

Service and Warranty Forms



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J A G U A R S E R V I C E



JAGUAR SERVICE AND WARRANTY FORMS INSTRUCTIONS



Date of Issue: 3/2000

Instructions

PLEASE READ ME BEFORE PROCEEDING IF YOU ARE NOT FAMILIAR WITH ADOBE ACROBAT™ READER

- ***Adobe Acrobat™ Reader*** is equipped with an on-line help facility which contains detailed instructions on how to most effectively use Reader.
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[CLICK HERE](#)

for specific instructions on using this document.



JAGUAR SERVICE AND WARRANTY FORMS INSTRUCTIONS



HOW TO FIND AND PRINT THE FORM(S) YOU NEED

- If you do not know the number of the form you need, refer to the **INDEX** on the following page. The forms are listed by number and title.

Each form has an **INSTRUCTIONS PAGE**, which briefly explains the form:

- **USE:** when to use the form.
- **DISPOSITION:** how the form should be distributed and filed.
- **SOURCE:** links you to the form for printing.

In the event that the form you need is not available on this CD, the **SOURCE** will tell you where to get the form.

To access the **INSTRUCTIONS PAGE** for a form, click on the form number in the **INDEX**.

Once you have identified the form you need, use the **SOURCE** link to go to the form.

To print the form, select **FILE >PRINT** from the Windows menu bar. The **PRINT** dialog box has a place to type in the number of copies that you want to print.

- If you already know the number of the form you need and how to use and distribute the form, simply click on the corresponding *bookmark* at left. Reader will automatically link you to the form.

To print the form, select **FILE >PRINT** from the Windows menu bar. The **PRINT** dialog box has a place to type in the number of copies that you want to print.

In the event that the form you need is not available on this CD, there will be a link to the **INSTRUCTIONS PAGE**, which will tell you where to get the form (see **SOURCE**).

[CLICK HERE](#)
to go to the **INDEX**.



JAGUAR SERVICE AND WARRANTY FORMS INSTRUCTIONS



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To access the actual form, use the bookmarks at left or go to the INSTRUCTIONS PAGE and use the SOURCE link.

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S,5	Tire Change Sheet
S,7	Repair Operation Time Change Request
S,18	Vehicle Maintenance Checklist: XJ6 and Vanden Plas 1988 – 1989 MY
S,18,4	Vehicle Maintenance Checklist: Sedan Range 1990 – 1994 MY
S,1897,SED	Vehicle Maintenance Checklist: Sedan Range 1995 – 1997 MY
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S,EWT	Early Warning System Tracking Sheet

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JAGUAR SERVICE AND WARRANTY FORMS INSTRUCTIONS



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W,33	Bill of Lading: Warranty Parts Return via Yellow Freight System
W,34	Wood Veneer Repair Request

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to return to PAGE 1 of the INDEX.

INSTRUCTIONS

USE:

Form JAG,8009 is a two-page form used during Jaguar Customer Care Clinics. The first page is a checklist for the technician to follow during the vehicle inspection process.

The second page provides space for technician and service advisor comments on specific vehicle shortcomings. When the results of the inspection are explained to the customer, the service advisor should be prepared to make a service appointment to correct any problems found, and give the customer the inspection forms.

DISPOSITION:

Pages JAG,8009 one and two are intended for the customer. When the service is complete, photocopy the completed form or transcribed the information onto a second copy. Retain one copy in the dealer vehicle service record folder.

SOURCE:

Print from the Jaguar Service Forms CD as needed, or print and photocopy the pages. [**CLICK HERE**](#) to view and print Form JAG,8009.

[**CLICK HERE**](#)
to return to the INDEX.



INSTRUCTIONS

USE:

Form RAV,DIS1 is required to initiate the Jaguar Reacquired Vehicle Limited Warranty (refer to the Jaguar Warranty Policies and Procedures manual).

DISPOSITION:

When a Reacquired vehicle is first retailed, the dealer completes the three-part form.

The light yellow copy should be presented to the owner at the time of delivery along with the Warranty Information Booklet.

The green copy should be mailed to:

Jaguar RAV
555 MacArthur Blvd.
Mahwah, NJ 07430.

The dark yellow copy should be retained in the vehicle sales file. It is recommended that a copy of this form also be kept in the vehicle service record file.

SOURCE:

Jaguar Cars supplies the form when a dealer purchases the Reacquired vehicle at auction.

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to return to the INDEX.



TIRE CHANGE SHEET

S,5

Date of Issue: 3/2000

S,5 Instructions page

INSTRUCTIONS

USE:

Form S,5 is used to record the transfer of tires on new vehicles.

