



Compliance Recall J013 Sample Owner Letter

June 2009

RE: J013: Compliance RECALL - Tire Pressure Monitoring System Failure to Display Warnings
Vehicles Affected: 2007 - 2009 XK

Dear Jaguar XK 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 vehicle compliance, exists in certain 2007 - 2009 model year Jaguar XK vehicles. Your vehicle is included in this Recall action.

What is the concern?

The requirement of Federal Motor Vehicle Safety Standard (FMVSS) 138 – *Tire Pressure Monitoring Systems* is that under certain conditions where the Tire Pressure Monitoring System (TPMS) senses a pressure change of 25% below the manufacturer's recommended cold inflation pressures, a warning telltale / lamp must be illuminated. For 2007 - 2009 model year Jaguar XK vehicles fitted with run flat tires, even though the pressure monitoring is being completed these warnings will not be displayed. The Car Configuration File (CCF) installed in vehicles with run flat tires was incorrectly set such that the TPMS warnings were turned off. Should the TPMS Electronic Control Unit send a signal to display a TPMS warning, the instrument cluster would not illuminate the warning lamp or present the supplementary warning text on the instrument cluster message center. Failure to warn when a vehicle's tire is significantly under-inflated may increase the risk of a crash.

What will Jaguar and your Jaguar Dealer do?

An authorized Jaguar dealer will carry out a Compliance Recall (Program Code J013) of the affected vehicles. The Car Configuration File will be updated to enable the instrument cluster to flag the warning telltale as required by FMVSS 138 and associated text in the message center. There will be no charge for this update.

What should you do?

Please contact an authorized Jaguar Dealer at your earliest convenience to schedule an appointment to have Recall Action J013 completed on your vehicle.

How long will it take?

Repair time is estimated to take no longer than 50 minutes. Because of dealer scheduling requirements, your vehicle may be needed for a longer period of time.

Attention Leasing Agencies:

Federal regulations require you forward this recall notification to the lessee within TEN (10) 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:

- **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



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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 caused by this campaign.

Sincerely

Stephanie P. Lutz
Customer Satisfaction Manager