

Service Action K134: Instrument Cluster Replacement

Affected Vehicles: 2005-2009MY Jaguar XJ

Dear Jaguar XJ Owner,

Jaguar Land Rover North America, LLC is providing a no charge Customer Satisfaction program to owners of certain 2005-2009 model year Jaguar XJ vehicles.

What is the issue?

The affected vehicles have been fitted with a previously replaced Instrument Cluster that contains a quality concern which may lead to a drained battery.

What will Jaguar and your Jaguar retailer do?

Your authorized Jaguar retailer will replace the Instrument Cluster assembly of your vehicle. The update will be carried out free of charge.

What should you do?

Please contact your authorized Jaguar retailer at your earliest convenience to schedule an appointment to have Service Action K134 completed on your vehicle.

When presenting the vehicle to your Jaguar retailer, we request that all the vehicle's keys be brought to your retailer.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately two hours, although your Jaguar retailer may need your vehicle for a longer time due to service scheduling requirements.

Attention Leasing Agencies: Please forward this notification to the lessee within TEN days.

What should you do if you have already paid to have this repair completed?

If you have already paid for the replacement of the Instrument Cluster for this concern prior to the date of this letter, Jaguar would like to offer a refund.

If you meet all the following requirements, you are eligible to receive reimbursement:

1. You own a 2005-2009 model year XJ affected by this issue;
2. You have paid to replace the Instrument Cluster for the concern described above;
3. The repair was performed before the date of this letter;
4. You have an original or legible copy of the paid repair order or invoice showing:
 - Your name and address at the time of the repair
 - A description of the concern reported
 - Itemized parts and labor charges
 - The vehicle model and year and the vehicle identification number
 - The repair date
 - Repair mileage
 - Name and address of the authorized Jaguar retailer or licensed repair facility

If you have all of the above information, present it to the Service Manager at your authorized Jaguar retailer and they will arrange reimbursement of your claim.

Please ensure that you retain copies of all of the paperwork supporting this claim. If the repairs were performed by anyone other than a Jaguar retailer, the amount of reimbursement may be limited by the amount you would have been charged to have your vehicle repaired by an authorized Jaguar retailer.

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 Information Change Form enclosed.

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 retailer, please contact the Jaguar Customer Relationship Center at:

- o 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

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Jaguar in cooperation with your authorized retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,



Peter Pochapsky
Customer Experience Manager