



RICHARD J. CODEY
Acting Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102



PETER C. HARVEY
Attorney General

KIMBERLY S. FICKETS
Acting Director

Mailing Address:
P.O. Box 46025
Newark, NJ 07101
(973) 604-8200

June 14, 2005

[Redacted]
S W Ranches, FL [Redacted]

10128048

Re: Jaguar Cars of North America
File No.: [Redacted]

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

PDP:aro
CSC11B.frm

Handwritten: *Handwritten 6/20/05*



New Jersey Office of the Attorney General

Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-6200
(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Division may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED] ADDRESS: [REDACTED] CITY: <u>S.W. Ranches</u> STATE: <u>Florida</u> ZIP: [REDACTED] HOME TELEPHONE NUMBER: [REDACTED] WORK TELEPHONE NUMBER: [REDACTED] E-MAIL ADDRESS: _____	BUSINESS: <u>JAGUAR CARS of North America</u> ADDRESS: <u>555 MacArthur Boulevard</u> CITY: <u>MANAWAH</u> STATE: <u>NEW JERSEY</u> ZIP: <u>07430-3327</u> TELEPHONE NUMBER (1): <u>201-818-8500</u> TELEPHONE NUMBER (2): _____
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For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|--|---|---|--|
| <input checked="" type="checkbox"/> Automotive | <input type="checkbox"/> Automotive Repairs | <input type="checkbox"/> Banking | <input type="checkbox"/> Credit Card |
| <input type="checkbox"/> Charity | <input type="checkbox"/> Direct Mail/Sweepstakes | <input type="checkbox"/> Home Repair | <input type="checkbox"/> Internet/Cyberspace |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities | <input type="checkbox"/> Telemarketing | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle | <input type="checkbox"/> Health Club | <input type="checkbox"/> Warranty | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law |
| <input type="checkbox"/> Home Furnishings | <input type="checkbox"/> Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. New Used
- b. Purchased Leased
- c. Purchase Price \$93,000 Current Mileage 23,550
- d. Date of purchase 01-24-2002 With Warranty With Service Contract As Is
- e. Make JAGUAR Model XKR Year 2002

3. Name of company with which you dealt: ALPINE JAGUAR FT. LAUDERDALE

4. Name and title of company agents or employees with whom you dealt: ① Kelly Potts "Service Advisor"
② John Geiser - "Manager" ③ Jodian (Assistant) & Jeannette (Receptionist)
Mr. Michael O'Deiseoll (President)

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

SEE ATTACHED.

Enclosed you will find Receipts & Documents related to my complaint against JAGUAR CARS of North America

I would appreciate your help. As you can see from my medical Reports my health has been severely damaged by what can only be the NEGLIGENCE of JAGUAR CARS.

They must have Realised that they had an EMISSION problem to make a modification to the Original modification, equally, they must have also Realised that the first modification was ineffective or they would not have produced a second generation.

For your information, JAGUAR have been most unsympathetic to my problem, in some cases down right RUDE.

6. The amount of loss involved in this complaint is \$ 5,000 - . Please provide a breakdown of these losses:

Cost of medical treatment

Blood Tests, Chest X RAYS, complete PFT / ABG.

High Resolution CT SCAN of chest. Arterial Blood Gas.

Plus medication & other et's care in way.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

Signature

01-23-05

Date

Jaguar XKR 2002 Model

This car was purchased from Alpine Jaguar in January 2002 and maintained by them.

In mid September 2004 the 'check engine' light came on. My husband telephoned Alpine Jaguar and spoke to his service advisor, Kelly Potts. He asked him if it was safe to drive the car? He was told that this was probably nothing serious, just a fault in the emission system. The car was due in for its regular 20,000 mile service and it was agreed that the problem causing the 'check engine' light to illuminate would be rectified at this time.

I had complained to my husband prior to the car going in to the garage that I could smell fumes and that they were making me cough.

The car was taken in for the work on the 29th of September, it was ready the same afternoon. When my husband collected the car he was told by the service advisor that in fact there had been a problem with the emission system and a factory modification had been fitted to rectify the problem.

During the next two months my husband was away for much of the time and I was nearly the sole driver of the car. I still continued to smell exhaust fumes and told my husband this several times during our telephone conversations.

On the 6th of December I felt so ill driving the car that I went to an Emergency Clinic, the doctor at the clinic told me not to drive the car again as it was obviously unsafe and was affecting my health.

By the time I got home the 'check engine' light had come on again, my husband immediately took the car to Alpine Jaguar.

When he collected the car on the 10th, there had been some bodywork done on the car as well. He was told that the original modification fitted to the car had been superseded as they had not worked and that the factory had now issued further modifications, which had been fitted.

