

CL-10850758-6133

INDIAN WELLS, CA

April 2, 2016

Nat'l. Hwy Safety Administration

APR 13 2016

Gentlemen:

As an owner of a 2005 Jaguar XJ8L VIN # SAJWA79C55S [REDACTED] I wish to petition your organization for an investigation of a major, pervasive, safety related and chronic defect in this vehicle's air bag suspension system for model years 2004-2010 inclusive. This system fails on my car and most others in these model years leaving the driver sometimes driving at highway speeds with the suspension failing almost instantly. This renders the car unsteerable and unbrakeable.

As a former auto executive with the likes of Ford, Chrysler, Jeep and International Harvester, I do know my cars. Also, for a short stint, I was a Jaguar salesman in the mid 2000's and was aware even then of this car's major air bag suspension defects. Now that I own one, I have personally experienced the sudden deflation of the airbag suspension on many occasions, sometimes at 70 or more MPH. This renders the car sitting on metal to metal and make the car very very dangerous to drive, steer or even brake. I believe that Landrover also had (or does have) this system.

I recently called the local Jaguar dealer's Service Manager (Desert European Motor Cars, Rancho Mirage, CA 92270) and he said, amazingly, that this was a "normal wear and tear" matter that the repair would cost (get ready for this-----) \$7,200 to repair. I audibly choked and gasped over the phone.

That Jaguar USA has been able to keep this chronic safety problem from the newspapers and NSHTA is quite astounding and, thus, I wish to formally request that an investigation be launched by your esteemed organization into this safety and design flaw associated with these Jaguar cars.

Thank you for your kind advice.

Yours sincerely,

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4/25/16  
SMD

SAN DIEGO  
CA 920  
02 APR '16  
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INDIAN Wells, CA

U.S. DEPT. of TRANSPORTATION  
Natl Hwy Safety ADMINISTRATION  
OFFICE of Defects Investigation  
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PETITION AN INVESTIGATION  
FOR ALLEGED DEFECT

20590

