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Wilbraham, MA ██████████
██████████

2006 MAR 22 PM 1: 58

March 10, 2006

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation
NSA 10-01.400
7 Street SW
Washington, DC 20590

*Added to
10151 456*

To whom it may concern:

Enclosed is a copy of my automobile defect form, which I completed online. I made an error in the reporting the Year of the Vehicle, it should read "2004" not "2005". In addition, please note that I indicated the defective component as "Vehicle Speed Control: Accelerator Pedal" because I believe that the defect is in the engineering of the bracket which the accelerator pedal connects to. As I researched this problem on the internet, I found several other individuals who have reported this problem and have identified the component as "Service Brake Hydraulic: Antilock".

In addition to a copy of my complaint to your office, I have included additional documentation to help you assess, what I believe, is a serious safety issue with this vehicle.

1. Copy of first service report dated January 27, 2006 regarding this problem. Please note that they stated that no problem could be found.
2. Copy of an e-mail I sent to Jaguar Corporation dated February 28, 2006.
3. Copy of second service report dated February 17, 2006. Please note the detailed explanation given by me to the service advisor, and the fact that the pedal bracket is close to the brake and is not visible when driving, etc.
4. Copy of a letter I included with the second service call, where I put Jaguar on notice of the seriousness of this problem.
5. Copy of third service report dated March 6, 2006. This service call was for the Jaguar engineer to verify the problem. Notice how they have now defined the problem as they did in the first service report not as detailed as they know the problem. The findings of the factory representative were that in essence there is nothing wrong with the car.

I believe Jaguar Corporation intentionally neglected to notify their customers of a known, very serious problem and by so doing, allowed their customers to drive a car that, without driver knowledge of the problem, could easily cause harm to persons and property. I had several of those anxious moments since owning this vehicle.

*Summary
3/10/06*

I would appreciate if you would give this problem your serious consideration. Please let me know if I can be of any further assistance.

Thank you.

Sincerely,

A large black rectangular redaction box covers the signature and name of the sender.



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : March 10, 2006 at 11:02 AM
SEARCH TYPE : VEHICLE
YEAR : 2005
Make : JAGUAR
Model : X-TYPE
Type : PASSENGER CAR

Make : JAGUAR

Model : X-TYPE

Year : ²⁰⁰⁴2005

Manufacturer : JAGUAR CARS LTD

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10151456

Number of Deaths: 0

Date of Failure: January 22, 2006

VIN : SAJEA51CX4W...

Component: VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Summary:


WHEN I PRESS ON THE BRAKE TO STOP, THE CAR ACCELERATES. THE HARDER I PRESS ON THE BRAKE THE MORE THE CAR WANTS TO ACCELERATE. I HAVE HAD AT LEAST SIX INCIDENCES OF THIS SITUATION IN THE COURSE OF APPROXIMATIONS FOUR MONTHS. WHEN I BROUGHT THE CAR INTO JAGUAR SERVICE THE FIRST TIME THEY RETURNED THE CAR TO ME SAYING THAT "THERE IS NOTHING WRONG WITH THE CAR". WHEN I BROUGHT THE CAR TO THEM THE SECOND TIME, I WAS VERY SPECIFIC ABOUT HOW THE PROBLEM DEVELOPED. AFTER FOUR DAYS IN THE SHOP THEY WERE ABLE TO DETERMINE THAT THE ACCELERATOR BRACKET EXTENDS BEYOND THE AREA OF THE ACCELERATOR TO THE LEFT AND THEREFORE CAN AT TIMES INTERFERE WITH THE BRAKE PEDAL. JAGUAR CLAIMS THAT THEY HAVE NEVER HEARD OF THIS PROBLEM BEFORE, ALTHOUGH I WAS ABLE TO FIND AT LEAST ONE OTHER PERSON, ON AN INTERNET WEBSITE, "MYCARSTATS.COM", WHO IS EXPERIENCING THE SAME PROBLEM. I INFORMED JAGUAR THAT I AM HOLDING THEM RESPONSIBLE FOR ANY DAMAGES CAUSED BY THIS DEFECT. THEY HAVE NOW KNOW ABOUT THE CAUSE OF THE PROBLEM SINCE AT LEAST SINCE FEBRUARY 22, 2006.*JB

February 22, 2006

Please be advised that we consider this car unsafe to drive based on the information that was conveyed to us by Thomas Cadillac Jaguar Dealership.

Per the dealership's conversations with Jaguar engineers and Corporation there is a design defect in a bracket that involves the accelerator and the brake peddle. The consequences of this bracket design are that if one presses on the brake in a certain way it causes the accelerator peddle to be engaged as well ^{as} causing extreme acceleration. Hence, the harder one pushes on the brakes, the harder you are pushing on the accelerator.

We were told by Richard Garcia of Thomas' that the Jaguar Engineers would not allow any modifications of this bracket. For as long as Jaguar refuses to correct this problem and for as long as we have this car, we are hereby putting Jaguar Corporation on notice that we will hold them responsible, liable, for any injuries to persons and property.

Acknowledge Receipt
of this letter by
Received copy 2-22-06 

Incident 293386

[Follow-up Message](#) [Submit New Message](#) [Close](#)

☐ Tuesday, February 28, 2006 10:09 AM

Subject : Re: Customer Relationship Center <<#30991-293386#>>

Dear [REDACTED]

Thank you for contacting Jaguar Cars.

I have forwarded your comments to Carol Ricka, your Customer Relationship Representative. If you choose to contact her, please do so at 1-800-452-4827, option 9, extension 2871.

Sincerely,

Colleen Hogan
Jaguar Cars

If you have any questions or require additional information, please feel free to contact us at 1-800-452-4827.

☐ Monday, February 27, 2006 8:04 PM

Subject : Customer Relationship Center

Other

Last Name: [REDACTED]

First Name: [REDACTED]

Last 6 characters of VIN: [REDACTED]

ZIP Code: [REDACTED]

I own a 2005 Jaguar x-Type. At least six times the car proceeded to accelerate when I was at a stop light. The first time they could not identify the problem because they could not reproduce it. They kept the car in the shop for several days and determined that the problem is that the brake pedal is too high. This causes a problem when you brake in that ones foot may come in contact with the accelerator pedal to have an accident each and every time this happened. I have included a letter with my last as to consider this car un-safe and will hold Jaguar responsible for any damages to persons or proper people. They minimized the problem and stated that no one else has reported this as a problem. If you go to web site mycarstats.com and put the year, 2005, the Type, Jaguar, and the problem to be resolved satisfactorily soon, I will be waiting for your response.

Regards,

[REDACTED]
A Concerned Jaguar Customer[Follow-up Message](#) [Submit New Message](#) [Close](#)

**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).**