



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

September 10, 2013

[REDACTED]  
Broken Arrow, OK [REDACTED]

NVS-216 et  
Ref. No. 10503469

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Jaguar X9 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused you.

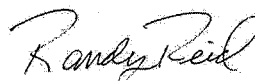
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You state that you and your wife have encountered unintended acceleration in your MY 2011 Jaguar X9 vehicle. You returned the vehicle to your local Jaguar dealer, but they claim their findings did not substantiate fault from the vehicle information. You believe this problem presents a serious safety issue.

We have reviewed our database in an effort to identify whether a safety defect trend exists in MY 2011 Jaguar X9 vehicles that can cause unintended acceleration. 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. The NHTSA investigation and recall process is on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

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.gov](http://www.nhtsa.gov) 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 our web site.

Sincerely,

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

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