

April 2014

RE: Service Action K192 – Folding Top Enhancement Program**Vehicle Affected: Jaguar F-TYPE****Model Year: 2014****Dear Jaguar F-TYPE Owner,**

Jaguar Land Rover North America, LLC is providing a no charge Customer Satisfaction program to owners of certain 2014 model year Jaguar F-TYPE vehicles.

What is the issue?

The issue relates to the potential for premature wear of the convertible folding top and white marks which may appear on the convertible folding top interior trim.

What will Jaguar and your Jaguar Retailer do?

Your authorized Jaguar retailer will inspect and, if necessary, adjust the folding top and folding top harness. There will be no charge for this repair.

What should you do?

Please contact your authorized Jaguar retailer at your earliest convenience to schedule an appointment to have Program Code K192 completed on your vehicle.

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 one hour, although your 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.

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 Centre 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 Centre
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