

Date: March 20, 2013

CL-10503469-2840

National Highway Traffic Safety Administration
Office of Defects Investigations
NVS-210
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

MAY 2 2013

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Re: NHTSA Confirmation No. 10503469
2011 Jaguar XJ, VIN: SAJWA1CB9BL[REDACTED] mileage: 8,405 miles
Jaguar Case No. 7834612

Please be advised that I have experienced events that I believe represent a serious safety issue with this automobile.

During the past year of so my wife has reported to me 3-4 episodes of unintended acceleration.

On Sunday, March 10 I personally experienced an unintended acceleration event and have documented and am reporting herein the same.

Subsequently, I took the car to Jaguar of Tulsa for investigation. The car was returned with the dealer's claim that "it is not possible to substantiate fault from vehicle information." Attached is a copy of the dealer's findings.

SUMMARY OF UNITENDED ACCELERATION EVENT:

1. Started car, engaged reverse and backed up for about 30 feet.
2. Full stop then shifted into drive with foot still on brake pedal.
3. Paused for approximately 1-2 seconds.
4. Engine accelerated dramatically to what I would characterize as full throttle.
5. Pressed hard on brake pedal and immediately shifted into park.
6. Engine speed immediately returned to normal speed.
7. Drove home with no further issues.
8. Took the car to the dealer on 3/14, reported the same.
9. Dealer response is attached.
10. Have driven the car since picked-up on 3/18 and have experienced no further incidents to date.

Submitted by:

[REDACTED]

03/20/2013
Date

Telephone: [REDACTED]

Address:

[REDACTED]

Broken Arrow, Oklahoma

cc:

Allstate Insurance
Jaguar Land Rover of Tulsa
Jaguar Land Rover North America, LLC

2013 MAR 25 A 10:05
OFFICE OF DEFECTS & INVESTIGATIONS

2013 MAR 25 A 10
OFFICE OF DEFECTS & INVESTIGATIONS

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5313
SMD



TULSA

Jaguar Land Rover Tulsa

3905 S. Memorial Drive
 Tulsa, Oklahoma 74145
 Phone (918) 665-4294
 1-866-417-6837
 www.landrovertulsa.com

CUSTOMER NO. 27071	ADVISOR DANNY QUIGG	503	TAG NO. 2688	INVOICE DATE 03/18/13	INVOICE NO. JACS53583
BROKEN ARROW, OK	LABOR RATE 102.00	LICENSE NO.	MILEAGE 8,405	COLOR POLARIS WHI	STOCK NO.
	YEAR / MAKE / MODEL 11/JAGUAR/XJ/4DR SDN XJ			DELIVERY DATE 07/23/11	DELIVERY MILES
	VEHICLE I.D. NO. S A J W A 1 C B 9 B L			SELLING DEALER NO. 5790	PRODUCTION DATE 10/26/10
	F.T.E. NO.		P.O. NO.	R.O. DATE 03/11/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 10101410125508P			MO: 8405

JOB# 1 CHARGES

LABOR # 1 10LRZ DRIVEABILITY HOURS: 1.00 TECH(S): 526 WARRANTY

REPAIR, CUSTOMER PUT CAR INTO R, REVERSED, PUT INTO DRIVE, CAR ACCEL. TO FULL THROTTLE(AT LEAST 3500 RPM. TURNED TO P AND IDLE RETURNED TO NORMAL. DID NOT NOTICE ANY WARNING LAMPS SPOKE WITH [REDACTED] AND SHE ADVISED AS PULLING ONTO HIGHWAY CAR SEEMED TO "SURGE" HAS SEEN ENGINE SYSTEM FAULT ON DISPLAY T.A. REQUEST NUMBER 1030437 NO FAULT FOUND. 120020 1.00 CC 82, CCC CHECK SYSTEMS FOR FAULT CODES NO ENGINE SYSTEM CODES DOWN LO AD VEHICLE INFO AND FREEZE FRAME INFO AND SEND TO JAGUAR MEASURE BRAKE AND GAS PEDAL HEIGHTS FROM FLOOR AND DISTANCE APART

