



SERVICE BULLETIN

CIRCULATION:			
Dealer Principal		Sales Consultant	✓
Centre Manager	✓	Parts Professional	✓
Sales Manager	✓	Warranty Admin	✓
Business / Office Mgr		Service Advisor	✓
Parts Manager	✓	Technician	
Service Manager	✓	Systems Admin	

No.: 3-285USA2
Section: Warranty
Date: 22 MAY 2012
Model: XF, XJ, XK
Market: USA

Subject: 2012MY Jaguar Platinum Coverage Complimentary Scheduled Maintenance Program - Update

ISSUE '2' CHANGES ARE HIGHLIGHTED IN GRAY

Jaguar Land Rover North America, LLC is pleased to announce the Jaguar Platinum Coverage Complimentary Scheduled Maintenance Program for 2012 model year Jaguar vehicles.

Program Eligibility

The following vehicles are eligible for 2012 Jaguar Platinum Coverage:

1. All 2012 model year Jaguar North American Specification (NAS) vehicles retailed by Authorized Jaguar Dealers in the United States and Puerto Rico, and operated in the United States, Commonwealth of Puerto Rico, or Canada.
2. NAS 2012 model year vehicles sold under the Jaguar European Delivery or Overseas Military Delivery Programs are eligible for coverage under the Jaguar Platinum Coverage Program within the following limits:
 - Scheduled Maintenance Coverage is not in effect while the vehicle sold under such Programs is outside the USA or the Commonwealth of Puerto Rico. This coverage becomes effective when the vehicle is imported to the USA or the Commonwealth of Puerto Rico, up to the time / mileage limits outlined in the Program Coverage section.
 - Please refer to the Passport to Service for information pertaining to the New Vehicle Limited Warranty coverage on European Delivery and Military Delivery Program vehicles.

Vehicles are entered into the program and coverage becomes effective on the date of first retail sale, or the date entered into demonstrator or company vehicle service, whichever is earlier.

If a vehicle becomes damaged by accident, fire, act of nature, etc., and is subsequently titled Salvaged, Flood, Re-constructed, it is no longer eligible for benefits under this program.

Program Coverage - Warranty

Jaguar warranties cover vehicles originally specified and built by Jaguar Cars Ltd, United Kingdom, for the United States and the Commonwealth of Puerto Rico. The New Vehicle Limited Warranty for the 2012 Model Year provides 4 years or 50,000 miles, whichever occurs first, of bumper-to-bumper coverage. For limitations and additional details please see the 2012 Model Year *Passport to Service*.

Transfer of Coverage

All Jaguar Platinum Coverage program coverage is fully transferable to subsequent owners and remains in effect during the New Vehicle Limited Warranty coverage period.

Program Coverage – Scheduled Maintenance

The Jaguar Platinum Coverage program covers normal factory-recommended scheduled maintenance as outlined in the *Passport to Service* for 4 years or 50,000 miles, whichever occurs first.

The Jaguar Platinum Coverage program covers work determined necessary by illumination of the Service Interval Indicator, which is triggered nominally at 15,000 miles, or every 12 months, whichever occurs first. Under certain arduous driving conditions the Service Interval Indicator may illuminate more frequently. If so, the scheduled

maintenance service will be covered provided the vehicle is within the 4-year/50,000-mile New Vehicle Limited Warranty coverage period.

Having the vehicle serviced at the specified interval is critical to maintain its long term durability. Failure to do this may invalidate the warranty under certain circumstances. If for any reason the vehicle travels more than 15,000 miles, or 12 months elapse from your last service and the Service Interval Indicator does not illuminate, the driver should contact their Authorized Jaguar Dealer.

Some owners may wish to have their oil changed more frequently than is called for by the Service Interval Message. These extra services may be performed on a customer pay basis. The Service Interval Counter should not be reset.

Service procedures not specifically referenced in the *Passport to Service* scheduled maintenance table are not included in this program.

