid leaks	●	●	●	●	●	●	●	●	●	●		
Inspect brake pads for wear; check rotor condition when pads are changed	●	●	●	●	●	●	●	●	●	●		
Check suspension dampers for fluid leaks	●	●	●	●	●	●	●	●	●	●		

2010 MY Maintenance Schedule 5.0L XF, XJ, XK

SERVICE	Interval: Kilometers x 1,000									
	24	48	72	96	120	144	168	192	216	240
	Interval: Years									
	1	2	3	4	5	6	7	8	9	10
Check tires (including spare tire): – pressure, tread depth and general condition – signs of uneven wear – correct size and type	•	•	•	•	•	•	•	•	•	•
Verify electronic parking brake operation	•	•	•	•	•	•	•	•	•	•
Conduct road test	•	•	•	•	•	•	•	•	•	•
Replace engine oil and oil filter	•	•	•	•	•	•	•	•	•	•
Replace pollen filter – XF, XJ		•		•		•		•		•
Replace pollen filter – XK	•	•	•	•	•	•	•	•	•	•
Replace air filter element – XF, XJ Naturally Aspirated					•					•
Replace air filter element – XF, XJ Supercharged				•				•		
Replace air filter element – XK			•			•			•	
Replace brake fluid – XK	Every two years regardless of mileage									
Replace brake fluid – XF, XJ	Every three years regardless of mileage									
Replace spark plugs	168,000 kilometers									
Replace Supercharger drive belt (if equipped)	168,000 kilometers									
Replace accessory drive belt	240,000 kilometers									
Replace engine coolant	Every 10 years or 240,000 kilometers									

Maintenance Service Record

Record of Dealer Service

The undersigned dealer certifies that on the date listed, this vehicle was serviced as per the maintenance schedule, and any conditions covered by a Jaguar warranty were repaired.

Should the vehicle have a high proportion of short journeys or operate in severe conditions, Jaguar Canada recommends that the maintenance procedures be performed at intervals not to exceed six (6) months.

It is perfectly normal for the vehicle to consume some engine oil during normal use. It is the owner's responsibility to ensure that the engine oil is maintained at the proper level in between the scheduled maintenance intervals. Additionally, more frequent checks of under hood fluids and tire pressures can help minimize your chance of being inconvenienced while on the road, and may extend the life of certain wear and tear components. Jaguar dealers may offer supplemental maintenance services as a convenience to those owners who do not wish to perform these services themselves.

Maintenance Interval

16,000 kilometers (4.2L XF)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

24,000 kilometers (5.0L XF, XJ, XK)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

32,000 kilometers (4.2L XF)

Date _____

Odometer _____

Dealer Stamp

Maintenance Service Record

Maintenance Interval

48,000 kilometers (All models)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

80,000 kilometers (4.2L XF)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

64,000 kilometers (4.2L XF)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

96,000 kilometers (All models)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

72,000 kilometers (5.0L XF, XJ, XK)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

112,000 kilometers (4.2L XF)

Date _____

Odometer _____

Dealer Stamp

Maintenance Service Record

Maintenance Interval

120,000 kilometers (5.0L XF, XJ, XK)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

160,000 kilometers (4.2L XF)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

128,000 kilometers (4.2L XF)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

168,000 kilometers (5.0L XF, XJ, XK)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

144,000 kilometers (All models)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

192,000 kilometers (5.0L XF, XJ, XK)

Date _____

Odometer _____

Dealer Stamp

Maintenance Service Record

Maintenance Interval

216,000 kilometers (5.0L XF, XJ, XK)

Date _____

Odometer _____

Dealer Stamp

Maintenance Interval

240,000 kilometers (5.0L XF, XJ, XK)

Date _____

Odometer _____

Dealer Stamp

Car Clubs

Jaguar Clubs of North America

The Jaguar Clubs of North America (JCNA), founded on January 16, 1958, exists to promote and encourage a spirit of mutual interest and assistance among owners of Jaguar automobiles. JCNA assists in the formation of local Jaguar owner's clubs and charters these groups to provide a means for the exchange of information concerning Jaguar automobiles. JCNA also publishes periodic bulletins and magazines containing material of interest to members.

JCNA sponsors Championship competitions for members in *Concours d'Elegance*, road rallies and slaloms, and encourages affiliate clubs to take part in these activities. Local clubs also hold social meetings, tours and other events.

JCNA dues include a subscription to the JAGUAR JOURNAL, a bi-monthly magazine containing articles of interest to all Jaguar owners. The JOURNAL covers Jaguar company, product and racing news, technical data, club activity information, and feature articles of general interest with a Jaguar focus.

To receive JCNA information and a list of local clubs, visit the website at **www.JCNA.com**, call 1-888-CLUBJAG.

The views expressed by The Jaguar Clubs of North America are not necessarily those of Jaguar Land Rover North America LLC or Jaguar Land Rover Canada ULC.



Notes

Notes

PLACE
STAMP
HERE

Jaguar Land Rover Canada ULC

ATTN: Customer Relationship Center

8 Indell Lane


Bramalea, Ontario

L6T 4H3

Jaguar Security Information Card

- Enter the required security information onto the card
- Remove the card from this handbook and store it in a safe place – NOT in the vehicle
- Should you sell the vehicle, be sure to pass the card to the new owner

SECURITY INFORMATION



JAGUAR

VIN

Locking Wheel Nut Code

Security Label from
Key Transmitter

**AFFIX
SECURITY LABEL
HERE**

Keep this card in a safe place – NOT in the vehicle.