

EXHAUST SYSTEM OXYGEN (O₂) SENSOR EXTENDED WARRANTY PROGRAM



NAS20.11.007

WARRANTY

CAN/USA

AFTERSALES BULLETIN

NOVEMBER 13, 2020

TO: Jaguar and Land Rover Authorized Retailers

RE: Exhaust System Oxygen (O₂) Sensor Extended Warranty Program

Jaguar Land Rover Canada ULC and Jaguar Land Rover North America, LLC have taken the decision to provide extended warranty coverage to the Oxygen (O₂) sensors of certain 2013-2017 model year Jaguar and Land Rover vehicles with a GTDi 2.0L, V6 3.0L SC, V8 5.0L, or V8 5.0L SC petrol engine.

What does this Extended Warranty Cover?

This extended warranty covers repairs to or replacement of the O₂ sensor(s) and sensor operating software and is applicable to the vehicles listed below.

What are the Applicable Vehicles* and Model Years?

F-PACE (X761).....	2017MY	LR2 (LF)	2013-15MY
F-TYPE (X152)	2014-17MY	Discovery Sport (LC)	2015-17MY
XE (X760)	2017MY	LR4 (LA)	2013-16MY
XF (X250; X260)	2013-17MY	Discovery (LR)	2017MY
XJ (X351)	2013-17MY	Range Rover Evoque (LV)	2013-17MY
XK (X150)	2013-15MY	Range Rover Sport (LS; LW)	2013-17MY
		Range Rover (LG)	2013-17MY

*Only vehicles fitted with a GTDi 2.0L, V6 3.0L SC, V8 5.0L, or V8 5.0L SC petrol engine.

What is the extended warranty offering?

The extended warranty limits are defined in the following table.

JAGUAR MODEL / PETROL ENGINE VARIANT	LAND ROVER MODEL / PETROL ENGINE VARIANT	COVERAGE (FROM FIRST RETAIL / IN SERVICE DATE)
F-PACE (X761) 3.0L	Discovery Sport (LC) 2.0L	CANADA: 15 years / 242,000 kms (whichever occurs first) USA: 15 years / 150,000 mi (whichever occurs first)
F-TYPE (X152) 3.0L	Discovery (LR) 3.0L	
XE (X760) 3.0L	Range Rover Evoque (LV) 2.0L	
XF (X250; X260) 3.0L	Range Rover Sport (LW) 3.0L	
XJ (X351) 3.0L	Range Rover (LG) 3.0L	
-	LR2 (LF) 2.0L	CANADA: 11 years / 192,000 kms (whichever occurs first) USA: 11 years / 120,000 mi (whichever occurs first)
	LR4 (LA) 3.0L, 5.0L	
	Range Rover Sport (LS; LW) 5.0L	
	Range Rover (LG) 5.0L	

For questions regarding the content of this publication, please contact:

Imanda Baladi

Upstream Technology & Warranty Manager

naesc@jaguarlandrover.com

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

JAGUAR MODEL / PETROL ENGINE VARIANT	LAND ROVER MODEL / PETROL ENGINE VARIANT	COVERAGE (FROM FIRST RETAIL / IN SERVICE DATE)
F-TYPE (X152) 5.0L	-	CANADA: 10 years / 192,000 kms (whichever occurs first) USA: 10 years / 120,000 mi (whichever occurs first)
XE (X760) 2.0L		
XF (X250; X260) 2.0L, 5.0L		
XJ (X351) 5.0L		
XK (X150) 5.0L		

What do Retailers need to do?

Repairs to Applicable Vehicles follow the standard Jaguar Land Rover repair process and Retailers must:

1. Use the Jaguar Land Rover claims submission system to verify vehicle is eligible for this extended warranty;
2. Follow the repair procedures provided in TOPIx; and
3. Submit a warranty claim via the warranty system.

If the standard Jaguar or Land Rover New Vehicle Limited Warranty has expired and this extended warranty has not yet expired, claims must be submitted using Program Code **O2S**.

Normal Warranty policy and procedures apply.

Will customers be notified of this warranty extension?

Owners of affected vehicles will be notified by mail of this warranty extension.

Customer Re-imbusement for previous repairs

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period) prior to the date of the customer letter, a copy of the repair order must be produced as proof of the repair. Submit a Goodwill CE Prior Authority Request (PAR). Once approval is provided, reimburse the customer..

A copy of the invoice must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for the extended O₂ warranty as defined in this bulletin may be included in this process.

SAMPLE OWNER LETTER (CANADA) - EXHAUST SYSTEM OXYGEN (O₂) SENSOR EXTENDED WARRANTY PROGRAM (JAGUAR)

November 2020

RE: Exhaust System Oxygen (O₂) Sensor Extended Warranty Program

Vehicles Affected*:

F-PACE	2017MY	XF	2013-17MY
F-TYPE	2014-17MY	XJ	2013-17MY
XE	2017MY	XK	2013-15MY

*Only vehicles fitted with a GTDi 2.0L, V6 3.0L SC, V8 5.0L, or V8 5.0L SC petrol engine.

