

Emissions Recall J038: Sample Owner Letter

July 2014

RE: Voluntary Emissions Recall J038 - Engine Malfunction Indicator Lamp Illuminated

Vehicles Affected: 2010-2012MY XF and XJ; 2010-2014MY XK

Dear Jaguar Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge voluntary Emissions Recall (Program Code J038) for owners of 2010-2012 model year XF and XJ vehicles and 2010-2014 model year XK vehicles. Your vehicle is included in this Voluntary Emissions Recall.

What is the concern?

A concern has been identified with the engine calibration software of vehicles identified above, which can cause the engine Malfunction Indicator Lamp (MIL) to illuminate. This condition will have no effect on the vehicle's performance, but can reduce the vehicle's ability to control tailpipe emissions.

What will Jaguar and your Jaguar retailer do?

An authorized Jaguar retailer will update your vehicle's Engine Control Module software. There will be no charge for this repair.

What should you do?

Contact your preferred Jaguar retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code J038.

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 20-30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

Are you the owner of an affected vehicle registered in California?

Under certain driving conditions, your vehicle may release air pollutants which exceed California standards. California requires the completion of this service prior to vehicle registration renewal. Your vehicle is subject to these requirements. When the required service has been completed, your Jaguar retailer will provide you a 'Vehicle Emission Recall - Proof of Correction' certificate. Please make sure that you obtain the certificate from your Jaguar retailer and, if required, present it to the Department of Motor Vehicles when renewing your registration. Retain the certificate for your records.

Attention Leasing Agencies: Please forward this notification to the lessee within ten (10) 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 Recall Action 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 program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky", with a long horizontal flourish extending to the right.

Peter Pochapsky
Customer Experience Manager