



Rob McKenna

ATTORNEY GENERAL OF WASHINGTON

P.O. Box 2317 (1019 Pacific Ave-3rd Fl) • Tacoma WA 98401-2317

March 29, 2005

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[Redacted]

FORT LUDLOW, WA [Redacted]

10117770

Re: JAGUAR OF FIFE-TACOMA

File #TAC [Redacted]

Dear [Redacted]

Our office has received your correspondence. The agency shown below appears to be the appropriate agency of government to review this, so we are forwarding it to them. Any further correspondence should be directed to that agency at the address shown below.

We are sorry that we cannot be of direct assistance to you, but thank you for contacting this office.

Patrick Bell
Complaint Analyst
Consumer Protection Division
(253) 593-2904

cc:

National Highway Traffic Safety Commission
400 7th St SW
Washington, DC 20590



*Amelia
4/9/05*



Received Via Internet: 3/1/2005 11:13:31 AM

Form Type: eng

Consumer Information

Name: [REDACTED]
Address: [REDACTED]
City: port jackson State: WA Zip: [REDACTED]
Day Phone: [REDACTED] Evening Phone:
E-mail Address: [REDACTED]
Age Group (optional): 59+

Yes In order to process your complaint, the Attorney General's Office will send a copy of your complaint to the complained of business. Do you want the Attorney General's Office to send this business a copy of your complaint?

I understand that if I answer No, the Attorney General's Office will not process this complaint. Additionally, if I answer Yes, I understand that my complaint and any related documents I have submitted will become "public records." Under state law, public records are subject to public records disclosure requests. Under some circumstances, my complaint and related documents may therefore be seen by other people.

Business Information

Name of business that I am complaining about: Jaquar of tacoma
Address: 1801 40th ave ct e.
City: fife State: Zip: 98424
Phone: 8667216100 Toll-Free: Fax:
E-mail:

Name of owner or manager (if known):
Names and addresses of any other businesses involved in your complaint:

Item or service purchased: Jaquar S type car

Cost of item or service: 30000 Did you sign a contract? YES Date of transaction: 11/08/02
Salesperson's name: Fergus
Was an advertisement involved? NO Date and source of advertisement: -

About Your Complaint . . .

Have you complained to the business? YES

If YES, to whom (include position)? Matt Malch, Service Manager., in march 03 , while the car was still in Warranty, I advised Matt that the car would not come out of part easily. They changed a cable at that time. The car was easier to come out of park but was still not smooth. Recently it became almost impossible to get it out and so I took it back to the dealer. Now the car is out of warranty and they advise that there is a transmission fix that will cost \$1300. During a discussion with Matt he revealed that Jaquar has been aware of this problem since 2002 since they have been making a transmission fix since then. Now they want to charge me for something they knew existed 2 years ago when my car was still under warranty.

What response did you receive? Matt advised that they would not fix it at their expense. I have had them fix it so I can use the car. However, I think they should reimburse me.

If you have not contacted the business, explain why not:

Have you filed a complaint about this business with the Attorney General's Office before? No
If Yes, list the file number assigned to that complaint:

Have you contacted a private attorney? Yes
If YES, identify the name and address of the attorney: Jeff Robinson.
Is there a court or other legal proceeding pending? No
If YES, please explain:

Explain your complaint in detail:
Sorry I put this in the response block above

What do you think the business should do to resolve your complaint? (Circle one)
RFD

Explain if you have circled 'Other':

Signature

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that my complaint and the related documents will become a "public record" and under state law can be subject to a public records disclosure request and thus be seen by other people.

Signature

[Redacted Signature]

Date 3/1/05

Received via the Internet
City and State where signed

[Faint, illegible text, possibly a stamp or watermark]

[Faint, illegible text, possibly a stamp or watermark]