

JASUAR CARS
555 MacArthur Boulevard
Mahwah, NJ 07430 USA

www.jaguar.com

RE: R-719 Recall - Instrument Pack Trim Edge

Vehicles Affected: 2004 MY XJ

Dear Jaguar Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor. Vehicle Safety Act.

Jaguar Care have determined that a defect relating to motor vehicle safety exists on 2004 MY XJ models. If you are a recipient of this notice this letter is to inform you that your vehicle is included in this recall.

Following is a range of the affected vehicles by Vehicle Identification Number (VIN).

2004 Jaguer XJ

G25690-G27857

# What is the problem?

Investigations have determined that a supplier of Instrument Pack trim components produced trim places that have a poor finish of passenger sirbag dash aperture. Should the sirbag deploy the possibility exists the airbag may become ruptured. If the airbag ruptured, the seat occupant may not be properly protected in the event of a crash and incur serious injury.

It is important to schedule an appointment with your dealer to have this repair performed.

## What will Japuar and your Dealer do?

Jaguar Cars will inspect the instrument Pack trim and file the edges if necessary.

#### What should you do?

At your earliest convenience you should contact your authorized Jaguar Dealer who will be able to make an appointment to undertake the necessary actions. To assist your Dealer please ensure that at the time of contact you have at available your applicable Vehicle Identification Number.

# Moved or no longer own a Jaguar?

Please fill out the enclosed card and return it to Jaguer by simply putting it in the mail.

Should you have the need to contact Jaguar by mail, please use the following address:

Jaguar Cars ATTN: Customer Relationship Center 555 MacArthur Boulevard Mahwah, NJ 07430-2327

# What you should do if you have already paid to have this work completed?

If you meet all the following requirements, you are eligible to receive reimbursement.

- You own or have owned a 2004 MY Jaguar XJ within the VIN range listed above.
- You have paid for the repair to the defect outlined previously in this letter.
- 3. The repair was performed before to be determined
- 4. You have an original or legible copy of the paid repair order or invoice showing:
  - A description of the concern reported
  - Itemized parts and labor charges
  - The vehicle model and year and the vehicle identification number
  - The recair date
  - Repair mileage
  - Name and address of the authorized Jaguar Dealer or licensed repair shop
  - Your name and address at the time of the repair.

If you have all of the above information, present it to the Dealers Service Manager and they will arrange reimbursement of your claim.

Please ensure that you retain copies of all of the paperwork supporting this claim.

If an authorized Jaguar dealer falls or is unable to satisfactorily answer your concerns about this notice, without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 888-327-4236.

## Attention Leasing Agencies.

Federal regulation requires that you forward this recall notice to the lessee within 10 days.

## What you should do if you have further questions?

Please contact your Jaguar Dealer or the Jaguar Customer Relations Center at 1 800 4JAGUAR (1 800-452-4827), option 9 or by e-mail at jaguarowner@jaguar.com.

Sincerely,

Benjamin I. Weiner

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Customer Satisfaction Manager