Under Federal Regulation 574, vehicle dealers are considered to be tire dealers. When tires are exchanged on a new vehicle prior to delivery, the selling dealer is required to record and maintain a record of the new tire serial numbers in order to comply with the Regulation. This ensures that the vehicle owner can be located in the event of a tire recall.

DISPOSITION:

File form S,5 with the vehicle service records.

SOURCE:

[CLICK HERE](#) to view and print form S,5.

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to return to the INDEX.



REPAIR OPERATION TIME CHANGE REQUEST

S,7

Date of Issue: 3/2000

S,7 Instructions page

INSTRUCTIONS

USE:

Form S,7 is used to request a change in a published repair operation time.

DISPOSITION:

Fax, or photocopy and mail the completed and signed S,7 form to the Regional Warranty Department. A second copy of the completed form must be held in the dealer warranty file.

SOURCE:

[CLICK HERE](#) to view and print form S,7.

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to return to the INDEX.



VEHICLE MAINTENANCE CHECKLIST XJ6 and VANDEN PLAS (3.6L) 1988-1989 MY

S,18

Date of Issue: 3/2000

S,18 Instructions page

INSTRUCTIONS

USE:

Form S,18 is a two-page routine maintenance checklist for 1988 and 1989 Jaguar Sedan range vehicles fitted with AJ6 3.6L engines and automatic transmissions. The form helps the technician to keep track of the operations that are required to perform a complete maintenance service. It also provides space for the technician to write comments concerning the vehicle.

DISPOSITION:

The completed form should be attached to the repair order and filed with the vehicle service records to document the services and inspections performed.

SOURCE:

[CLICK HERE](#) to view and print form S,18.

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to return to the INDEX.



VEHICLE MAINTENANCE CHECKLIST SEDAN RANGE (4.0L) 1990 – 1994

S,18,4

Date of Issue: 3/2000

S,18,4 Instructions page

INSTRUCTIONS

USE:

Form S,18,4 is a two-page routine maintenance checklist for the 1990 through 1994 MY Jaguar Sedan range of vehicles fitted with AJ6 4.0L engines and automatic transmissions. The form helps the technician to keep track of the operations that are required to perform a complete maintenance service. It also provides space for the technician to write comments concerning the vehicle.

NOTE: Revision to the Maintenance Procedures and Service Times are announced in Jaguar Service Bulletins.

DISPOSITION:

The completed form should be attached to the repair order and filed with the vehicle service records to document the services and inspections performed.

SOURCE:

[CLICK HERE](#) to view and print form S,18,4.

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VEHICLE MAINTENANCE CHECKLIST

SEDAN RANGE (4.0L NA / S/C and 6.0L V12) 1995 – 1997 MY

S,1897,SED

Date of Issue: 3/2000

S,1897,SED Instructions page

INSTRUCTIONS

US E:

Form S,1897,SED is the maintenance checklist for all 1995 – 1997 MY Jaguar Sedan Range vehicles. This form helps the technician to keep track of the operations that are required to perform a complete maintenance service. It also provides space for the technician to write comments concerning the vehicle.

NOTE: The S,1897,SED Vehicle Maintenance Checklist is comprised of forms S,1895,SED and XJ6 – S.1896,SED and consists of the same maintenance schedules and service times

DISPOSITION:

The completed form should be attached to the repair order and filed with the vehicle service records to document the services and inspections performed.

SOURCE:

[CLICK HERE](#) to view and print form S,1897,SED.

NOTE: Revisions to the Maintenance Procedures and Service Times are announced in Jaguar Service Bulletins

The following Service Times are allotted for the specified Maintenance Intervals:

Maintenance interval miles / kilometers	XJ6 / VDP	XJR (SC)	XJ12
	Service Time (hours)		
7,500 / 12,000	2.10	2.15	2.25
15,000 / 24,000	2.20	2.30	2.30
22,500 / 36,000	2.10	2.15	2.25
30,000 / 48,000	3.70	3.80	4.40
37,500 / 60,000	2.10	2.15	2.25
45,000 / 72,000	2.20	2.30	2.30
52,500 / 84,000	2.10	2.15	2.25
60,000 / 96,000	5.45	5.65	6.15

The following Supplemental Service Times are for specified time based operations and should be added to the appropriate Maintenance Time above.

Vehicle age / operation	XJ6 / VDP	XJR (SC)	XJ12
	Service Time (hours)		
2 years / Replace brake fluid	0.40	0.40	0.40
4 years / Replace engine coolant	0.35	0.35	0.35

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to return to the INDEX.



VEHICLE MAINTENANCE CHECKLIST XJS RANGE (4.0L, 5.3L, XJR-S) All through 1994

S,18,XJS

Date of Issue: 3/2000

S,18,XJS Instructions page

INSTRUCTIONS

USE:

Form S,18,XJS is the maintenance checklist for all 1995 – 1997 MY Jaguar XJS Range vehicles. This form helps the technician to keep track of the operations that are required to perform a complete maintenance service. It also provides space for the technician to write comments concerning the vehicle.

