

RE: R-957 Recall – Handbrake Lever

Vehicles Affected: 2002-2003 MY X-TYPE with Manual Transmissions.

Dear Jaguar Owner:

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

Jaguar Cars has decided that a defect relating to motor vehicle safety exists on 2002-2003 MY X-TYPE models equipped with a manual transmission. If you are a recipient of this notice, and an owner of one of the vehicles within the VIN range listed below, this letter is to inform you that your vehicle is included in this recall.

Vehicles within this vehicle identification number range (VIN) may experience faulty handbrake operation.

Following is a breakdown of the affected vehicles by model year, model and (VIN) range.

➤ 2002 to 2003 Jaguar X-TYPE C00294-D03128

What is the concern?

Investigations have determined that under certain operating conditions, the handbrake lever, which applies the parking brake, may not be applied sufficiently by the driver to prevent the vehicle from moving if the manual transmission was left in the neutral position. The automatic adjuster within the handbrake may not work properly causing the handbrake lever to travel outside the recommended range which may cause the vehicle to roll away causing a crash.

What will Jaguar and your Dealer do?

Jaguar Cars will replace the existing automatic adjustment handbrake lever system on the affected vehicles with a manual handbrake lever system.

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 hand your applicable Vehicle Identification Number.

How long will it take?

The time to complete the repair on your vehicle is approximately 2 hours. However, due to vehicle scheduling, your dealer may need to keep your vehicle longer to complete the repair

Moved or no longer own a Jaguar?

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

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

1. You own or have owned a 2002-2003 MY Jaguar X-Type within the VIN range listed above.
2. You have paid for a hand brake lever due to the defect outlined previously in this letter.
3. The repair was performed before December 15th 2004
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 repair 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 Dealerships 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 fails 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 should you do if you have further questions?

Please contact your authorized Jaguar Dealer or the Jaguar Customer Relationship Center at 1 800 4JAGUAR (1-800-452-4827), option 9, by e-mail at jaguarowner@jaguar.com, or by mail using the return address listed above.

Sincerely,



Benjamin I. Weiner
Customer Satisfaction Manager