



SAFETY RECALL J012 Sample Owner Letter

Sample Owner Letter

RE: SAFETY RECALL J012 - Underfloor Brake Pipe Corrosion

Vehicles Affected: Jaguar XJ

Model Year: 2004

Dear Jaguar XJ Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect, relating to motor vehicle safety, exists in some 2004 model year XJ vehicles. Your vehicle is included in this recall action.

What is the concern?

A concern has been identified with corrosion to brake pipes at the junction between the twin underfloor pipes and the rear crossmember pipes fitted to certain 2004 model year Jaguar XJ vehicles.

A review of vehicle build shows that a touch condition can exist between the under floor brake pipes and the Noise Vibration Harshness (NVH) pad at the rear of the underfloor undertray. Where a touch condition exists, water and dirt can collect and be held in contact with the pipes and their unions reducing the corrosion life of the pipes accordingly. In these cases the corrosion can lead to loss of the mechanical integrity of one or both pipes. This can result in extended brake pedal travel combined with reduced braking performance in the corresponding circuit, and a simultaneous display of the 'fluid level low' warning light. In the event of both pipes losing integrity at the same time, complete loss of service brakes will occur, thereby potentially causing a vehicle crash.

What will Jaguar and your Jaguar Dealer do?

Jaguar is carrying out a voluntary recall of the vehicles mentioned above. An authorized Jaguar dealer will remove the NVH pad, inspect the underfloor brake pipes, and, if necessary, replace the underfloor brake pipes where red rust is visible on the brake pipes or unions.

What should you do?

Please contact your authorized Jaguar dealer at your earliest convenience to schedule an appointment to have Recall Action J012 completed on your vehicle.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately three hours, although your dealer may need your vehicle for a longer time due to service scheduling requirements.

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

If you have already paid for the replacement of the underfloor brake pipes for this concern prior to the date of this letter, Jaguar is offering a refund.

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

1. You own a 2004 model year XJ
2. You have paid to replace the underfloor brake pipes for the concern described above
3. The repair was performed before the date of this letter
4. You have an original or legible copy of the paid repair order or invoice showing:
 - Your name and address at the time of the repair
 - 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 facility

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

Jaguar Land Rover North America LLC
555 MacArthur Boulevard
Mahwah, NJ 07430
www.jaguarusa.com

Please ensure that you retain copies of all of the paperwork supporting this claim. If the repairs were performed by anyone other than a Jaguar dealer, the amount of reimbursement may be limited by the amount you would have been charged to have your vehicle repaired by an authorized Jaguar dealer.

To avoid delays, please do not send the receipt to Jaguar North America.

Attention Leasing Agencies:

Federal regulations require that you forward this recall notification to the lessee within TEN days.

Moved or no longer own a Jaguar?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the enclosed return postage-paid card.

What should you do if you have further questions?

Should you have any questions regarding this Recall Action or need assistance in locating your nearest authorized Jaguar dealer, please contact the Jaguar Customer Relationship Center at:

- o **800-4JAGUAR (800-452-4827)**

You can also contact Jaguar by e-mail: Visit the web site <http://www.jaguarusa.com> and send an email from the 'Contact Us' section.

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

Jaguar Land Rover North America LLC
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

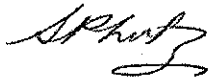
If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write:

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to www.safercar.gov to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Jaguar in cooperation with your authorized dealer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely



Stephanie P. Lutz
Customer Satisfaction Manager