



JAGUAR CARS

555 MacArthur Boulevard
Mahwah, NJ 07430 USA

www.jaguar.com

April 24, 2012

Mr. Deepak H. Dave'
1999 Greentree Road
Cherry Hill, NY 08003

REF: 7698164
VIN: G16433

Dear Mr. Dave':

Thank you for contacting Jaguar North America's Executive Office requesting assistance for the repair of your 2004 XJ. Please accept our apologies for the inconvenience and the time you have spent dealing with this issue.

It is difficult, from this location, to determine why this occurred. The actual longevity of any given part is dependent on a number of factors. These factors could include care, maintenance, use and climate. During the life of the vehicle, items may have to be replaced due to mechanical failure, or normal wear and tear. Of course, this explanation does not relieve the inconvenience or expense of dealing with the problems as they arise.

Your vehicle, when new, came with a 4-year or 50,000 miles New Vehicle Limited Warranty. At this time, your vehicle has exceeded those parameters. Although we empathize with your situation, Jaguar Land Rover North America is unable to honor your request for assistance.

We value our Jaguar customers and are sorry that we were not able to meet your expectations in this instance.

Sincerely,

Pianca Vazquez-Ahmed
Executive Liaison
Jaguar Land Rover North America, LLC