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX JACS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR # 2 20LRZ DETAIL HOURS: TECH(S): 503 0.00

Added Operation (2DANNYQ @ 03/12/2013 11:05)
 COMPLETE DETAIL
 189.95. ADDED BY PHONE 3-12-13
 PERFORMED
 CUSTOMR APPROVES, THEN LEFT VOICE MESSAGE SAYING WOULD PICK UP CAR. STOPPED DETAIL, BUT THEY HAD INTERIOR DONE

SUBLET PO# VEND INV# INV. DATE-DESCRIPTION TOTAL - SUBLET

26929 PENDING 03/18/13 INTERIOR DETAIL ONLY 60.00

TOTAL - SUBLET 60.00

JOB# 2 TOTALS
 SUBLET 60.00
 JOB# 2 JOURNAL PREFIX JACS JOB# 2 TOTAL 60.00

JOB# 3 CHARGES

LABOR # 3 30LRZ03 RENTAL HOURS: TECH(S): 503 0.00

Added Operation (2DANNYQ @ 03/14/2013 10:34)
 JAGUAR LOANER(3-14-13, [REDACTED] REQUESTED BY PHONE 3-14-13)
 JAGUAR LOANER UNIT 125 2704 MILES
 CLAIM TYPE ZZLA 4 DAYS

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX JACS JOB# 3 TOTAL 0.00

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair. I acknowledge and accept that you make no warranties, express or implied for the products used for this repair, in particular, that you expressly disclaim any implied warranties of merchantability or fitness for a particular purpose for such products. I also agree; that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that any express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle; I shall not be entitled to recover any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

X

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 SAT 8:00 A.M. - 5:00 P.M.

Jaguar Land Rover Tulsa
 3905 S. Memorial Drive
 Tulsa, Oklahoma 74145
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 1-866-417-6837

Thank You!
We Sincerely Appreciate
Your Business!



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RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 10101410125508P		MO: 8405

COMMENTS-----
 CRC CASE 7834612, REP IS CHIFFON
 WILL NEED LOANER
 3-13-13 8:47 ADVISED [REDACTED] WE HAVE LOANER, ALSO ADVISED CAR
 WOILL NOT BE READY TODAY OR TOMORROW. [REDACTED] TO TALK TO
 WIFE AND SEE IF THEY NEED LOANER
 3-14-43 9:47 LEFT MESSAGE FOR CHIFFON AT X2943
 3-15-13 8:06 SPOKE WITH ALAN AT TECH SERVICES, WILL HAVE JOHN CALL
 BACK WITH FINDINGS FROM INFO SENT
 3-18-13. 1:48 JAGUAR ADVISED TO CLOSE CASE AS IT IS NOT POSSIBLE TO
 SUBSTANTIATE FAULT FROM VEHICLE INFORMATION
 3-18-13 1:53 ADVIUSED [REDACTED] OF JAGUAR FINDINGS. NOT REAL
 HAPPY. DID SAY TO GO AHEAD WITH DETAIL.
 3-18-13 2:55 RETRIVED VOICE MAIL ADVISING WILL PICK UP CAR, DO NOT
 DETAIL.
 3-18-13 3:08 CALLED [REDACTED] AND ADVISED THAT INSIDE HAD BEEN DE
 TAILED

TOTALS-----

 * TOTAL LABOR.... 0.00
 * TOTAL PARTS.... 0.00
 * TOTAL SUBLET... 60.00
 * TOTAL G.O.G.... 0.00
 * TOTAL MISC CHG. 0.00
 * TOTAL MISC DISC 0.00
 * TOTAL TAX..... 0.00
 * TOTAL INVOICE \$ 60.00

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X _____
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Your Business!

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