

United States Sample Customer Letter

Dear Jaguar Owner:

Ref: Service Action S724 – Vehicle Battery Drain

Jaguar Cars Limited is undertaking at no-charge a Customer Satisfaction program for owners of certain 2006 Model Year Jaguar XJ vehicles. Your vehicle is eligible for this program.

Reason for this program

A potential quality concern may exist on your vehicle. Under certain conditions if the ignition is switched off quickly with the brake pedal applied, a constant message is generated by the Instrument Pack to vehicle electronic control units. The message prevents the control units from entering "sleep" mode, which can in turn discharge the battery.

What Jaguar will do

Your authorized Jaguar dealer will install a delay device to ensure that the software overlap that causes the condition cannot occur. Your battery will be checked and if indicated by the inspection, it will be replaced. The inspection and repair action will be undertaken on your vehicle at no charge to you, under the terms of this Service Action program.

What should you do?

Please contact your authorized Jaguar dealer without delay and indicate that you need to schedule an appointment to have Customer Satisfaction Service Action S724 performed.

Present this letter to the dealers Service Department when you arrive for the inspection and repair.

What should be done before the repair is completed?

When turning off your vehicle, select the "P" Park position, set the parking brake, release the footbrake and then shut off the engine. This will prevent the software conflict that results in battery drain.

How long will it take?

Expected repair time for all aspects of this Service Action is estimated to be approximately a half hour. However, due to service scheduling requirements at the dealer, your vehicle may be needed for a longer period of time. Please consult with your authorized dealer when scheduling an appointment.

If you have concerns:

If you experience any problems getting your vehicle repaired promptly and without charge, please contact your dealer's Service Manager for assistance.

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

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

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 and send an email from the "Contact Us" section.

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 yours,



Benjamin I. Weiner

Customer Satisfaction Manager