



K007 Sample Owner Letter - USA

**(UNITED STATES VERSION)
IMPORTANT INFORMATION**

**RE: Service Action K007 – Incorrect Emissions Label
Vehicles Affected: 2006 Model Year X-TYPE 3.0L Vehicles**

Jaguar is providing a no-charge Customer Satisfaction Program (Program Number K007) to owners of certain 2006 model year X-TYPE 3.0L vehicles.

Reason for this program

Jaguar Cars has determined that an incorrect emissions label may have been installed on your vehicle. The emission label installed on the left side radiator support cross member on a number of 2006 MY X-TYPE 3.0L vehicles incorrectly shows the engine to be '3.DL' instead of the correct '3.0L' designation. Although there is no effect on the operation of the vehicle, there is a risk that if the vehicle is inspected by authorities, the car could be removed from road use because of the non-compliant label. For your convenience a replacement label is enclosed in this mailing.

What should you do?

To minimize customer inconvenience, if you wish to replace the emission label without a visit to your dealer, use the enclosed replacement label following the instructions on the next page.

If you would prefer to have your authorized Jaguar dealer perform the label installation, contact the dealer and make an appointment for them to install the correct label on your vehicle free of charge. Please provide the dealer with the label sent with this letter at the time of the appointment.

How long will it take?

The time required to carry out this action is approximately five minutes.

Attention Leasing Agencies: This notification should be forwarded to the lessee at the earliest opportunity.

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 Service 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 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,

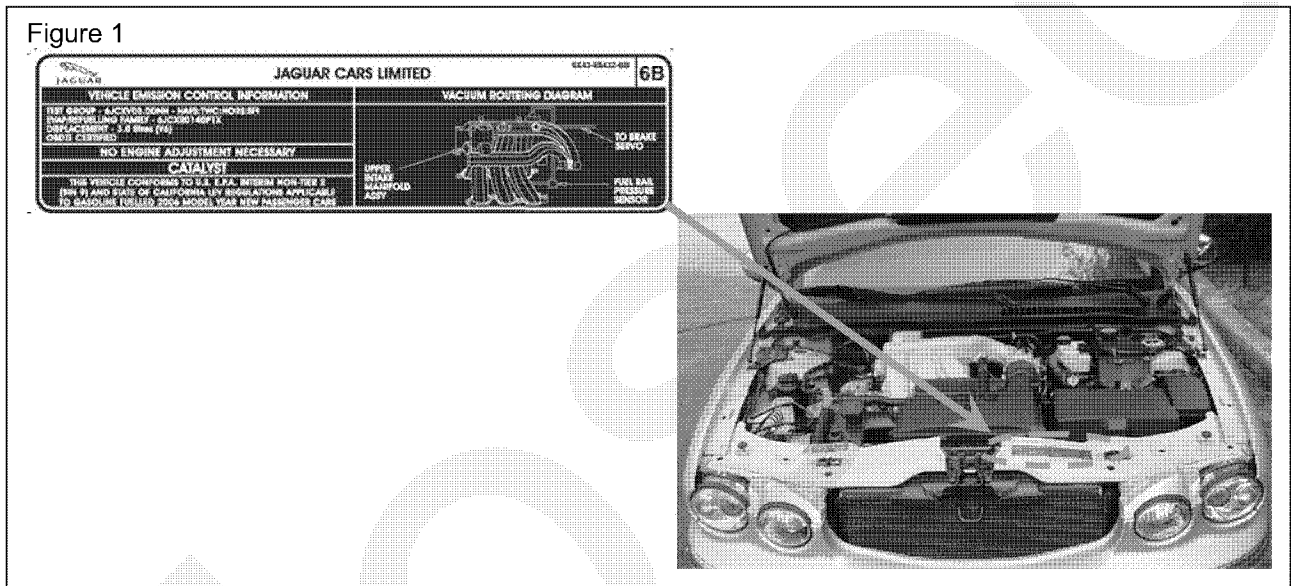
Benjamin I. Weiner
Customer Satisfaction Manager

REPAIR PROCEDURE

EMISSION LABEL REPLACEMENT PROCEDURE

1. Release and open the hood.
2. Identify the emission label installed on the left side radiator support cross member. (Figure 1)
3. Peel off the existing label and discard.
4. Clean away any residual adhesive.
5. Apply the replacement label on the left side radiator support cross member in the same location as the removed label.
6. Close the hood.

Figure 1





K007 Sample Owner Letter - Canada

**(CANADIAN VERSION)
IMPORTANT INFORMATION**

**RE: Service Action K007 – Incorrect Emissions Label
Vehicles Affected: 2006 Model Year X-TYPE 3.0L Vehicles**

Jaguar is providing a no-charge Customer Satisfaction Program (Program Number K007) to owners of certain 2006 model year X-TYPE 3.0L vehicles.

Reason for this program

Jaguar Canada has determined that an incorrect emissions label may have been installed on your vehicle. The emission label installed to the left side radiator support cross member on a number of 2006MY X-TYPE 3.0L vehicles incorrectly shows the engine to be '3.DL' instead of the correct '3.0L' designation. Although there is no effect on the operation of the vehicle, there is a risk that if the vehicle is inspected by authorities, the car could be removed from road use because of the non-compliant label. For your convenience a replacement label is enclosed in this mailing.

What should you do?

To minimize customer inconvenience, if you wish to replace the emission label without a visit to your dealer, use the enclosed replacement label following the instructions on the next page.

If you would prefer to have your authorized Jaguar dealer perform the label installation, contact the dealer and make an appointment for them to install the correct label on your vehicle free of charge. Please provide the dealer with the label sent with this letter at the time of the appointment.

How long will it take?

The time required to carry out this action is approximately five minutes.

Attention Leasing Agencies: This notification should be forwarded to the lessee at the earliest opportunity.

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 other questions regarding this Service Action or need assistance in locating your nearest authorized Jaguar dealer, please contact the Jaguar Customer Relationship Center at: **800 668-6257** or visit www.jaguar.com/ca and send an email from the 'Contact Us' section.

If you need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover Canada ULC
ATTN: Customer Relationship Center
8 Indell Lane
Bramalea, ON L6T4H3

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,

Benjamin I. Weiner
Customer Satisfaction Manager

REPAIR PROCEDURE

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