Dear current or former owner or lessee:

This letter is to notify you that Jaguar Land Rover Canada ULC has decided to offer additional warranty benefits related to the Exhaust System Oxygen (O₂) sensors installed in certain vehicles listed above.

In line with our commitment to customer satisfaction, we are offering these benefits in response to reports of performance issues with exhaust system O₂ sensors.

Your vehicle is affected by this program.

What is the Concern?

The O₂ sensor concerns can be caused by either design or manufacturing variations or by system operating software and can lead to illumination of the check engine light (MIL) and potentially a minor increase in tailpipe emissions. There are no effects to vehicle performance. Vehicle repairs now benefit from enhanced system robustness improvements to component design, manufacturing processes, and operating software.

How long is the extended warranty?

The extended warranty limits are defined in the following table.

MODEL / PETROL ENGINE VARIANT	COVERAGE
F-PACE 3.0L	15 years / 242,000 kms (whichever occurs first)
F-TYPE 3.0L	
XE 3.0L	
XF 3.0L	
XJ 3.0L	
F-TYPE 5.0L	10 years / 192,000 kms (whichever occurs first)
XE 2.0L	
XF 2.0L, 5.0L	
XJ 5.0L	
XK 5.0L	

What should you do?

Should your vehicle's check engine light illuminate, please contact your preferred authorized Jaguar Retailer, provide your Vehicle Identification Number (VIN) and make a service appointment to diagnose the concern. Any required repairs/replacements to any O₂ sensor or to O₂ sensor operating software will be covered at no cost to you for the length of the applicable extended warranty period.

Jaguar recommends you keep a copy of this letter in your glovebox with your vehicle literature pack and it be provided to the new owner of your vehicle when it is sold.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Jaguar is offering a refund. In order to qualify for a refund, please provide your authorized retailer with the original paid receipt. To avoid delays, please do not send the receipt to Jaguar Land Rover Canada.

Attention Leasing Agencies:

Please forward this notification to the lessee within 10 days.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions regarding this program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Canada Customer Relationship Center at 1-800-668-6257.

You may also contact us by email using the following address: jagcweb@jaguarlandrover.com. If you have the need to contact us by mail, please use the following address:

Jaguar Land Rover Canada ULC
ATTN: Customer Relationship Center
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Jaguar regrets any inconvenience this action may cause and thanks you for your co-operation.

Yours Sincerely,



Robert Whisson
Director, Customer Service
Jaguar Land Rover Canada ULC

SAMPLE OWNER LETTER (CANADA) - EXHAUST SYSTEM OXYGEN (O₂) SENSOR EXTENDED WARRANTY PROGRAM (LAND ROVER)

November 2020

RE: Exhaust System Oxygen (O₂) Sensor Extended Warranty Program

Vehicles Affected*:

LR2	2013-15MY	Range Rover Evoque	2013-17MY
Discovery Sport	2015-17MY	Range Rover Sport	2013-17MY
LR4	2013-16MY	Range Rover	2013-17MY
Discovery	2017MY		

*Only vehicles fitted with a GTDi 2.0L, V6 3.0L SC, V8 5.0L, or V8 5.0L SC petrol engine.

Dear current or former owner or lessee:

This letter is to notify you that Jaguar Land Rover Canada ULC has decided to offer additional warranty benefits related to the Exhaust System Oxygen (O₂) sensors installed in certain vehicles listed above.

In line with our commitment to customer satisfaction, we are offering these benefits in response to reports of performance issues with exhaust system O₂ sensors.

Your vehicle is affected by this program.

What is the Concern?

The O₂ sensor concerns can be caused by either design or manufacturing variations or by system operating software and can lead to illumination of the check engine light (MIL) and potentially a minor increase in tailpipe emissions. There are no effects to vehicle performance. Vehicle repairs now benefit from enhanced system robustness improvements to component design, manufacturing processes, and operating software.

How long is the extended warranty?

The extended warranty limits are defined in the following table.

MODEL / PETROL ENGINE VARIANT	COVERAGE
Discovery Sport 2.0L Discovery 3.0L Range Rover Evoque 2.0L Range Rover Sport 3.0L Range Rover 3.0L	15 years / 242,000 kms (whichever occurs first)
LR2 2.0L LR4 3.0L, 5.0L Range Rover Sport 5.0L Range Rover 5.0L	11 years / 192,000 kms (whichever occurs first)

What should you do?

Should your vehicle's check engine light illuminate, please contact your preferred authorized Land Rover Retailer, provide your vehicle identification number (VIN) and make a service appointment to diagnose the concern. Any required repairs/replacements to any O₂ sensor or to O₂ sensor operating software will be covered at no cost to you for the length of the applicable extended warranty period.

