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Hollywood, August 15th 2005

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To Whom It May Concern:

Everything started sometime in June 2004 when I saw an ad in the internet regarding Warren Henry offering "Lemon Law" Jaguars for sale.

At that time I was in the market for a car, and having always wanted to own a Jaguar, I went to Warren Henry. My Sales Associate was Mr. Kyle, and when I asked what the problem was with the "Lemon Law" Jaguar they were offering his answer was that there was none whatsoever, because this car has had passed countless inspections in order to be approved to be re-sold, and that actually it was even better than a "Regular" Jaguar because of the said countless inspections. However, he had to disclose the fact that the car has had problems in the past.

My next question was, should I bought the car, would I have any problems with it? And his answer was (sic) "Impossible!!! This car has been checked by Jaguar on (countless) inspection points".

Having agreed on the price and while waiting for the financing to go through, I took the car with me on a "trial" period.

The second day of driving the car, the "Check Engine" light went off.

Very concerned I slowly drove the car back to Warren Henry for them to fix it. At that point I said that since my paperwork wasn't ready yet, if they couldn't fix the car for good I wouldn't go through with the purchase for the simple fact that I did not want to buy a problem.

Since I had given Warren Henry my old car as part of the down payment, I had no car to drive, so they gave me a Loaner. I gave them a list with the items that needed to be fixed on the "Lemon" Jaguar.

A few days went by, and they called me to let me know that the paperwork was done and the car ready.

I went to their office, and after signing the paperwork for the purchase of the vehicle, I went to pick up my car for a test drive.

The "Check Engine" light went off thirty seconds after I left Warren Henry.

Right away I returned to Warren Henry where I spoke to the Financing Office because I wanted to cancel the deal. At the same time Mr. Kyle, my Sales Associate, brought in Mr Brody, Used Cars Manager at Warren Henry. Mr Brody said that if I took the car (after they fixed it again), they would pay for my first car payment, as a compensation for all the trouble.

I said to Mr Brody that my concern was that this problem would be a recurrent one, I did not want to go through this all along. But he told me once again not to worry, malfunctions happened once in a while (not often at ALL), and that a Super Technician would take care of the problem.

At that time I expressed my concern, once again, that if I had to drive back and forth to Warren Henry because of this problem, I wanted to cancel the purchase because I did not want to have to have this problem with any car, least of all a Jaguar, my dream car.

In the meanwhile, I called Mr Kyle, my Sales Associate to remind him to get my CDs from my old car, together with a very expensive course of the Chinese language in CDs. They sent me home with their (by now) characteristic "Don't worry, No problem"

I did worry, anyway, and my concern grew as the days went by and I got no news from Warren Henry.

I called Warren Henry to check on my CDs, and they told me that it was too late. Mr Brody couldn't care less, off course.

Besides the Check Engine light, the other details I reported were not fixed.

I spoke with Mr Salvatore from Jaguar Customer Service in numerous occasions, asking him who would help me solve this problem with this car, but basically his only answer was to leave the car at Warren Henry to be

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fixed, again, again and again.

After two or three months of leaving the car at Warren Henry to be fixed, picking it up, and then after a couple days the same problems would start all over again, and again, and again...

I got teased at my job because I would drive a different car every week (the different Loaners I got), it was very mortifying to hear from them that I shouldn't have gotten a Jaguar, because those cars were bad news (really?????).

I begged Mr Salvatore to try to get me the same color car so I wouldn't have to go through all this crap at work. He told me that such request wasn't possible, so the aggravation at work continued for me.

So finally I just stopped going back to get my car fixed, I wouldn't go through all these problems at my own job because of Jaguar.

I got transferred at my job to a different branch for two months, so after I got back I took my car again to be repaired, without satisfaction, having to put up with the mistreating of the personnel of Jaguar Service at Warren Henry. They were tired of seeing me there all the time, and I was tired of having to go see them all the time as well.

