

Mar. 10, 2006

2006 MAR 20 AM 11:08

10154094

Kathy W

Re - NVS-216 a/c

Dear Sirs,

I filed a claim & letter with you in Jan. 06 re countless defects found on my 2003 Jaguar which I bought in Dec. 2003. I purchased it with 39,600 mi. & in the 2 years I drove it - it only had 42,600 miles - I only put on 3000 miles & had thousands of dollars of repairs & problems which Jaguar refused to acknowledge! The window regulator - drivers window - they claim \$500 NON refundable although there were countless claims & the broken ball joint on the drivers front wheel (I still have the broken bolt & parts which looks like someone sliced it with a knife!) is the 2nd time it has been repaired & Jaguar refuses to pay the \$800 - Claiming wear coverage is only up to 40K miles! I could easily have been killed had I been on the freeway!! What car. I do I have thousands of dollars of repairs & the car should be removed from the freeways! UNSAFE!

Diane
3/10/06



Katy TX

Mr. George Ayres
V.P. Marketing
Jaguar North America
P.O. Box 2430
Brea, Ca. 92822-2430

Dear Mr. Ayres,
In Dec. 2003, I purchased a 2003 Jaguar
with only 39,600 miles. In 2 years I only
drove the vehicle LESS than 4,000 mi.
During those 4,000 miles I incurred an
excess of 4,000 x of repairs from A/C,
overloading, hoses, window regulator upper
housing, and panels & etc. A DIRECT QUOTE FROM
AWTS??

Reading your recent description for "JAGUAR
Quality, Reliability, Durability - !! ??
is in the performance + paper Engineering
A NO-EXCUSE JAGUAR = ?
One of the HIGHEST STANDARDS of PERFORMANCE
BORN TO PERFORM !! "NOT MY JAGUAR"

I have sent a copy of all my repairs to the
U.S. Dept of Transportation - Consumer Complaints
Jaguar, N.A. - for a NOONE has offered
to RE-IMBURSE me for at least 2 ITEMS which
were under the 40K mi. warranty a window
regulator & B) BALL JOINT - DRIVERS WHEEL -

This is the second time on the same wheel
& I have preserved the parts to show
the govt. how it broke clean across the
bolt!! My 2 repairs total -

795.96 - ball joint - mileage 42K
457.86 - window regulation - " 42K
1253.82

I shall not send you the other thousands
of repairs. This car is unsafe &
a death sentence to anyone driving it.
Both the govt. & the consumer division
re consumer complaints have advised me
to send you these 2 INO. for payment.
Jaguar in NJ - ignores my requests since
it is over 40K miles! Ford claims to have
sent any/all requests to NJ. I am
forwarding these 2 INO. to you and need
to have this debt resolved, & repaid.
Unfortunately, the other bills have to be
absorbed by me. Please advise as I
definitely plan to carry this story of
"Jaguar Defects" to the press if not
repaid. I have owned cars for years &
NEVER experienced so many defects in a car

car driven 3000 Hrs
in 2 years

- a) rear window
- b) engine overheating
- c) upper assembly housing
- d) hoses
- e) A/C
- f) evaporator
- g) 3 gall. coolant at least -
- h) rear windows -

car was in the gas every mo!!
 Something broke down every month - & it is a LIFE THREATENING VEHICLE as well as not functioning!

- i) driver's window & regulator*
- j) passenger side fenders falling off
- k) brakes/rotors
- l) Ball Joint - 200 times DRIVERS WHEEL*
- m) computer needed re-program - did NOT work
- n) rear lights not working (re computer glitch & on & on & on!!

QUALITY ?? I have had cars over 10 yrs that NEVER HAD ANY of the above but brakes!!!

Upon sale of this vehicle, you must apply for a new title within 20 working days unless the vehicle is purchased by a dealer. Until a new title is issued, the vehicle record will continue to reflect the owner's name listed on the current title. SEE BACK FOR ADDITIONAL INFORMATION.

