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May 25, 2005

National Highway Traffic Safety Administration
US Department of Transportation
400 7th Street S.W.
Washington, D.C. 20590

Gentlemen:

I believe that I have a very serious problem with my 2001 XK8 Jaguar convertible. I have owned the car since January 2001 and I only have 29,000 miles on it.

On April 22nd I was driving at 7AM in moderate traffic, slightly downhill when I had to step on the brakes as the traffic came to a stop. It was not necessary to hit the brakes hard but the car immediately accelerated. The other car rolled about 15 feet. Since I was going down a slight hill, I again stepped on my brake and again the car accelerated and I again hit the same car.

I wish to state that the first time, I thought maybe my foot slipped off the brake and I stepped on the gas pedal, however the second time, I did look at my foot which was squarely on the brake pedal. I am very fortunate that the only damage to the other car was to the bumper, which I have already reimbursed the owner in the amount of \$600. I believe that if a person had been in front of me rather than a car, he could have been killed.

I am writing this letter so you can check if Jaguar has had similar incidents. I have also enclosed a copy of my letter to Jaguar, who has not expressed much interest in checking a very serious problem.

Very truly yours,



LJH/ks

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6/7/05

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May 25, 2005

Jaguar Cars
Attention: Customer Relationship Center
555 Mac Arthur Boulevard
Mahwah, New Jersey 07430-2327

Gentlemen:

I wish to advise you that I own a 2001 Jaguar convertible XK8 (SAJDA42C11NA14902), which I acquired in January 2001, and a 2004 Jaguar XJ8 which I acquired December 2004. Since 1990, I have purchased about 7 Jaguars from Jaguar of Thousand Oaks, California. Up to now, I have always been very happy with the performance and service of my Jaguars and I do not believe that I have ever complained about any of the cars.

I now have a very serious problem with my 2001 convertible which only has about 29,000 miles. On April 22nd, I was driving South on Sepulveda Boulevard near Mulholland in moderate 7AM traffic and had to come to a stop. I did not have to hit the brakes hard but when I braked my car immediately accelerated and I hit the car in front of me. We were on a slight downhill and the other car rolled about 10 to 15 feet. Because I was going downhill, I again braked, my car accelerated and I hit the other car a second time. I wish to advise you that I looked at my foot the second time and it was squarely on the brake.

I drove the car in low gear back to my office and immediately called Jaguar service. The car was picked up within a few hours and I was furnished with a loaner. I did speak to my service rep., Ray Marcuse, about every three days and never rushed anyone, although I was getting impatient. I was informed that Jaguar technicians were advising the service department as to the steps to find the problems. About Tuesday, May 10th, I was informed that my car would be returned but I wanted to talk to a rep first. The supervisor called me and stated that they had not found anything and would return the car to me. I told him that I would be out of town from the 17th thru the 23rd and I wanted someone from Jaguar to look at the car. There is a problem with it. On May 16th, the supervisor stated that they wanted the loaner back and my car was dropped off at my home that day.

You must realize that Jaguar, Jaguar of Thousand Oaks and I have a very serious liability problem. If a person had been in front of me, he probably would have been killed. I have no confidence in this car. I have already told my children and grandchildren that they can not drive the car. They have borrowed it in the past.

I have been advised that I can not sell the car without disclosing the problem. I doubt if any Jaguar dealer would buy it knowing the facts. I also have been advised to drive the car until I satisfy myself. That would be great unless I kill someone. I have also received the invoice which

are usually very detailed but in my car it looks like very little time was spent in checking the problem. From the mileage I doubt if it was test driven, more than 10 miles by a technician. I hereby request a detailed billing as to the time spent on my car.

I have paid the other car owner \$600 to repair his bumper and settle any claims against me. I do expect a prompt response to this letter.

Very truly yours,

COPY

cc: National Highway Traffic Safety Administration
Jaguar Thousand Oaks

LJH/ks