NOTE: Revision to the Maintenance Procedures and Service Times are announced in Jaguar Service Bulletins.

DISPOSITION:

The completed form should be attached to the repair order and filed with the vehicle service records to document the services and inspections performed.

SOURCE:

[CLICK HERE](#) to view and print form S,18,XJS.

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to return to the INDEX.



VEHICLE MAINTENANCE CHECKLIST

All 1998 Models

S,1898

Date of Issue: 3/2000

S,1898 Instructions page

INSTRUCTIONS

USE:

Form S,1898 is the maintenance checklist for all 1998 MY Jaguars. This form helps the technician to keep track of the operations that are required to perform a complete maintenance service. It also provides space for the technician to write comments concerning the vehicle.

NOTE: Revision to the Maintenance Procedures and Service Times are announced in Jaguar Service Bulletins.

DISPOSITION:

The completed form should be attached to the repair order and filed with the vehicle service records to document the services and inspections performed.

SOURCE:

[CLICK HERE](#) to view and print form S,1898.

The following Service Times are allotted for the specified Maintenance Intervals

Maintenance interval miles / kilometers	Service Time (hours)			
	XJ8 (N/A)	XJR (SC)	XK8	XKR
10,000 / 16,000	1.20	1.20	1.25	1.25
20,000 / 32,000	1.20	1.25	1.25	1.30
30,000 / 48,000	2.15	2.10	2.15	2.10
40,000 / 64,000	1.15	1.40	1.20	1.40
50,000 / 80,000	1.20	1.20	1.25	1.25
60,000 / 96,000	2.35	2.35	2.35	2.35
70,000 / 112,000	1.20	1.20	1.25	1.25
60,000 / 128,000	1.15	1.40	1.20	1.40
90,000 / 144,000	2.15	2.10	2.15	2.10
100,000 / 160,000	1.25	1.30	1.30	1.35

The following Supplemental Service Times are for specified time based operations and should be added to the appropriate Maintenance Time above.

Vehicle age / operation	XJ8 (N/A)	XJR (SC)	XK8	XKR
2 years / Replace brake fluid	0.40	0.40	0.40	0.40
4 years / Replace engine coolant	0.35	0.35	0.35	0.35

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to return to the INDEX.



VEHICLE MAINTENANCE CHECKLIST

All 1999 Models

S,1899

Date of Issue: 3/2000

S,1899 Instructions page

INSTRUCTIONS

USE:

Form S,1899 is the maintenance checklist for all 1999 MY Jaguars. This form helps the technician to keep track of the operations that are required to perform a complete maintenance service. It also provides space for the technician to write comments concerning the vehicle.

NOTE: Revision to the Maintenance Procedures and Service Times are announced in Jaguar Service Bulletins.

DISPOSITION:

The completed form should be attached to the repair order and filed with the vehicle service records to document the services and inspections performed.

SOURCE:

[CLICK HERE](#) to view and print form S,1899.

The following Service Times are allotted for the specified Maintenance Intervals:

miles / kilometers	XJ8 (N/A)	XJR (SC)	XK8	XKR
10,000 / 16,000	1.20	1.20	1.25	1.25
20,000 / 32,000	1.20	1.25	1.25	1.30
30,000 / 48,000	1.25	2.10	1.30	2.10
40,000 / 64,000	1.15	1.40	1.20	1.40
50,000 / 80,000	1.20	1.20	1.25	1.25
60,000 / 96,000	1.45	2.35	1.50	2.35
70,000 / 112,000	2.10	1.20	2.10	1.25
80,000 / 128,000	1.15	1.40	1.20	1.40
90,000 / 144,000	1.25	2.10	1.30	2.10
100,000 / 160,000	1.25	1.30	1.30	1.35

The following Supplemental Service Times are for specified time based operations and should be added to the appropriate Maintenance Time above.

Years in service / Service operation	XJ8 / XJR	XK8 / XKR
2 years / Replace brake fluid	0.40 hrs	0.40 hrs
4 years / Replace engine coolant	0.35 hrs Up to VIN 878388	0.35 hrs Up to VIN 042634
5 years / Replace engine coolant	0.35 hrs From VIN 878389	0.35 hrs Up From VIN 042635

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to return to the INDEX.



VEHICLE MAINTENANCE CHECKLIST

All 2000 Models

\$,18,00

Date of Issue: 3/2000

S,18,00 Instructions page

INSTRUCTIONS

USE:

Form S,18,00 is the maintenance checklist for all 2000 MY Jaguars. This form helps the technician to keep track of the operations that are required to perform a complete maintenance service. It also provides space for the technician to write comments concerning the vehicle.

