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**From:** [REDACTED]  
**Sent:** Thursday, March 04, 2010 2:59 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Response to Vehicle Owner's Questionnaire

Enclosed you will find letters and e-mails. I stand behind the information we have provided on the questionnaire.

I believe the dealer has been very attentive to the problem and to the extent of having the part replaced, I have agreed to pay part of the cost. However, the failure of the sensor for the airbag system is something that should be definitely considered by the National Highway Safety Administration. If this problem that I encountered is consistent with what others have encountered, then the Department may or probably should consider a recall in regard to these defective parts.

The actions of Jaguar USA in not standing behind and correcting the defect in the motor vehicle is inexcusable.

Very truly yours,

[REDACTED]

*Augusta, Maine* [REDACTED]

[REDACTED]

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE. THANK YOU.

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

03-FEB-2010

Repository ☐Reference No.  
10304614**OWNER INFORMATION (Type or Print)**

Name

Address

City

BONITA SPRINGS

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

SAJDA42B963

Make

JAGUAR

Model

XK

Model Year

2006

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

02-NOV-2009

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 140000 AIR BAGS, 141100 AIR BAGS: FRONTAL: SENSOR/CONTROL MODULE

Failure Mileage

9100

Failure Speed

0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL9ABC036)

☐ Original Equipment☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2006 JAGUAR XKR (N/A). THE CONTACT STATED THE SENSOR IN THE PASSENGER SEAT FOR THE AIR BAGS HAS FAILED AND IF A CRASH OCCURS THE AIR BAGS WILL NOT DEPLOY. THE VEHICLE WAS TAKEN TO THE DEALER AND THE CONTACT WAS TOLD HE CAN REPLACE THE SENSOR BUT HE HAS TO PAY FOR THE EXPENSE BECAUSE THIS IS NOT COVERED UNDER THE WARRANTY AND THERE ARE NO RECALLS. THE CONTACT ALSO CALLED THE MANUFACTURE AND WAS TOLD HE HAS TO PAY FOR THE SENSOR REPLACEMENT. THE FAILURE MILEAGE WAS 9,100.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]  
**Bonita Springs, FL** [REDACTED]  
[REDACTED]

December 28, 2009

Jaguar Cars  
Customer Relations Center  
555 McArthur Boulevard  
Mahwah, NJ 07430

RE: [REDACTED]

Dear Sir/Madam:

I am currently an owner of a 2006 XKR Jaguar convertible, VIN: SAJDA428963 [REDACTED]. The car was purchased from Jaguar Land Rover Aston Martin of Naples, Florida, on November 14, 2007. The car had 4,544 miles.

When I purchased the car, I was given a warranty and I was convinced to buy an extended warranty. I did so as I wanted Jaguar to stand behind the car.

Now, in 2009, I have become aware that the light on the dash goes on when someone is sitting in the front passenger's seat. The car is a convertible with two seats in the front and two unusable seats in the back.

I have been further advised by the dealer in Naples that the problem is the sensor in the passenger's seat. Being that this car is under warranty and extended warranty, I went to the Jaguar dealer to see what the problem was. I was told by the dealer that it is the sensor in the passenger's seat. He has ordered the part and also advised me that it is not covered by the extended warranty.

I have now received the "select edition reference guide covered components" and find that one of the covered components is the "sensor - seat cushion".

I understand from Jaye that Jaguar has taken the position that even though the covered parts include the "sensor - seat cushion", it does not include this sensor because this sensor is for use with the air bag.

To say the least, I have legal training and I find that what you are doing is fraudulent. I am further incensed that Jaguar would not stand behind its product.

This is the third Jaguar I have owned and because of your company's policy, I am advising others not to buy Jaguars. Maybe this is a reflection on the change of ownership from Ford to a company from India.

I am going directly to Congressional representatives, as well as the Better Business Bureau, to indicate that Jaguar should not be permitted to do business in this Country as they are conducting business in a fraudulent way.

I am putting this all in writing, even though I sent a fax to Jaye in Customer Relations. I am also sending a copy of this to the Jaguar dealer in Naples, who is located at 900 North Tamiami Trail, Naples, FL 34102. The person's name on the invoice who had to purchase the part for me is Edward Rodriguez, and the invoice number is PQ11761.

I would like to hear from Jaguar officially, so that I have documents to present on the Internet.

I understand one of the criticisms I have incurred is the car has been used for less than 10,000 miles. Interestingly enough, the comment I got from Jaguar in New Jersey is that the reason I have the problem with the sensor is that I did not use the car enough. No where in your warranties does it say that if you do not use the car often enough, you lose your warranties.

It is a shame to see a company that had a quality reputation, both for its motor and vehicle, go down the drain so quickly as a result of the change in ownership that has taken place.

I look forward to your prompt reply.

Sincerely,

[REDACTED]

[REDACTED]

c: Jaguar Land Rover Aston Martin, Naples, FL  
US Senators: Bill Nelson; Mel Martinez  
Better Business Bureau, Naples, FL  
Bill McCollum, Attorney General, FL