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December 9, 2004

2005 JAN 11 PM 11: 11

Sent certified return receipt and faxed 201.818.9781

Michael O'Driscoll
President
Jaguar North America
555 McArthur Blvd.
Mahwah, New Jersey 07430

Dear Mr. O'Driscoll,

We have sent a letter to your Customer Relations Department [enclosed] two days ago.

Today, one of your staff, Nicole Posimano [sic], called to tell us that she had "researched" the defect raised in our letter and there is nothing Jaguar can do to mitigate the situation.

I asked about the nature of the research, whether she had checked the Service Bulletins, other complaints from other owners, etc. She said that all she had done was talk to the service manager at the dealership in San Diego.

She admitted that they told her of several similar situations, but that was "just their opinion." She said the problem with the gas pedal was with the sensor. She said there were too many miles on the vehicle and that she would not authorize any Jaguar factory repair.

And she said she would do no further "research."

She also said she had the "final authority."

I asked several times to speak to her immediate supervisor. She refused to divulge that person's name. My husband asked as well. Again, no name was forthcoming.

We asked her the name of the executive in charge of Customer Relations, e.g. the Vice-President or Manager. Ms. Posimano said there is no executive in charge and that everyone reports directly to the President. She then offered your name, reluctantly.

Hence, I am writing you and am copying certain interested parties because of the attitudes expressed by your Customer Relations representative.

Please allow me to re-cap the problem.

I own a 2000 S-Type.

My husband and I were driving on a busy freeway at night after dinner and my car totally lost power and just stopped. My husband and I could have been seriously injured or killed.

I called Jaguar's 24 hour Roadside assistance several times and no one answered.

Noted
1/18/05

Michael O'Driscoll
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We had the car towed to the only San Diego dealer, Cush Jaguar. The dealership said they are aware of this problem occurring, but do not have factory authorization to cover it.

A check of the NHTSA reveals previous complaints as well as a service bulletin [enclosed].

I do not understand the reluctance of Jaguar to address this critical safety issue in a fair and appropriate way. How many lives have to be sacrificed before Jaguar takes action?

So far, Jaguar's actions are not consistent with Ford Motor Company's express policy on Automobile Safety:

Our Position

It is Ford's long-standing policy to design and build vehicles that meet or exceed applicable laws and regulations, and to advance the state-of-the-art in safety wherever practicable. This necessitates continuous improvement in vehicle safety and applies to accident avoidance attributes as well as occupant protection systems. Additionally, Ford is active and responsible in all areas of automotive safety, including vehicle design and manufacture, operator behavior and the highway environment.

I hope that you will take this opportunity to re-affirm Jaguar's commitment to these principles.

Kindly respond at your earliest convenience.

Very truly yours,

Del Mar, CA

Enc

Cc w/: Bibiana Boerio, Managing Director, Jaguar Cars
NHTSA ✓
Consumer Reports
Los Angeles Times
San Diego Union

Dec. 7, 2004

Faxed 201 818 9781

Jaguar North America
Customer Relations
555 McArthur Blvd
Mahwah, New Jersey 07430

Dear Jaguar:

I own a 2000 S-Type. I have had recurring problems with various items breaking and not functioning.

I was driving on the freeway the other day and the car lost power and just stopped. The only symptom was a warning message that said "Fail safe engine mode." The car failed to accelerate.

I had the car towed to the only Jaguar dealer in San Diego, Cush Jaguar, I was told that the accelerator peddle had broken and would cost \$600.00 to fix it. I asked for a printout of the computer analysis, but Cush said they could not provide a hard copy.

I am very upset at the lack of reliability of this Jaguar. I have NEVER heard of a gas peddle not functioning on any car, even in a car with over 200,000 miles, much less a car that is 5 years old with 87,000 miles. I am 5'4" and weigh all of 115 pounds. I do not think I am strong enough to break a gas pedal.

I shudder to think what could have happened if we had been struck from behind on the freeway.

This gas pedal presents a significant safety risk. I feel that the factory should cover the cost of this safety repair.

Please contact me at your earliest convenience. Thank you for your prompt attention to this matter.

Very truly yours,

Del Mar, CA



Office of Defects Investigation

Complaints - Search Results

2 Records Displayed.

Report Date : December 8, 2004 at 11:14 AM

SEARCH TYPE : VEHICLE

YEAR : 2000

Make : JAGUAR

Model : S-TYPE

Type : ANY

Make : JAGUAR

Model : S-TYPE

Year : 2000

Manufacturer : JAGUAR CARS LTD

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10074029

Date of Failure: March 15, 2004

VIN : Not Available

Component: VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Summary:

WHILE ATTEMPTING TO ACCELERATE AT ANY SPEED VEHICLE WOULD NOT ACCELERATE. CONSUMER HAD THE VEHICLE TOWED TO THE DEALER ON THREE SEPARATE OCCASIONS, BUT PROBLEM RECURRED. *AK

Make : JAGUAR

Model : S-TYPE

Year : 2000

Manufacturer : JAGUAR CARS LTD

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 880618

Date of Failure:

VIN : Not Available

Component: VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Summary:

WHEN VEHICLE IS PLACED INTO DRIVE IT WILL BUCK INTO REVERSE FIRST. ACCELERATION POWER DOES NOT FEEL LIKE IT IS CONTROLLED BY PEDAL WHEN APPLIED. DEALER HAS NOT BEEN CONTACTED. *AK



Office of Defects Investigation

Technical Service Bulletins - Search Results

Report Date : December 8, 2004 at 11:09 AM

SEARCH TYPE : VEHICLE

YEAR : 2000

Make : JAGUAR

Model : S-TYPE

Type : ANY

Make : JAGUAR

Model : S-TYPE

Year : 2000

Manufacturer : JAGUAR CARS LTD

Service Bulletin Num : S31001

Date of Bulletin: DEC 01, 1999

NHTSA Item Number: 626980

Component: FUEL SYSTEM, GASOLINE

Summary:

SOME VEHICLES MAY EXPERIENCE A LOSS OF ENGINE PERFORMANCE AND/OR LOW FUEL PRESSURE. *SLC