NOTE: Revision to the Maintenance Procedures and Service Times are announced in Jaguar Service Bulletins.

DISPOSITION:

The completed form should be attached to the repair order and filed with the vehicle service records to document the services and inspections performed.

SOURCE:

[CLICK HERE](#) to view and print form S,18,00.

The following Service Times are allotted for the specified Maintenance Intervals:

Maintenance interval miles / kilometers	Service Time (hours)				
	S-TYPE (all)	XJ8 (N/A)	XJR (SC)	XK8	XKR
10,000 / 16,000	1.30	1.20	1.20	1.25	1.25
20,000 / 32,000	1.30	1.20	1.25	1.25	1.30
30,000 / 48,000	1.35	1.25	1.20	1.30	1.20
40,000 / 64,000	1.25	1.15	1.20	1.20	1.20
50,000 / 80,000	1.30	1.20	1.20	1.25	1.25
60,000 / 96,000	1.75	1.45	2.35	1.50	2.35
70,000 / 112,000	2.15	2.10	1.20	2.10	1.25
80,000 / 128,000	1.25	1.15	1.40	1.20	1.40
90,000 / 144,000	1.35	1.25	2.10	1.30	2.10
100,000 / 160,000	1.45	2.25	1.30	2.30	1.35

The following Supplemental Service Times are for specified time based operations and should be added to the appropriate Maintenance Time above.

Vehicle age / operation	S-TYPE (all)	XJ8 and XJR	XK8 and XKR
2 years / Replace brake fluid	0.40	0.40	0.40
5 years / Replace engine coolant	0.35	0.35 From VIN F00103	0.35 From VIN A00083

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to return to the INDEX.



PAINT QUALITY REPORT XJS

S,31

Date of Issue: 3/2000

S,31 Instructions page

INSTRUCTIONS

USE:

Form S,31 is used to report paint or convertible top cover defects to Jaguar.

DISPOSITION:

Mark the defect area(s) on the illustration and indicate the appropriate Defect Code.

Retain a copy with the vehicle service records, attached to the repair order.

NOTE: An XJS Convertible is illustrated. If the vehicle is an XJS Coupe, mark the approximate area of the defect(s) on the appropriate Convertible illustration.

SOURCE:

[CLICK HERE](#) to view and print form S,31.

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to return to the INDEX.



PAINT QUALITY REPORT XJ6 SEDAN 1988 – 1994 MY

S,32

Date of Issue: 3/2000

S,32 Instructions page

INSTRUCTIONS

USE:

Form S,32 is used to report paint defects to Jaguar.

DISPOSITION:

Mark the defect area(s) on the illustration and indicate the appropriate Defect Code.

Retain a copy with the vehicle service records, attached to the repair order.

SOURCE:

[CLICK HERE](#) to view and print form S,32.

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PAIN T QUALITY REPORT XJ SERIES SEDAN – 1995 MY ON

S,33

Date of Issue: 3/2000

S,33 Instructions page

INSTRUCTIONS

USE:

Form S,33 is used to report paint defects to Jaguar.

DISPOSITION:

Mark the defect area(s) on the illustration and indicate the appropriate Defect Code.
Retain a copy with the vehicle service records, attached to the repair order.

SOURCE:

[CLICK HERE](#) to view and print form S,33.

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PAINT QUALITY REPORT XK8

S,34

Date of Issue: 3/2000

S,34 Instructions page

INSTRUCTIONS

USE:

Form S,34 is used to report paint defects to Jaguar.

DISPOSITION:

Mark the defect area(s) on the illustration and indicate the appropriate Defect Code.

VEHICLES STILL IN WARRANTY:

Fax, or photocopy and mail, one copy to: Jaguar Product Investigations

FAX: (201) 818-9763

MAIL: Jaguar Cars Product Investigations

555 MacArthur Blvd.

Mahwah, NJ 07439

ALL VEHICLES:

Retain a copy with the vehicle service records, attached to the repair order.

SOURCE:

[CLICK HERE](#) to view and print form S,34.

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to return to the INDEX.



PAINT QUALITY REPORT S-TYPE

S,38

Date of Issue: 3/2000

S,38 Instructions page

INSTRUCTIONS

USE:

Form S,38 is used to report paint defects to Jaguar.

DISPOSITION:

Mark the defect area(s) on the illustration and indicate the appropriate Defect Code.
Fax, or photocopy and mail one copy to: Jaguar Product Investigations

FAX: (201) 818-9763

MAIL: Jaguar Cars Product Investigations
555 MacArthur Blvd.
Mahwah, NJ 07439

Retain a copy with the vehicle service records, attached to the repair order.

