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## Sample Owner Letter

**Service Action K014 – Incorrect Calibration Software Level  
Vehicles Affected: 2008 X-TYPE**

Dear Jaguar Owner,  
Jaguar is providing a no-charge Product Upgrade Campaign (Service Action K014) to owners of 2008 model year X-TYPE vehicles.

**Reason for the Program:**

Recently, Jaguar has identified a potential quality concern with your vehicle. The vehicle has been manufactured with an incorrect level of software for the engine management system which under certain driving conditions permits the setting of computer fault codes and the unwarranted illumination of the Engine Malfunction lamp. The new software will correct the program so the fault codes will not be set.

**What your dealer will do:**

Your authorized servicing dealer will enter the correct level of software required for your vehicle. This rework action will be undertaken on your vehicle at no charge to you under the terms of this program.

**How long will it take?**

The work is expected to take approximately a half-hour, although dealers may require the vehicle for a longer period because of service scheduling requirements.

**What should you do?**

We encourage you to contact your Authorized Jaguar Dealer to have "Service Action K014" performed on your X-TYPE vehicle.

**Are you an owner of an affected vehicle registered in California?**

The State of California requires the completion of this repair prior to vehicle registration renewal. Your Jaguar is subject to these requirements.

When your dealer completes the repair, you will receive a "Vehicle Emission Recall – Proof of Correction" certificate that will indicate that this service action has been performed on your Jaguar.

Please make sure that you obtain a certificate from the dealer and that you have it when you renew your Jaguar's registration. The certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, the certificate is to be held by you for your records.

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

Should you have any questions regarding this Service Action or need assistance in locating your nearest authorized Jaguar Dealer, please contact the Jaguar Customer Relationship Center at: **1 800 4JAGUAR (1-800-452-4827)**.

You can also contact Jaguar by e-mail. Visit the web site [www.jaguarusa.com](http://www.jaguarusa.com) and send an email from the "Contact Us" section.

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

We appreciate your decision to purchase a Jaguar and join our family of enthusiasts. The calibration update to your vehicle is part of Jaguar's ongoing effort to ensure that you have an extraordinary driving experience.

Sincerely,

Benjamin I. Weiner  
Customer Satisfaction Manager