



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

October 6, 2011

[REDACTED]  
West Mifflin, PA [REDACTED]

NVS-216 nam  
Ref. No. 10408052

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Jaguar S-Type vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. You indicated you have experienced problems with the electrical system, transmission, drive shaft, and rear-end differential in your MY 2003 Jaguar S-Type vehicle. You made several attempts to have these problems repaired by a local dealer but they remain unresolved. Jaguar indicated that they will not authorize the repair of your vehicle at no cost to you because the warranty has expired.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the electrical system, transmission, drive shaft, and rear-end differential problems in MY 2003 Jaguar S-Type vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the investigation process can be found on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, and the Office of Attorney General in your State regarding your vehicle problems. In addition the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at the Federal Trade Commission, CRC-240, Washington, DC 20590; and by the Internet complaint form at [www.ftc.gov/ftc/complaint.htm](http://www.ftc.gov/ftc/complaint.htm).

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems).

Sincerely yours,



Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement