



**Service Action K061
Sample Owner Letter**

SAMPLE OWNER LETTER

RE: XF Assurance Program

Vehicles Affected: 2010 - 2011 Model Year Jaguar XF

Dear XF Owner,

As part of Jaguar's ongoing commitment to ensuring the highest level of quality to our customers, Jaguar has initiated a product assurance program for 2010 - 2011 model year XF vehicles.

What will Jaguar and your Jaguar Dealer do?

Your authorized Jaguar dealer will carry out software updates, as well as other vehicle updates, as appropriate for your vehicle. The work will be carried out free of charge.

What should you do?

Please contact your authorized Jaguar Dealer at your earliest convenience to schedule an appointment to have Service Action K061 completed on your vehicle.

How long will it take?

Repair time is estimated to take approximately two hours, depending on the necessary vehicle updates required; however, because of dealer scheduling requirements, your vehicle may be needed for a longer period of time.

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 (if known), please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

Should you have any questions regarding this program 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 Jaguar' 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

We're very proud of this technologically advanced vehicle and hope the new features and product enhancements add to your driving enjoyment.

Thank you again for selecting Jaguar. Your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. 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 enhancement program.

Sincerely,

Stephanie P. Lutz
Customer Satisfaction Manager