SOURCE:

[CLICK HERE](#) to view and print form S,38.

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to return to the INDEX.



INSTRUCTIONS

USE:

Form S,87 is used to report concerns with the Jaguar Portable Diagnostic System (PDU).

DISPOSITION:

Fax, or photocopy and mail two copies of the completed report to:

MAIL: Jaguar Cars
Equipment and Literature Department
555 MacArthur Blvd.
Mahwah, NJ 07439

FAX: (201) 818-9753

SOURCE:

[CLICK HERE](#) to view and print form S,87.

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to return to the INDEX.



TECHNICAL HOTLINE PRECALL WORK SHEET

S,88

Date of Issue: 3/2000

S,88 Instructions page

INSTRUCTIONS

USE:

Form S,88 is used to request technical assistance from Jaguar.

To maximize the benefits of the Technical Hotline, carefully follow the GUIDELINES FOR USING THE TECHNICAL SERVICE HOTLINE on the next page.

DISPOSITION:

When the case is closed, attach the Technical Hotline Precall Work Sheet S-88 page 2 and any other supporting documentation to the repair order and retain in the vehicle service records folder.

SOURCE:

[CLICK HERE](#) to view and print form S,88.

[CLICK HERE](#)
to return to the INDEX.

INSTRUCTIONS

USE:

Form S,93 is a multi-page form used to report the occurrence of engine and transmission management DTCs (diagnostic trouble codes) to Jaguar. This form **MUST** be submitted to Jaguar any time the CHECK ENGINE MIL is illuminated.

NOTE: DTCs and FREEZE FRAME data **MUST** be extracted and recorded on form S,93 before any other diagnostics or repair are attempted.

DISPOSITION:

Fully complete the form including the FREEZE FRAME data pages. Write the total amount of pages submitted in the space provided on the right hand top of each page. The number of pages required depends on the number of FREEZE FRAME data records that are contained in the vehicle memory.

Fax, or photocopy and mail the completed S,93 OBD II Report to:

MAIL: Jaguar Cars Product Investigations
Powertrain Division
555 MacArthur Blvd.
Mahwah, NJ 07439

FAX: (201) 818-9763

Attach a copy of the completed form S,93 to the repair order and retain with the vehicle service records.

SOURCE:

[CLICK HERE](#) to view and print form S,93.

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PRODUCT QUALITY REPORT

S,94

Date of Issue: 3/2000

S,94 Instructions page

INSTRUCTIONS

USE:

Form S,94 is used to report product problems to Jaguar. Jaguar analyzes the information as it arrives to prioritize the development of field fixes and changes to production. The S,94 Product Quality Report is one of the most effective ways to improve the product.

DISPOSITION:

Fax, or photocopy and mail the completed form to Jaguar Product Investigations.

FAX: (201) 818-9763

MAIL: Jaguar Cars Product Investigations
555 MacArthur Blvd.
Mahwah, NJ 07439

Retain a copy with the dealer vehicle service records.

SOURCE:

[CLICK HERE](#) to view and print form S,94.

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VIBRATION REPORT ALL JAGUAR VEHICLES 1988 MY ON

S,95

Date of Issue: 3/2000

S,95 Instructions page

INSTRUCTIONS

USE:

Form number S,95 is used to report vehicle vibration problems to Jaguar.

DISPOSITION:

Fax, or photocopy and mail the completed form to Jaguar Product Investigations.

FAX: (201) 818-9763

MAIL: Jaguar Cars Product Investigations
555 MacArthur Blvd.
Mahwah, NJ 07439

Retain a copy with the vehicle service record.

SOURCE:

[CLICK HERE](#) to view and print form S,95.

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ALIGNMENT REPORT 1995 Model Year On

S,97

Date of Issue: 3/2000

S,97 Instructions page

INSTRUCTIONS

USE:

Form S,97 is used to report wheel alignment problems to Jaguar.

DISPOSITION:

Fax, or photocopy and mail the completed form to Jaguar Product Investigations.

FAX: (201) 818-9763

MAIL: Jaguar Cars Product Investigations
555 MacArthur Blvd.
Mahwah, NJ 07439

Retain a copy with the dealer vehicle service record.

SOURCE:

[CLICK HERE](#) to view and print form S,97.

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to return to the INDEX.



EARLY WARNING LOG

S,EWL

Date of Issue: 3/2000

S,EWL Instructions page

INSTRUCTIONS

USE:

Form S,EWL is used to log Early Warning System triggers.

DISPOSITION:

File form S,EWL with the vehicle service record.

SOURCE:

[CLICK HERE](#) to view and print form S,EWL.

[CLICK HERE](#)
to return to the INDEX.