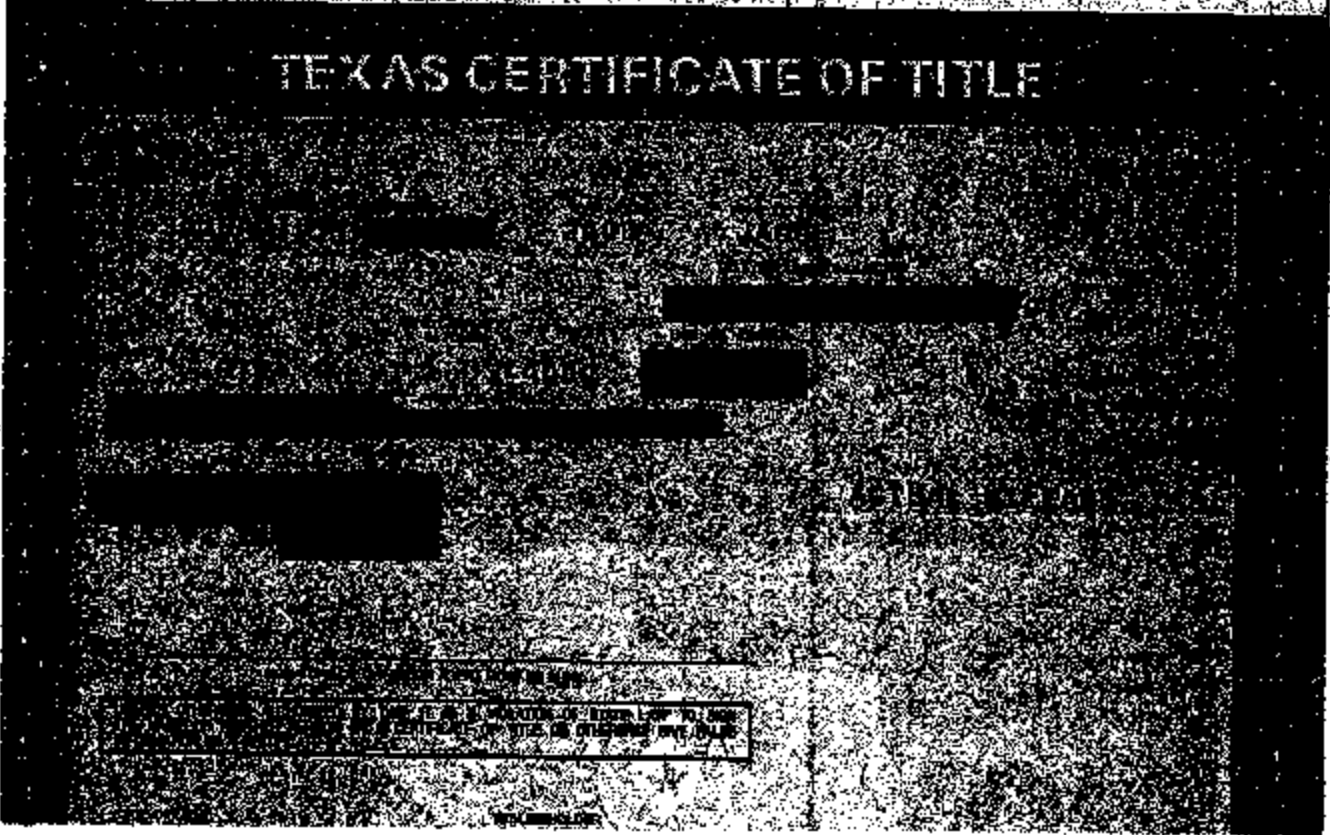


KATY, TX

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DETACH HERE

TEXAS CERTIFICATE OF TITLE



I now have

39,850

ONLY DRIVEN
250 MILES!

It was perfect
Not a scratch, ding,
or blemish - It was perfect!

**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).**