Program Administration

Only Jaguar-approved parts may be used and claimed under the Jaguar Platinum Coverage program. All parts must be sourced from Jaguar North America.

Engine oil and other fluids used during maintenance must be of the proper specification, and engine oil must be sourced through the Jaguar-Castrol Partnership Program.

Labor reimbursement is at the dealers approved warranty labor rate in effect as of the repair order open date.

Parts reimbursement is at Jaguar manufacturer's suggested retail rate in effect as of the repair order open date.

To ensure the accuracy of the Service Interval Indicator, the indicator must be set no more than 24 hours prior to retail delivery or in use as a demonstrator or company vehicle. Please refer to the PDI manual for detailed instructions for setting the Service Interval Indicator. The indicator must also be reset once after each scheduled service is completed.

Please refer to the *Passport to Service* or TOPIx for the required maintenance schedule.

The parameters listed below are for claim submission guidance only:

SERVICE	MAXIMUM MONTHS IN SERVICE	MAXIMUM VEHICLE MILEAGE
12-month / 15,000-mile / 24,000-km	14	16,000 miles / 26,000 km
24-month / 30,000-mile / 48,000-km	26	31,000 miles / 50,000 km
36-month / 45,000-mile / 72,000-km	38	46,000 miles / 74,000 km
Brake Fluid Replacement: XK	Every two (2) years	-
Brake Fluid Replacement: XF, XJ	Every three (3) years	-

In the event a customer should experience the need for additional maintenance beyond the 36-month service during the New Vehicle Limited Warranty period, please contact your Warranty Specialist at: 888-JAG-DLRS (888-524-3577) > Option 5 > four-digit dealer code.

Complimentary scheduled maintenance claims should be submitted in accordance with the current Jaguar *Warranty Policies and Procedures Manual* and its amendments unless stated otherwise in this bulletin.

Repair procedures are under constant review; therefore, Structured Repair Operation times are subject to change without notice. The times quoted must be taken as guidance only.

All Jaguar Platinum Coverage claims are subject to audit by Jaguar.

NOTE: For clarity, wear and tear items (such as wiper blades, brake pads, brake discs) are not covered under the 2012 Platinum Coverage Program.

Claim submission information, program codes, and option codes are on the following pages.

Model	Service Interval (months / miles / kilometers)	Country	Program Code	Option Code	Parts								Labor	Miscellaenous		
					Oil Filter		Pollen Filter		Air Filter Element		Seat Filter		SRO(s)	Oil Quantity (quart)	Misc Fluids	Haz Mat
					Part Number	Qty	Part Number	Qty	Part Number	Qty	Part Number	Qty				
XJ NA	12 months 15,000 miles 24,000 kilometers	USA	I375	A	C2D3670	1	N/A		N/A		N/A		102053	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XJ SC	12 months 15,000 miles 24,000 kilometers	USA	I375	B	C2D3670	1	N/A		N/A		N/A		102053	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XK NA	12 months 15,000 miles 24,000 kilometers	USA	I375	C	C2D3670	1	C2P2410	1	N/A		N/A		102053	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XK SC	12 months 15,000 miles 24,000 kilometers	USA	I375	D	C2D3670	1	C2P2410	1	N/A		N/A		102053	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XF NA	12 months 15,000 miles 24,000 kilometers	USA	I375	E	C2D3670	1	N/A		N/A		N/A		102053	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XF SC	12 months 15,000 miles 24,000 kilometers	USA	I375	F	C2D3670	1	N/A		N/A		N/A		102053	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00