EARLY WARNING SYSTEM TRACKING SHEET

S,EWT

Date of Issue: 3/2000

S,EWT Instructions page

INSTRUCTIONS

USE:

Form S,EWT is used to track Early Warning System situations.

DISPOSITION:

Fax, or photocopy and mail, the completed and signed S,EWT form to the District Service Manager. A second copy of the completed form should be retained by the Service Manager. A third copy must be held with the vehicle service record.

SOURCE:

[CLICK HERE](#) to view and print form S,EWT.

[CLICK HERE](#)
to return to the INDEX.



AUTOMOBILE TRANSPORTATION CLAIM

T,1

Date of Issue: 3/2000

T,1 Instructions page

INSTRUCTIONS

USE:

T,1 is a five-part form used for transportation damage claims. These claims require manual processing and input by the Jaguar Warranty Department. Refer to the Warranty Policies and Procedures manual, section J, for detailed instructions

DISPOSITION:

Retain the blue dealer copy for the claims pending file. Forward the four remaining parts of the form, with the carbons intact, to the Regional Warranty department.

SOURCE:

Order multipart T,1 forms from the Parts Department.

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to return to the INDEX.



WARRANTY CLAIM FORM

W,1

Date of Issue: 3/2000

W,1 Instructions page

INSTRUCTIONS

USE:

Form W,1 is a two-part form with carbon paper attached. It is used by non DCS dealers for filing warranty claims and returned parts freight claims. Additionally, the form is used by all dealers for filing Roadside Assistance claims.

These claims require manual processing and input by the Jaguar Warranty Department.

DISPOSITION:

Forward warranty and freight claims to the National Warranty Department.

Forward Roadside Assistance claims to roadside assistance provider.

Refer to the Warranty Policies and Procedures manual for detailed instructions.

SOURCE:

Order multipart form W,1 from the Parts Department.

[CLICK HERE](#)
to return to the INDEX.



WARRANTY PACKING SLIP

W,3

Date of Issue: 3/2000

W,3 Instructions page

INSTRUCTIONS

USE:

Form W,3 is used when mailing or shipping warranty claims, edit slip responses, and warranty return parts to Jaguar Cars.

DISPOSITION:

A Warranty Packing Slip must accompany warranty material sent to Jaguar. A copy of each Warranty Packing Slip should be filed in the service department. Refer to the Warranty Policies and Procedures manual for details.

SOURCE:

[CLICK HERE](#) to view and print form W,3.

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DEALER APPLICATION FOR WARRANTY LABOR RATE REVIEW

W,4

Date of Issue: 3/2000

W,4 Instructions page

INSTRUCTIONS

USE:

Form number W,4 is used to request a review of the dealer's warranty labor rate under the option B warranty labor rate plan. Refer to the Jaguar Warranty Policies and Procedures manual for instructions and confer with your District Service Manager.

NOTE: It is required that all four pages of this form be completed.

DISPOSITION:

Submit the completed application to the Regional Warranty Manager for further action.

SOURCE:

[CLICK HERE](#) to view and print form W,4.

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INSTRUCTIONS

USE:

Form W,5 is used to question the payment credited on a warranty claim and to file appeals of rejected claims, payment discrepancies, and additional credits or debits. Refer to section F of the Warranty Policies and Procedures manual for detailed instructions.

DISPOSITION:

Fax, or photocopy and mail the completed form W,5 to:

FAX: (201) 818-9763

MAIL: Jaguar Cars Warranty Department
555 MacArthur Blvd.
Mahwah, NJ 07439

Retain the dealer copy in the pending claims file.

SOURCE:

[CLICK HERE](#) to view and print form W,5.

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DEALER APPLICATION FOR WARRANTY LABOR RATE REVIEW

W,7

Date of Issue: 3/2000

W,7 Instructions page

INSTRUCTIONS

USE:

Form W,7 is the option A request for a review of the dealership's warranty labor rate. Confer with your District Service Manager and refer to the Jaguar Warranty Policies and Procedures manual for complete instructions.

DISPOSITION:

Submit the completed application, including the Warranty Labor Rate Review Worksheet, to the Regional Warranty Manager for further action.

SOURCE:

[CLICK HERE](#) to view and print form W,7.

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to return to the INDEX.



WARRANTY PARTS TAG

W,9

Date of Issue: 3/2000

W,9 Instructions page

INSTRUCTIONS

USE:

Form W,9 is used to identify all parts replaced during warranty repairs. Refer to Section J of the Warranty Policies and Procedures manual for detailed instructions.

DISPOSITION:

Attach to all parts replaced during warranty repairs.

SOURCE:

Order from the Parts Department.