During the period of the 10th to the 20th of December I continued to smell fumes, this time raw petrol rather than an exhaust smell. My husband took the car back to Alpine Jaguar. On the 21st the garage told him that they had rectified the problem which was being caused by raw petrol running into two filters at the back of the car. As the car had only been filled once since coming out of the garage on the 10th and it had not been over filled, it seems likely that this was a separate problem that had not been identified previously.

My health

I am normally a very fit and healthy person, I do not smoke and I take a lot of exercise.

From the start of this problem until the incident on the 6th of December my health has deteriorated alarmingly. I was having breathing, had a nasty dry cough, pain in my lungs and was generally lethargic and fatigued.

I saw a pulmonary specialist, who after a series of tests and examinations told me that I had 'concomitant interstitial lung disease', he said that this problem was caused by inhaling fumes. He also said that the problem could become chronic as I had probably been inhaling fumes for over two and a half months.

I had an further appointment with the specialist, on the 4th of January, when more test and examinations were carried out. I was given the result of these test on the 27th of January. These were not conclusive and I have to go back for a further examination in March.

In the meantime, on the 10th of February my breathing and chest pains had got so bad that I had to go to my primary care physician. He gave my more test as a result he gave me an inhaler that I have to use all the time as if I was an asthmatic. I have to see him again on the 1st of March 2005.

AMERICAN WALK-IN
Emergency Medical Clinic
6870 Dykes Road, Southwest Ranches, FL 33331
Ph (954) 434-1010 * Fax (954) 434-1730

BEDSIS
MIRIAM
F/50

DISCHARGE INSTRUCTIONS

The examination and treatment you have received has been given for the purpose of identifying whether or not an emergency condition requiring immediate treatment exists, whether hospitalization is needed, and is not intended to replace total medical evaluation and care. Sometimes, it is not possible to recognize and treat all the elements of an illness or injury, on one visit to the doctor. Therefore, it is important for you to either contact your doctor for follow-up or return to our office within 48 hours.

GENERAL INSTRUCTIONS:

Needs chest X-ray as soon as possible

MEDICATIONS:

Call tomorrow morning for results of the thyroid test

NOTE: If at any time you feel worse or become concerned about your condition, call 911, go to the nearest emergency room or return to our clinic immediately.

Referred to _____

Telephone: _____

YOU MUST CONTACT A PHYSICIAN WITHIN 3 DAYS. YOU ARE RESPONSIBLE FOR MAKING FINANCIAL ARRANGEMENTS WITH THE ABOVE PHYSICIAN. IF YOU ARE UNABLE TO PAY FOR SERVICES, YOU MUST DISCUSS THIS WITH THE PHYSICIAN.

I HAVE READ THE ABOVE INSTRUCTIONS AND I FULLY UNDERSTAND THEM.


Patient / Legal Representative Signature

Dec 8/04

Amgen
America
1-800-452-4621

AMERICAN WALK-IN
Emergency Medical Clinic * Felipe L. Cubas, MD, FAAEM
6870 Dykes Road, Southwest Ranches, FL 33331
Ph (954) 434-1010 * Fx (954) 434-1730
www.americanwalkin.com

LEONORA
Thebeck 12/14
4: PM

X-RAY REPORT

PATIENT NAME:



PATIENT ID#:

TYPE OF STUDY:

Chest X-RAY

DATE OF STUDY:

Dec 8, 2004

BRIEF HISTORY:

fuel fumes Exposure
frequent cough

PHYSICIAN REPORT:

NORMAL heart size
increase bronchial markings
changes consistent with bronchitis
IF symptoms persists recommend
a CT scan of the chest.

PHYSICIAN
SIGNATURE:



DEC 09 2004

DATE:

JORGE L. BARROS, M.D., F.C.C.P.
DIPLOMATE AMERICAN BOARD OF INTERNAL MEDICINE
AND AMERICAN BOARD OF PULMONARY DISEASES

MEMORIAL WEST MEDICAL BLDG.
601 N. FLAMINGO ROAD, SUITE 108
PENSACOLA PINES, FLORIDA 33028
TELEPHONE (904) 431-7333
FAX (904) 432-1838

December 15, 2004

[REDACTED]
Southwest Ranches, FL.

RE: [REDACTED]

Dear Dr. [REDACTED]

It was a pleasure to evaluate your patient Mrs. [REDACTED] today.

Impression: 1) Prolonged cough and associated dyspnea most likely related to reactive airways disease due to inhalation of irritant automobile fumes. At this time I cannot exclude concomitant interstitial lung disease.

- Recommendations:**
- 1) We will request for high resolution Ct scan of the chest and complete pulmonary function test with arterial blood gases.
 - 2) We will initiate therapy with Flovent MDI 44mcg 2 puffs BID and instructed patient to rinse mouth after use.
 - 3) She was instructed to avoid irritant automobile fumes.
 - 4) RTO 6-8 weeks.

Thank you for allowing me to participate in the care of your patient.

Sincerely yours,

[REDACTED]
JLB/mv

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**