



## Service Action K063 Sample Owner Letter

### SAMPLE OWNER LETTER

**RE: Service Action K063 - Transmission Control Switch (TCS) Stuck in Gear**

**Vehicles Affected: 2009 Model Year Jaguar XF**

**Dear Jaguar XF Owner:**

As you may already be aware, Jaguar previously undertook a no-charge Customer Satisfaction Program (Program Number K048) that affected certain 2009 model year Jaguar XF vehicles. Following further investigations, it has been established that the previous repair did not, in all cases, permanently fix the concern. As a result, the repair procedure has been updated.

Therefore, Jaguar is undertaking a new no-charge Customer Satisfaction Program (Program Number K063) for owners of certain 2009 Jaguar XF vehicles. This repair needs to be completed on all affected vehicles which have not had the TCS replaced with an assured part, even if previously repaired under Program Number K048, to ensure a permanent fix is applied.

#### **What is the concern?**

Through ongoing quality analysis, Jaguar has identified a potential concern on a number of XF vehicles. The JaguarDrive Selector™ (Transmission Control Switch [TCS]) may not rotate, leading to the inability to select a different transmission gear. Should the TCS fail to rotate during a drive period the transmission will engage Park (P) when the ignition is switched 'off', regardless of the position of the TCS.

#### **What will Jaguar and your Jaguar Dealer do?**

Your authorized Jaguar dealer will replace the Transmission Control Switch. 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 K063 completed on your vehicle.

#### **How long will it take?**

Repair time is estimated to take less than one (1) hour; however, because of dealer scheduling requirements, your vehicle may be needed for a longer period of time.

#### **If you have previously paid for the Transmission Control Switch to be replaced**

If you have already paid for the Transmission Control Switch (TCS) to be replaced for this concern before the date of this letter, Jaguar is offering a refund. In order to qualify for a refund, please provide your authorized Jaguar dealer with the original paid receipt.

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

#### **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 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 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

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 Experience Manager

Sample