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WARRANTY MATERIAL ENCLOSED (GREEN LABEL)

W,10

Date of Issue: 3/2000

W,10 Instructions page

INSTRUCTIONS

USE:

The green label W,10 is used to ship warranty material to Jaguar. It is green to alert the Jaguar receiving personnel that it contains important warranty material that must be expedited.

DISPOSITION:

Attach to any shipment of warranty material to Jaguar. Refer to the Warranty Policies and Procedures manual for additional information.

SOURCE:

Order from the Parts Department.

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to return to the INDEX.



DEFECTIVE WARRANTY CHASSIS (BLUE LABEL)

W,11

Date of Issue: 3/2000

W,11 Instructions page

INSTRUCTIONS

USE:

Form W,11 is a blue preprinted shipping label used when shipping defective audio chassis to Jaguar. Refer to the Jaguar Warranty Policies and Procedures manual for the special audio component shipping instructions.

DISPOSITION:

Attach to audio chassis shipping carton.

SOURCE:

Order from the Parts Department.

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WARRANTY LABOR RATE VERIFICATION REPORT

W,15

Date of Issue: 3/2000

W,15 Instructions page

INSTRUCTIONS

USE:

Form W,15 is used as check list to help assure that the forms submitted to Jaguar are complete and correct.

DISPOSITION:

Submit the completed form, signed by the DSM, to the Regional Warranty Manager for further action.

SOURCE:

[CLICK HERE](#) to view and print form W,15.

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INSTRUCTIONS

USE:

Form W,16 is used to report competitive market area labor rate data as part of the process to gain a warranty labor rate increase. Refer to the Jaguar Warranty Policies and Procedures manual for information.

DISPOSITION:

Submit the completed form to the Regional Warranty Manager for further action.

SOURCE:

[CLICK HERE](#) to view and print form W,16.

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BATTERY TEST REPORT

W,18

Date of Issue: 3/2000

W,18 Instructions page

INSTRUCTIONS

USE:

Form W.18 is used to support battery warranty claims. The form is also useful as a guide for determining the serviceability of customer batteries.

DISPOSITION:

Refer to the Warranty Policies and Procedures manual for warranty form disposition. Fax, or photocopy and mail the completed and signed W-18 form to the Regional Warranty Department. A second copy of the completed form must be held in the dealer warranty file.

SOURCE:

[CLICK HERE](#) to view and print form W,18.

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INSTRUCTIONS

USE:

Form W,22 is used to for the authorization of Goodwill repairs. Refer to the Jaguar Warranty Policies and Procedures manual for instructions.

DISPOSITION:

When Jaguar authorization is required, fax one copy to your Jaguar District Service Manager (DSM). File the second copy with the vehicle service records. When Jaguar authorization is not required, file the W,22 with the vehicle service records.

SOURCE:

Order form W,22 from the Parts Department.

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AUTHORIZATION REQUEST PAINT REPAIRS

W,23

Date of Issue: 3/2000

W,23 Instructions page

INSTRUCTIONS

USE:

Form W,23 is used to obtain warranty authorization for paint repairs.

DISPOSITION:

Fax, or photocopy and mail to the National Warranty Department. Submit to the DSM and retain a copy with the dealer vehicle service record file.

MAIL: Jaguar Cars Warranty
555 MacArthur Blvd.
Mahwah, NJ 07439

FAX: (201) 818-9763

SOURCE:

Order form W,23 from the Parts Department.

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to return to the INDEX.



REJECTED CLAIM TAG

W,24

Date of Issue: 3/2000

W,24 Instructions page

INSTRUCTIONS

USE:

The Rejected Claim Tag is used by Jaguar to identify 'no fault found' parts that are returned to the dealer following testing.

Enter the claim number and last six digits of the VIN on the tag to assist in identifying the claim and the vehicle.

If a part is rejected and returned to the dealer, the Jaguar Warranty test technician will enter a reject code and comments on the returned part tag.

Refer to the Warranty Policies and Procedures manual for complete explanation and reject code definitions.

DISPOSITION:

Attach to all returned warranty parts.

SOURCE:

Jaguar Warranty Parts Testing.

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RECALL CAMPAIGN WARRANTY SUMMARY

W,25

Date of Issue: 3/2000

W,25 Instructions page

INSTRUCTIONS

USE:

The Recall Campaign Warranty Summary form W,25 is used by non DCS dealers to file claims for recall campaign warranty reimbursement.

DISPOSITION:

One copy of the completed form is filed with the dealer pending claims. The second copy is sent to the Jaguar Warranty Department. Refer to the Jaguar Warranty Policies and Procedures manual for complete instructions.

SOURCE:

[CLICK HERE](#) to view and print form W,25.

