



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2007 DEC 27 AM 10:40

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

December 17, 2007

[REDACTED]

Roslyn, NY [REDACTED]

CL-10213865-5379

Our File Number: 2007-670357
Company: Jaguar of Great Neck

Dear [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/d

Philip Gamma
Bureau of Consumer Frauds
And Protection

✓ cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

AA
12/18/07
KLS



ATTORNEY GENERAL ANDREW M. CUOMO
 STATE OF NEW YORK
 OFFICE OF THE ATTORNEY GENERAL
 BUREAU OF CONSUMER FRAUDS AND PROTECTION
 120 Broadway, 3rd Floor
 New York, NY 10271-0332
 Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
 (800) 771-7755 RECEIVED (800) 788-9898
 CONSUMER FRAUDS & PROTECTION BUREAU
 http://www.oag.state.ny.us

NOV 30 2007

NYS OFFICE OF THE ATTORNEY GENERAL
 NEW YORK CITY OFFICE

- PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
- PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
- YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
- MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER		
Y	HOME TELEPHONE NUMBER	
STREET ADDRESS	BUSINESS TELEPHONE NUMBER	
CITY/TOWN	COUNTY	STATE ZIP
Rosalyn Nassau NY Roslyn		
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
JAGUAR OF GREAT NECK		JAGUAR CARS
STREET ADDRESS		STREET ADDRESS
737 Northern Blvd.		555 Mac Arthur Blvd
CITY/TOWN	STATE	STATE
Great Neck	NY	MAHWAH NEW JERSEY
ZIP	11021	ZIP
TELEPHONE NUMBER		TELEPHONE NUMBER
		1-201-818-8500
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)
6/28/07	\$	<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Other LEASE
DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	JAGUAR OF GREAT NECK	6-28-2007
WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NEWS PAPER, MEDIA	DASH BOARD REFLECTION
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)		
DASH BOARD REFLECTION INTO FRONT WINDSHIELD		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL	PERSON CONTACTED	JOB TITLE
9/27/07 <input type="checkbox"/> By Mail <input type="checkbox"/> By Telephone <input checked="" type="checkbox"/> In Person	Rod Young MICHAEL White	SERVICE MGR. FINANCE DIRECTOR
NATURE OF RESPONSE		DATE OF RESPONSE
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)		
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
IS COURT ACTION PENDING? (Please describe as necessary)		
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT	PRODUCT MODEL OR SERIAL NUMBER	
JAGUAR CARS	2007 XK COMV.	
ADDRESS	WARRANTY EXPIRATION DATE	
555 MAC ARTHUR BLVD MAHWAH NJ 07430	6-27-2111	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)		
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No JAGUAR Credit 3620 Queen Palm Dr. TAMPA, FL. 33619		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

please SEE the ENCLOSED LETTER OF EXPLANATION

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

A NON REFLECTIVE DASH BOARD OR REPLACEMENT CAR w/ NON REFLECTIVE DASH BOARD

WHO REFERRED YOU TO THIS OFFICE?

A FRIEND FRIEND (ATTORNEY)

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that this complaint is punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.4

Signature:

Date:

11/27/07

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

**Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332**

[REDACTED]
Roslyn, NY
[REDACTED]

November 27, 2007

State of New York
Office of the Attorney General
120 Broadway
New York, N.Y. 10267-1162

Dear Attorney General Cuomo,

It is extremely unfortunate that I have to write you this letter.

From the date that I first leased this vehicle on June 28, 2007, my Jaguar XK convertible has been extremely difficult to drive due to the potentially lethal combination of the front windshield design and dashboard reflection, causing me to almost run two passersby over. The combination of the sun reflecting onto this light colored dashboard creates shadow effects on the windshield five inches high horizontally and graduating on each end of the windshield vertically seven inches, causing a blind spot over the windshield which in all circumstances makes it impossible to drive.

I have asked my Jaguar (Jaguar of Great Neck) dealership several times to replace the dashboard leather with a darker tone to correct this problem, but they have informed me that they are unable to resolve this problem and can only offer me this dangerous vehicle back to cause god knows what type of injury and damage. Could you only imagine the ramifications if my reflexes were just a tad slower and my vehicle would have rammed into those two women? I asked Jaguar management if they would put their families at risk in an automobile that has demonstrated similar maladies.

I am a long time loyal Jaguar owner (I have owned six to date), and have had many conversations with both their corporate staff and executives at the local dealership in Great Neck, NY, nearly all of whom admitted that they fully concurred with my position.

I have also had conversations with various dealer service management and mechanics who have indicated that they've seen this problem before.

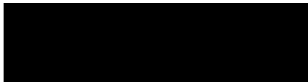
After years of owning high-end quality cars including both Mercedes and Jaguars, and now having gone through such an aggravating turn of events with this car, I have to admit that I most definitely regret leasing it.

By not being able to either resolve these issues appropriately or not offering us a replacement vehicle, Jaguar is breaking the most basic bond between an automobile manufacturer and its customer: its commitment to safety. Sir, there is a problem with this car – one that can be fixed quickly and effectively by Jaguar by replacing the dashboard with a darker leather interior.

I have asked Jaguar to do the right thing and deliver a safe vehicle, one that they wouldn't hesitate placing their own families into, or do nothing and risk their reputation or potentially much greater damages. I am an active member of my community. I remain hopeful that a reasonable solution can be reached, whereby time, energy and exposure can be minimized. However, given Jaguar's refusal to remedy this matter, and the callousness that this company has displayed throughout this entire process with regard to safety, I am requesting the Attorney General's office to intercede and take action.

I simply will not put myself or my community at risk. Surprisingly, Jaguar does not feel the same way.

Very truly yours,

A solid black rectangular redaction box covering the signature area.