

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
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U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

January 10, 2012



Charlotte, NC [REDACTED]

Dear [REDACTED]

NVS-216 rrr
Ref. No. 10420240

Thank you for your correspondence concerning your model year (MY) 1990 Jaguar XJ6 vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

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.

You indicate that Jaguar cannot remedy a defective passive seat belt system in your MY 1990 Jaguar XJ6 under NHTSA Safety Recall Campaign No. 93V-179 due to a lack of parts availability. In addition, you indicate that Jaguar advised they have no vendor for the part. You are requesting NHTSA's assistance in forcing Jaguar to repair the passive restraint system or provide an alternative Jaguar to drive until your vehicle is repaired.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge. The law gives the manufacturer three options for correcting the defect – repair, replacement or refund. Jaguar met their obligation when they offered to repurchase your vehicle in September 2010, at the private party price of \$5,350. The current Kelly Blue Book private party value of your vehicle is approximately \$2,300 in excellent condition. We recommend that you continue to contact Jaguar resolve your problem.



Should you encounter a safety-related problem with a motor vehicle or item of 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 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.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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