



JAGUAR

Jaguar Land Rover North America, LLC

555 MacArthur Boulevard
Mahwah, New Jersey 07430

201-818-8500
<http://www.Jaguarusa.com>

June 04, 2012

**RE: Service Action J026: Malfunction Indicator Lamp with DTC P0128 Stored
Vehicles Affected: Jaguar XKR**

Dear Jaguar XKR Owner:

Jaguar is providing a no-charge Customer Satisfaction Program (Program Number J026) to owners of 2004 – 2006 model year XKR vehicles.

What is the issue?

Following the update to your vehicle under program number J004 (emissions recall to revise your vehicle's on-board diagnostic system software), Jaguar has determined that on certain XJR vehicles, the J004 update may cause the Malfunction Indicator Lamp (MIL) to illuminate erroneously under certain driving conditions. Diagnosis of this problem may lead to unnecessary service of the electronic thermostatic control valve for the engine cooling system.

What will Jaguar and your Jaguar retailer do?

Your authorized Jaguar retailer will update the software update of the Engine Control Module 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 J026 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 20 minutes, 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 (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 previously paid to repair this issue?

If you have already paid for the Engine control module to be updated for this concern prior to the date of this letter, Jaguar is offering a refund. In order to qualify for a refund, please provide your authorized Jaguar retailer with the original paid receipt.

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

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 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

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,



Stephanie P. Lutz
Customer Experience Manager