I am the one to blame because I am the one who bought this Jaguar and it seems that I have to pay for my foolishness, but I strongly believe that nobody is THAT guilty.

I do not want the car any longer. Yesterday the Check Engine light went off for the 50th time, and when I called the Service they gave me an appointment for next week, and I don't know if next week the light will be still on, who knows?

I want to highlight the poor and bad service I received at Warren Henry, the complete and utter lack of professionalism from the manager, Mr Brody, the same one who promised me he would take care of my first car payment, and ignored my phone calls and faxes for more than a month after I paid that first installment myself. After countless phone calls and messages I received the check (dated on the day when I should have made my first payment, only two months later).

Anyway he never called me back when I left innumerable messages regarding what was going on with my car when nobody would tell me nothing.

I even went to Warren Henry and spoke with Mr Kyle, my Sales Associate, because Mr Brody was nowhere to be seen, and somebody else came to check my car, to let me know what car they would exchange mine for.

Nobody got back to me on that subject.

The incompetence of Mr Brody is absolute, and his Customer Service skills are nonexistent.

I have been waiting for his phone call for a month, and counting. He is a coward that hides in his office to avoid taking care of business.

I have been calling the owner of Warren Henry (when I asked who the owner was I got a name: Mr Reginald) and I have been leaving messages: No luck there either. It seems that this behavior is common ground for this company.

Several weeks after my phone calls, I received a letter in the mail saying that my car does not qualify for the extended warranty I have been paying ever since I bought the car (and one of the reasons I bought the car) more than one year ago.

This is laughable: They changed the contract. Not only they didn't keep their word but they are changing what was written as well, because now they realize that they cannot fix the car. So I will have to take my car to be fixed every month or every week, I will have to get a rental, I will get laughed at in my job.

I tried to contact Lisa Knight, the Finance Manager, but after about twenty calls, I desisted. She never took my call.

I am in a situation of emotional distress, all thanks to Warren Henry.

I am tired of this situation. I want out.

Warren Henry gives a horrible name to Jaguar. People like these shouldn't be able to get a License from Jaguar to represent them.

I thought I was getting Quality and Customer Service.

Jaguar ads read about being an "Heir" instead of an Owner when you buy a Jaguar.
I feel I inherited Hell.

I hope somebody will read this letter and will help me. I don't expect any help from Mr Brody, that cockroach.
But please, somebody, somebody who wants to make a difference and who cares about a Customer, Truth and Justice.

Nobody should be treated the way I was treated at Warren Henry from day one, when I decided to buy the car of my dreams, now a weekly nightmare.

As of today, the Check Engine light is still on.

In hope of a reply, please, somebody help me.

Sincerely,

Hollywood, FL

C.C.

Mike O'Driscoll

Tom Scarpello

Gary Temple

Jaguas Cars - Sal Valvano

Jaguar Cars - Bibiana Boeiro

Jaguar Credit

Ford Motor Company

Warren Henry Automobiles, Inc. - Lisa Knight

Federal Trade Commission

U.S. Department Of Transportation National Highway Traffic Safety Administration

Department of Highway Safety and Motor Vehicles

The Better Business Bureau

Charles H Bronson

Consumer Affairs

7 News

News Team

Help Me Howard



[REDACTED]
Hollywood Florida [REDACTED]

Dear Mr. [REDACTED]

VOLVO

Enclosed is a copy of a check in the amount of 2093.50 sent to Jaguar Credit. This will be credited to your account# [REDACTED]. The 2000 Jaguar Style 4.0 ID# SAJDA01D8YGI [REDACTED] that you purchased from Warren Henry Automobiles, Inc. on June 30, 2004, this vehicle didn't Qualify for the extended coverage. You do have the 72/100,000 that Comes with the RAV vehicles.



If you have any questions you can contact me at [REDACTED]

Sincerely,

Lisa Knight
Finance Manager



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