Land Rover recommends you keep a copy of this letter in your glovebox with your vehicle literature pack and it be provided to the new owner of your vehicle when it is sold.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized retailer with the original paid receipt. To avoid delays, please do not send the receipt to Jaguar Land Rover Canada.

Attention Leasing Agencies:

Please forward this notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Center at 800-346-3493, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: lrcweb2@jaguarlandrover.com.

If you have the need to contact us by mail, please use the following address:

Jaguar Land Rover Canada ULC
ATTN: Customer Relationship Center
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover regrets any inconvenience this action may cause and thanks you for your co-operation.

Yours Sincerely,



Robert Whisson
Director, Customer Service
Jaguar Land Rover Canada ULC

SAMPLE OWNER LETTER (USA) - EXHAUST SYSTEM OXYGEN (O₂) SENSOR EXTENDED WARRANTY PROGRAM (JAGUAR)

November 2020

RE: Exhaust System Oxygen (O₂) Sensor Extended Warranty Program

Vehicles Affected*:

F-PACE	2017MY	XF	2013-17MY
F-TYPE	2014-17MY	XJ	2013-17MY
XE	2017MY	XK	2013-15MY

*Only vehicles fitted with a GTDi 2.0L, V6 3.0L SC, V8 5.0L, or V8 5.0L SC petrol engine.

This extended warranty program does not apply to Partial Zero Emission Vehicles (PZEV) registered in California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Rhode Island, or Vermont. The O₂ sensors of PZEVs that are registered in these states are covered under an existing warranty of 15 years or 150,000 miles (whichever occurs first).

Dear current or former owner or lessee:

This letter is to notify you that Jaguar Land Rover North America LLC has decided to offer additional warranty benefits related to the Exhaust System Oxygen (O₂) sensors installed in certain vehicles listed above.

In line with our commitment to customer satisfaction, we are offering these benefits in response to reports of performance issues with exhaust system O₂ sensors.

Your vehicle is affected by this program.

What is the Concern?

The O₂ sensor concerns can be caused by either design or manufacturing variations or by system operating software and can lead to illumination of the check engine light (MIL) and potentially a minor increase in tailpipe emissions. There are no effects to vehicle performance. Vehicle repairs now benefit from enhanced system robustness improvements to component design, manufacturing processes, and operating software.

How long is the extended warranty?

The extended warranty limits are defined in the following table.

MODEL / PETROL ENGINE VARIANT	COVERAGE
F-PACE 3.0L F-TYPE 3.0L XE 3.0L XF 3.0L XJ 3.0L	15 years / 150,000 mi (whichever occurs first)
F-TYPE 5.0L XE 2.0L XF 2.0L, 5.0L XJ 5.0L XK 5.0L	10 years / 120,000 mi (whichever occurs first)

What should you do?

Should your vehicle's check engine light illuminate, please contact your preferred authorized Jaguar Retailer, provide your Vehicle Identification Number (VIN) and make a service appointment to diagnose the concern. Any required

repairs/replacements to any O₂ sensor or to O₂ sensor operating software will be covered at no cost to you for the length of the applicable extended warranty period.

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What if I have previously paid for this concern?

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Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

Should you have any questions regarding this Program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Center at 1-800-4JAGUAR (1-800-452-4827).

You may also contact us by email using the following address: jagweb1@jaguarlandrover.com. If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Jaguar regrets any inconvenience this action may cause and thanks you for your co-operation.

Sincerely,



Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC

SAMPLE OWNER LETTER (USA) - EXHAUST SYSTEM OXYGEN (O₂) SENSOR EXTENDED WARRANTY PROGRAM (LAND ROVER)

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How long is the extended warranty?

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MODEL / PETROL ENGINE VARIANT	COVERAGE
Discovery Sport 2.0L	15 years / 150,000 mi (whichever occurs first)
Discovery 3.0L	
Range Rover Evoque 2.0L	
Range Rover Sport 3.0L	
Range Rover 3.0L	
LR2 2.0L	11 years / 120,000 mi (whichever occurs first)
LR4 3.0L, 5.0L	
Range Rover Sport 5.0L	
Range Rover 5.0L	

Warranty Coverage Notes:

What should you do?

Should your vehicle's check engine light illuminate, please contact your preferred authorized Land Rover Retailer, provide your vehicle identification number (VIN) and make a service appointment to diagnose the concern. Any required repairs/replacements to any O₂ sensor or to O₂ sensor operating software will be covered at no cost to you for the length of the applicable extended warranty period.

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What should you do if you have further questions?

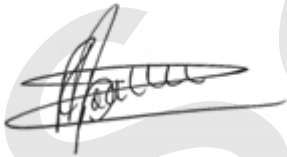
If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: lrweb2@jaguarlandrover.com.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

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Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC