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JAGUAR- 2003-X Type

2007 JUL 10 PM 2:45

Leased new jag with 32 miles on 6/20/03. Three years later at end of lease Jag had about 12,000 miles on it. Jag was purchased for \$14568.30. in the summer of 2006.

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On or about April 20th, 2007, less than a year after purchase, the Jag had 25,000 miles, more or less when the car blew up while driving. The car screamed, felt like it was dragging a 1000 pounds of steel, was uncontrollable and was jerking violently all over the road. This was a manual car and the shifts, clutch, transmission were out of synch. The driver of the car, me, got whip lash, and to this day suffers from violent headaches and severe back aches. My life was put at risk as were the people in the other vehicles on the road.

Thomas Jaguar of Hartford Connecticut was contacted and told the above. They said that I was covered by road service as the part (transmission cover/transfer cover) was still under warrantee until June, 2007. Thomas Jaguar arranged for a tow truck to pick up the car in Springfield, MA, which did take place within the hour, and bring the Jag, on a flat bed tow truck to Hartford, Connecticut.

Thomas Jaguar did not contact me, so on or about April 25, I contacted them. I was told that the part that blew up was a cover for the transmission and that it blew apart, however they were going to order me a new replacement part from the factory. They said it would possibly take a week or two.

Well after two weeks they were saying lots of different stories, depending on who answered the phone. Garcia or Michaels. The favorite story was that there was a long list of people waiting for this part and I had to wait my turn. In fact he told a story of a lady on the list who had already waited 30 days and was still waiting. I asked them if it was a defect and if there was a recall, if so many people were waiting for a part, that of its own accord blew up. I was always assured that it was an internal event and nothing that I as the driver had provoked. I was also told that it happened on new cars, with little mileage, cars with lots of mileage, it just was a part that blew up, for no reason, and certainly not because it was defective and there certainly was not a recall.

Well I called a man named Mike at Jaguar Corporate office. I was frequently told by Thomas Jaguar that that man knew nothing and had to ask them. Also, that that man just sat behind a desk to make Corporate Jaguar look good, but he did nothing. Mike would call me once a week, he was very good at calling, and the message was always the same. Jaguar was waiting for the new replacement part from the factory.

Well, I was getting upset, it's now June 22, 2007, and my Jaguar has been sitting at Thomas Jaguar since April 19, 2007. They said that I was covered under the road service for a rental car. The rental car was a cheap hot-rod type, bright red. I'm old. Also, I had to continue paying car insurance on a car that I did not have. I told Mike from Corporate

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that I was calling the National Transportation Defect line, 888-327-4236 and filing a complaint. And, that I was also calling the Ford Motor Company, Safety Department. Well, that conversation with Mike from Corporate Jag, took place on FRIDAY, JUNE, 22, 2007, AT ABOUT 10:30 A.M.. Mike had just finished telling me that the factory ordered replacement part had still not arrived and that it would probably be weeks if not months longer. I asked Mike, as I had several other times, if Jaguar would replace my car with another of the same vintage and mileage. At one point Mike had said that it was an option, and this time not a possibility. The call ended with me telling Mike to research the problem for a solution, and that I would hold off until the middle of the next week before filing a complaint. I hung up the phone and went to Cape Cod for the weekend.

On Monday, June 25, 2007, I returned home mid-morning. Imagine my surprise, when listening to my messages that Thomas Jaguar, Service Manager, Dave Michaels had left a message, on FRIDAY, JUNE 22, 2007, AT ABOUT 12:30 P.M., The message was that my jag was all fixed and ready to be picked up.