Model	Service Interval (months / miles / kilometers)	Country	Program Code	Option Code	Parts								Labor	Miscellaenous		
					Oil Filter		Pollen Filter		Air Filter Element		Seat Filter		SRO(s)	Oil Quantity (quart)	Misc Fluids	Haz Mat
					Part Number	Qty	Part Number	Qty	Part Number	Qty	Part Number	Qty				
XJ NA	24 months 30,000 miles 48,000 kilometers	USA	I376	A	C2D3670	1	C2Z6525	1	N/A		C2C36093	2	102030	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XJ SC	24 months 30,000 miles 48,000 kilometers	USA	I376	B	C2D3670	1	C2Z6525	1	N/A		C2C36093	2	102030	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XK NA	24 months 30,000 miles 48,000 kilometers	USA	I376	C	C2D3670	1	C2P2410	1	N/A		C2C36093	2	102030	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XK SC	24 months 30,000 miles 48,000 kilometers	USA	I376	D	C2D3670	1	C2P2410	1	N/A		C2C36093	2	102030	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XF NA	24 months 30,000 miles 48,000 kilometers	USA (with Seat Filter)	I376	E	C2D3670	1	C2Z6525	1	N/A		C2C36093	2	102030 767113	7.7	\$5.00	\$5.00
		USA (w/out Seat Filter)		F							N/A		102030			
		CAN (with Seat Filter)	I376	E		1		1	N/A		C2C36093	2	102030 767113		\$5.00	\$5.00
		CAN (w/out Seat Filter)		F							N/A		102030			
XF SC	24 months 30,000 miles 48,000 kilometers	USA (with Seat Filter)	I376	G	C2D3670	1	C2Z6525	1	N/A		C2C36093	2	102030 767113	7.7	\$5.00	\$5.00
		USA (w/out Seat Filter)		H							N/A		102030			
		CAN (with Seat Filter)	I376	G		1		1	N/A		C2C36093	2	102030 767113		\$5.00	\$5.00
		CAN (w/out Seat Filter)		H							N/A		102030			

Model	Service Interval (months / miles / kilometers)	Country	Program Code	Option Code	Parts								Labor SRO(s)	Miscellaenous		
					Oil Filter		Pollen Filter		Air Filter Element		Seat Filter			Oil Quantity (quart)	Misc Fluids	Haz Mat
					Part Number	Qty	Part Number	Qty	Part Number	Qty	Part Number	Qty				
XJ NA	36 months 45,000 miles 72,000 kilometers	USA	I377	A	C2D3670	1	N/A		N/A		N/A		102045	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XJ SC	36 months 45,000 miles 72,000 kilometers	USA	I377	B	C2D3670	1	N/A		N/A		N/A		102045	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XK NA	36 months 45,000 miles 72,000 kilometers	USA	I377	C	C2D3670	1	C2P2410	1	C2P16933	2	N/A		102045	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XK SC	36 months 45,000 miles 72,000 kilometers	USA	I377	D	C2D3670	1	C2P2410	1	C2P16933	2	N/A		102045	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XF NA	36 months 45,000 miles 72,000 kilometers	USA	I377	E	C2D3670	1	N/A		N/A		N/A		102045	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00
XF SC	36 months 45,000 miles 72,000 kilometers	USA	I377	F	C2D3670	1	N/A		N/A		N/A		102045	7.7	\$5.00	\$5.00
		CAN													\$5.00	\$5.00

Model	Service Interval (mths / mls / kms)	Country	Service	Program Code	Option Code	Part		Labor
						Brake Fluid		SRO
						Part Number	Qty	
XJ NA	3 years	USA CAN	Brake Fluid Service	I379	A	C2C31221	1	102013
XJ SC	3 years	USA CAN	Brake Fluid Service	I379	B	C2C31221	1	102013
XK NA	2 years	USA CAN	Brake Fluid Service	I379	C	C2C31221	1	102013
XK SC	2 years	USA CAN	Brake Fluid Service	I379	D	C2C31221	1	102013
XF NA	3 years	USA CAN	Brake Fluid Service	I379	E	C2C31221	1	102013
XF SC	3 years	USA CAN	Brake Fluid Service	I379	F	C2C31221	1	102013