

	GLOBAL POSITION STATEMENT	JLRGPS 01	08/2018
	Aftermarket & Counterfeit Parts	Model(s): All	

To: All National Sales Companies (NSCs), Importers, Retailers and Authorised Repairers & whom it may concern

Attention: The Managing Director/Retailer Principal/General Manager. The Service/After-Sales Director/Manager Bodyshop Manager & whom it may concern

This Position Statement is issued to address procedures or practices which have come to the attention of Jaguar Land Rover Limited. It either specifically disapproves of or comments on such matters. It does not give approval to or assume responsibility for any such procedures or practices. The fact that any procedure or practice is not addressed in any Position Statement does not mean that it is approved or the responsibility of Jaguar Land Rover Limited.

Any owner or repairer should refer to Jaguar Land Rover published workshop manuals for maintenance and repair methods. The owner and repairer remain responsible for the professional and proper execution of the maintenance and repairs they carry out.

Jaguar Land Rover has Authorised Collision Repair Facilities globally situated strategically to support our customers in the unfortunate event of a collision or other event that requires corrective measures to reinstate the vehicle back to its original specification.

This position statement refers to \*Aftermarket and Counterfeit parts including salvage:

1. \*Aftermarket parts: Jaguar Land Rover does not approve aftermarket or third-party replacement parts. Jaguar Land Rover vehicles are fully tested and certified as an entire assembly. Each part plays a role in the overall operation of the vehicle and is optimised for fit, function, safety, and structural integrity. Airbags/SRS parts are safety critical and protect occupants in the event of a collision, and are designed to preserve life. Where the owner or repairer chooses to use alternative parts they remain entirely responsible for the selection of parts of equivalent quality and their fitment and use in service.

2. Salvaged/Recycled: components: Jaguar Land Rover does not approve of the use of components removed from a vehicle that was damaged, burned, flooded, scrapped, or involved in a previous collision. Salvaged or recycled parts may have been subjected to crash impact loads, exposure to outside weather, excessive wear, high temperatures, or extreme forces during removal from the donor vehicle. Jaguar Land Rover cannot guarantee the safety, quality, compatibility, or durability of recycled parts as there are no standards in place for testing these components. In addition, salvaged components are not traceable should a recall occur in the future.

3. Fasteners: Jaguar Land Rover advises the replacement of all associated fasteners during a collision repair. Fasteners that have been worn, broken, or deformed during a collision must be replaced.

\*Aftermarket/Counterfeit parts are not subject to the same requirements of entire vehicle operation or function, and may not be manufactured to the same standards or design. This could compromise the overall safety of the vehicle should a future collision occur.

In particular, aftermarket parts such as fenders, hoods, bumpers, and doors may not provide proper operation or function of the vehicle crumple zones, supplemental restraint sensors (SRS/airbag sensors), or meet local market motor vehicle safety standards for vehicle collisions.

\*Aftermarket/Counterfeit parts remain the sole responsibility of the manufacturer or repairer using them. Their use may void the vehicle warranty by Jaguar Land Rover, and their use may cause other related components to

not be covered under warranty should a failure occur. Genuine Jaguar Land Rover replacement parts and accessories installed by trained technicians help preserve the performance and integrity of your vehicle.

Glen Mathews

A handwritten signature in black ink, appearing to read 'Glen Mathews', with a large, sweeping flourish at the end.

Global Body & Paint Operations Manager

Jaguar Land Rover PLC

Global Customer Service

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