I called Dave Michaels immediately. (This was Monday June 25, 2007) David said that they had the damaged part repaired by a local transmission shop. I was appalled. I asked if I heard right. After 2 months of waiting for the promised factory authorized replacement part, Thomas Jaguar took the shattered cover from my Jaguar, brought it to a local Mickey Mouse Shop, to super-glue it together, and then call me to pick it up. I said no, I was not putting myself or my family at risk. A factory product had blown up and they wanted me to take that blown-up fixed up, pieced together part and say o.k.?? Nevermind, no authorized Jaguar Service Department, or a signed work order or a waiver by me. I had known nothing of this farce. Thomas Jaguar just went and done it. This was not the factory replacement part that I was told from day 1, was on order, along with orders for dozens of other people, and that was promised to me, and that was under warrantee

Needless to say Dave Michaels was very upset over my refusal to accept this mickey mouse job from Disneyland. Dave became argumentative, harassing me. Saying various and numerous statements. Such as he would be in big trouble for doing this without an o.k., that he would get a lot of "pain" that he was doing me a favor so that I would not have to wait any longer, that the factory was not making the replacement part any more, and it just went on and on. (This Thomas Jaguar is a real professional place, isn't it?) Dave harped on me so much, (I kept saying no,) to say yes, that I told him that I would think about it over night and talk with my sons (3) who are attorneys.

The next day, Tuesday, June 26, 2007, I was sick. Stressed out over this situation. I was lying down about 3pm, when Mike from Jaguar Corp called to tell me no news on the replacement part. I angrily told him about my call from Dave Michaels from Thomas Jaguar telling me that I had to accept the damaged/fixed up cover, done by a non-authorized Jaguar Service Center. Mike was impatient to get off the line, and said that he would call me back. In about a half hour, a very angry Dave Michaels called and left a message that I was going to accept the repaired piece, and to come get my car as it was repaired, and that I was no longer entitled to the rental car and that I was to get it back to

Enterprise before the end of the day (5pm) or all charges after that would be mine. I do have a recording of the message that he left, as he left it voluntarily on my machine, it can be used in court. Dave Michaels was nasty, and tried to intimidate me with fear. It worked. I quickly got the car back to Enterprise. Needless to say, I was left without a vehicle. I refuse to accept the mickey mouse fix-it-up job by a no-name traney shop. I want what I'm entitled to. I resent the mental abuse and the on-going stress and harassment by the Jaguar people.

I arrived back from Enterprise, it was almost 5 pm, Mike from Corp had not called back so I called him. Mike gave me a flim-flam story. Bottom line said that it was o.k what Thomas Jaguar did and I had to take the car. (I guess he was a no-nothing, do-nothing guy like Thomas Jaguar always said) I told Mike that was not acceptable. My Jag could sit there at Thomas Jaguar forever, and I would see them in court.

About a month ago, when I was out on a disaster with FEMA, I got on the internet, www.nhtsa.dot.gov read the list of defects on the various jaguars. I read of Ms. Kathleen C. DeMeter, Director of Office of Defects Investigation Safety Assurance, National Highway Traffic Safety Admin., 400 7th Street SW, Rm 5326, Washington, D.C. 20590.. There was much correspondence with the Ford Motor Company, Fairlane Plaza South, 330 Town Center Dr., Dearborn, MI 48126-2738, Mr. James P. Vondale, Director, Automotive Safety Office, Environmental and Safety Engineer. 313-846-4320. I believe that my situation comes under auto safety.

Well, this is my story about how the Jaguar Corporation and it's dealers handle legitimate complaints. It tells how little they value the customer and how much they value their profit. Thomas Jaguar likes to brag about their years of great customer relations honors, etc. But that's because they bully their customers in to not complaining. When I first leased the Jag, I had several complaints about how difficult they were to do business with. Mr. Thomas himself got into a big argument with me and said I was not going to ruin his record, and that he would refuse to service my car if I did not send back great reviews.. At that time, I called Jaguar Corp to see if Mr. Thomas could refuse to service a new lease. They said that he could refuse. I did not send in any customer relation inquiries forms from Jaguar Corporation. What was the point?

Thank you for your time and consideration

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[REDACTED]
Springfield, MA [REDACTED]
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cert.



Springfield, MA

RESTRICTED
DELIVERY

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



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