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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

CI-10420240-7357


CHARLOTTE, NC 


JUL 1 8 2011

11 July 2011

US Department of Transportation
NHTSA
Office of Defects Investigation
1200 New Jersey Ave, SE
Washington, DC 20590

RE: NHTSA Campaign ID Number: 93V179000

Dear Sirs:

For over two years, dating back to June 9, 2009, I have attempted to get the inoperative passive restraint system on my 1990 Jaguar XJ6 Sovereign (#SAJHY1745LC ) fixed. Several trips to Scott Jaguar in Charlotte, NC, five letters to Jaguar North America, LLC, and numerous telephone conversations to them have had no positive results. The constant refrains from the company are "Jaguar has no vendor for the part," and "Jaguar currently does not have the necessary components needed to repair your vehicle." It is clear that Jaguar has no intention of finding a vendor or repairing my Jaguar in violation of the settlement with the United States which requires that Jaguar North America, LLC repair or replace the motorized automatic diagonal seatbelt for the life of the vehicle. Jaguar has refused to offer legally binding assurances that the emergency tongue assembly on the driver's side is safe for extended use, hence the vehicle is not drivable. There is also an issue with the car not complying with the NC Seat Belt Law-G.S. 20-135.2A.

After fifteen months of inaction, Jaguar offered to repurchase the vehicle for \$5350 in September 2010 and then dropped the price to \$ 3,675 in December 2010. It is clear their answer is to do nothing and continually lower their offer. The car is in pristine condition and I have no intention of selling it. I have been more than patient and can no longer accept Jaguar's inaction.

Enclosed is a copy of my latest letter to Jaguar North America, LLC.

I respectfully request your assistance in forcing Jaguar to fix the passive restraint system in my vehicle. The very least they could do is provide a safe, alternative Jaguar vehicle to drive while they locate the "necessary components needed to repair" my vehicle.


Enclosure

MC
081511
TGW

[REDACTED]
[REDACTED]
CHARLOTTE, NC [REDACTED]

11 July 2011

Mr. Mike O'Driscoll
Managing Director
Jaguar Cars
555 MacArthur Blvd.
Mahwah, NJ 07430-2327

RE: # 7409376 Passive Restraint System

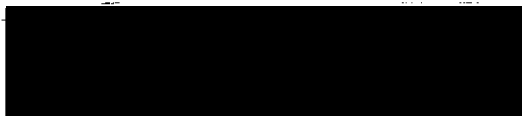
Dear Mr. O'Driscoll:

For over two years I have attempted to get the inoperative passive restraint system on my 1990 Jaguar XJ6 (#SAJHY1745LC [REDACTED]) fixed. Four prior letters have been sent and numerous telephone conversations have had no positive results. The constant refrains from your company are, "Jaguar has no vendor for the part," and "Jaguar currently does not have the necessary components needed to repair your vehicle." It is clear that Jaguar has no intention of finding a vendor or repairing my Jaguar in violation of the settlement with the United States (NHTSA 93V179000). A remedy has not been provided within a reasonable time and Jaguar is in noncompliance. Furthermore, Jaguar has refused to offer legally binding assurances that the emergency tongue assembly on the driver's side is safe for extended use, hence the vehicle is not drivable. The tactic of extended delays will not work. Until Jaguar locates and repairs the passive restraint system, I respectfully demand a loaner Jaguar be issued to me for my private use. As stated in previous letters, there is also an issue with the car not complying with the NC Seat Belt Law-G.S. 20-135.2A.

I, yet again, respectfully request that an explanation, in writing, be sent to me within ten business days. As previously stated, I have been more than patient and can no longer accept Jaguar's inaction.

Yours very truly,

[REDACTED]
CC: NHTSA

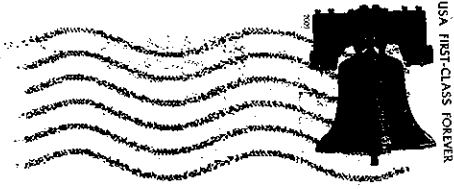


Charlotte, NC



CHARLOTTE NC 282

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USA FIRST-CLASS FOREVER

NHTSA: 93V179000

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