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IN-CAR ENTERTAINMENT WARRANTY PARTS RETURN FORM

W,27

Date of Issue: 3/2000

W,27 Instructions page

INSTRUCTIONS

USE:

Form W,27 is used to accompany specified in-car entertainment (ICE) components returned under the terms of the Jaguar warranties.

DISPOSITION:

Include one copy of the completed form with the parts shipped to the vendor. Refer to the Warranty Policies and Procedures manual and Service Bulletins for warranty terms and approved vendor shipping instructions.

Attach a second copy to the repair order and retain with the vehicle service records.

SOURCE:

[CLICK HERE](#) to view and print form W,27.

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to return to the INDEX.



AUTOMATIC TRANSMISSION EVALUATION REPORT

W,28

Date of Issue: 3/2000

W,28 Instructions

INSTRUCTIONS

USE:

Form W,28 is used to accompany automatic transmissions replaced under warranty.

DISPOSITION:

Include one copy of the completed form with the parts shipped to the vendor. Refer to Warranty Policies and Procedures Manual and Service Bulletins for warranty terms and approved vendor shipping instructions.

Fax, or copy and mail a second copy to:

MAIL: Jaguar Cars Product Investigations
555 MacArthur Blvd.
Mahwah, NJ 07439

FAX: (201) 818-9763

Attach a third copy to the repair order and retain with the vehicle service records.

SOURCE:

[CLICK HERE](#) to view and print form W,28.

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to return to the INDEX.

INSTRUCTIONS

USE:

Form W,29 is used to report PAS rack and pinion assembly defects on the vehicles listed below. A copy of the completed form must accompany any returned PAS rack and pinion assemblies from these vehicles.

- S-TYPE – ALL
- XK8 Range – ALL
- Sedan Range – VIN 671806 ON
- XJS Range – VIN 188105 ON

NOTE: Do not replace the steering rack for defects in the following components. These components are available separately.

- Ball joint assemblies
- Rack pre-load bushing sealing washer
- Inlet / outlet hoses
- Transducer
- Fluid transfer pipes
- Gaiters

DISPOSITION:

Attach a copy to any returned assembly.

Fax, or mail a second copy to Jaguar Product Investigations:

MAIL: Jaguar Cars Product Investigations
555 MacArthur Blvd.
Mahwah, NJ 07439

FAX: (201) 818-9763

A third copy should be retained with the vehicle service records, attached to the Repair Order.

SOURCE:

[CLICK HERE](#) to view and print form W,29.

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BILL OF LADING WARRANTY PARTS RETURN

W,31

Date of Issue: 3/2000

W,31 Instructions page

INSTRUCTIONS

USE:

Form W,31 is used when returning warranty parts via Command Delivery Service. Usage depends on the dealer's ZIP code.

For a chart of ZIP codes, refer to Shipping via Trucking Company Third Party Billing in Section I of the Warranty Policies and Procedures manual.

DISPOSITION:

The W,31 is given to the trucker at time of pick up. The dealer retains the dealer copy of the form.

SOURCE:

Order form W,31 from the Eastern PDC.

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BILL OF LADING WARRANTY PARTS RETURN

W,32

Date of Issue: 3/2000

W,32 Instructions page

INSTRUCTIONS

USE:

Form W,32 is used when returning warranty parts via Yellow Freight System. Usage depends on the dealer's ZIP code.

For a chart of ZIP codes, refer to Shipping via Trucking Company Third Party Billing in Section I of the Warranty Policies and Procedures manual.

DISPOSITION:

The W,32 is given to the trucker at time of pick up. The dealer retains the dealer copy of the form.

SOURCE:

Order form W,32 from the Eastern PDC.

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BILL OF LADING WARRANTY PARTS RETURN

W,33

Date of Issue: 3/2000

W,33 Instructions page

INSTRUCTIONS

USE:

Form W,33 is used when returning warranty parts via Yellow Freight System. Usage depends on the dealer's ZIP code.

For a chart of ZIP codes, refer to Shipping via Trucking Company Third Party Billing in Section I of the Warranty Policies and Procedures manual.

DISPOSITION:

The W,33 is given to the trucker at time of pick up. The dealer retains the dealer copy of the form.

SOURCE:

Order form W,33 from the Eastern PDC.

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WOOD VENEER REPAIR REQUEST

W,34

Date of Issue: 3/2000

W,34 Instructions page

INSTRUCTIONS

USE:

Form number W,34 is used to request the repair of wood veneer.

DISPOSITION:

Include one copy of the completed form with the parts shipped to the vendor. Refer to Service Administrative bulletins for approved vendor shipping instructions.

Attach a second copy to the repair order and retain with the vehicle service records.

SOURCE:

[CLICK HERE](#) to view and print form W,34.

[CLICK HERE](#)
to return to the INDEX.