



CL-10509041-5835

APR 15 2013

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

April 3, 2013

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington, DC 20590

RE: Jaguar of Bellevue
File #: 428478

Dear National Highway Traffic Safety Administration:

Our office has received the enclosed information.

The nature of the information appears to involve a matter that is within the jurisdiction of your agency. We are forwarding this to you to process in accordance with your office's procedures.

If the matter is not within your agency's authority, please inform me directly so that we can avoid referring similar matters to your office in the future. We will retain a copy of this information in our public files.

Please contact me if you have any questions.

ANDREW F. WU
Program Specialist 2
Consumer Protection Division
(206) 389-2102
Fax: (206) 389-2801
seacrc@atg.wa.gov

Enclosure(s)

NAM
4/16/13
SJD

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Point Roberts, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

[REDACTED]

E-mail Address:

[REDACTED]

Age Group (optional):

59+

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

Jaguar of Bellevue

Address:

13817 NE 20th
Bellevue, WA 98005

Phone:

(425) 373-9222

Toll-Free:

Fax:

(425) 455-9692

E-mail:

david.nielsen@autocenter.com

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:
2007 Jaguar X-type awd 3.0

Cost of item or service:
39,000.00

Did you sign a contract?
Yes

Date of transaction:
May 16th,200

Salesperson's name:
David Nielsen

Was an advertisement involved?
No

Date and source of advertisement:

About Your Complaint

Have you complained to the business?
Yes

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

No

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

No

If YES, please explain:

Explain your complaint in detail:

The Air Bag sensor in the passenger seat will not turn off the dashboard mounted indicator with me in the seat. I bought the car in 2007. When I made purchase I weighed 85# and about 2 years ago, after gaining 5#, the light would come on after driving 5-6 miles and would not turn off. When my friend sits in the passenger seat it will go out. I have had the local Jaguar dealer look at it, and they said there was nothing wrong. About 4 months ago the drivers side indicator come on and back to the dealer we went. They said it registered a "code" and scheduled a replacement. Since the "repair" the passenger side indicator comes on immediately. Back to the dealer we go

and they can do nothing, and the Corporate Office gave the same news. It used to work when the car was new and after 4-5 years it is not. I don't feel safe without the airbags for the passenger which is usually me.

What do you think the business should do to resolve your complaint? (circle one)

Prf

Explain if you have circled 'Other':

SIGNATURE

I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to public records disclosure requests and as a public record, my complaint and all related documents may be seen by other people.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that the Washington State Attorney General's Office will contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office.

Signature [REDACTED] **Date** 3-29-2013

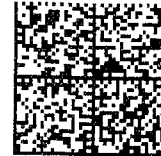
Received via the Internet

City and State where signed Point Roberts, Wa.



ATTORNEY GENERAL OF WASHINGTON

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SEATTLE WA 98104-3188



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