

SEP 04 2018

August 24, 2018

CL-11104466-6784

[REDACTED]  
Nicholson, Georgia [REDACTED]

U.S. Dept of Transportation  
National Highway T.S.A  
Office of Defects Investigation N.V.S. 201  
1200 New Jersey Ave S.E. West Bldg  
Washington, D.C. 20590

RE: ODI #11104466

Mr. Steven Posada,

I have contacted the manufacture Jaguar Land Rover North America, Christine Hidalgo by email and I spoke with her once regarding the recall/defect parking brake problem I have with my vehicle. To no knowledge or honoring my problem they refused to replace or repair this part on my vehicle. They have also refused to send me proof that this part was ever replaced before I purchased my pre-owned vehicle as she stated.

I had only driven my car 48,000 at the time this recall part locked my wheels. So regardless of the year of my vehicle the miles show that I have tried to take good care of my car and I have always had my routine maintenance, most were completed by Gwinnett Jaguar Land Rover auto shop, and I was never warned by them about this on going Recall Brake system failure problem. I found out that your office has had 34 complaints for this same problem. I hope those were handle and the customers were not put in the situation that I am currently in without Parking brakes on my car.

I respectfully request that Jaguar is contacted and except the fact that this is unsafe driving condition and they should want to repair my vehicle. Copies are enclosed. Thank you

Sincerely,  
[REDACTED]

NM  
9-10-18  
UN



[REDACTED]

9 messages

**Hidalgo, Christine** <chidalgo@jaguarlandrover.com>

Thu, Jul 19, 2018 at 4:00 PM

To: [REDACTED]

Hello [REDACTED]

I apologize, however, as previously discussed, the recall was performed on June 2007 at Hennessy Jaguar Gwinnett. I relayed the information over, however, we will not be able to assist with reimbursing for the repair. If you have any questions or concerns, please let me know.

Thank you!

--

Thank you,

**Christine Hidalgo**

**Customer Relationship Center Representative**

T: US: *Land Rover* 1-800-637-6837 or *Jaguar* 1-800-452-4827, Option 9, Ext. 1309055

T: Canada: *Land Rover* 1-800-346-3493 or *Jaguar* 1-800-668-6257, Option 1, Ext. 1309055

F: 888-410-0938

[REDACTED]

Sun, Jul 22, 2018 at 8:02 AM

To: "Hidalgo, Christine" <chidalgo@jaguarlandrover.com>

Christine, I would like proof that the recall part was replaced June 2007 since I do not have a record of that, and my complaint is that this recall part I replaced (the parking brake module) has cause my parking brake cable to lock-up and therefore now it need to be replaced. This is what I stated to you and I would like assistance with this repair on my car in some kind of way. With the low mileage on my car, I can not believe that I am having this kind of trouble. I always thought that a Jaguar was one of the most dependable cars around, this is the reason I bought it and I do want to keep it. So please see how this can be handled and let me know. This has been a nightmare. Thank you.

[Quoted text hidden]

[REDACTED]

Fri, Aug 3, 2018 at 11:23 AM

To: "Hidalgo, Christine" <chidalgo@jaguarlandrover.com>

Ms Hidalgo, I have made every attempt to resolve my need for my car repairs, but i have not received or heard back from you regarding the proof of the recall/defected part being replaced on my car 6-2007 and I have not received anything regarding the parking brake cable part to be replaced since this unsafe problem was caused by the parking brake module having to be replaced 6-27-18. this is my final appeal for this request. I will be filing a formal complaint and consulting legal advice pertaining to this matter for my own safety will driving my car.

[REDACTED]

[Quoted text hidden]

[REDACTED]

Fri, Aug 3, 2018 at 11:24 AM

To: Jaguar NA <jagweb1@jaguarlandrover.com>

[REDACTED]

[Quoted text hidden]

**Jaguar NA** <jagweb1@jaguarlandrover.com>

Fri, Aug 3, 2018 at 4:47 PM

[REDACTED]

[REDACTED]

Thank you for contacting the Jaguar Customer Relationship Center. I have forwarded your comments to Christine, your

Customer Relationship Representative. She has looked into your concerns. If this matter was not handled to your satisfaction and you choose to contact her, please do so at 1-800-452-4827, option 9, extension 1309055.

Sincerely,  
Lindsey U  
Jaguar Land Rover North America, LLC  
[Quoted text hidden]

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[REDACTED] Mon, Aug 6, 2018 at 9:24 AM

To: Jaguar NA <jagweb1@jaguarlandrover.com>

Good Morning, No I am not satisfied with the unsafe condition I now have with my car. I have tried to speak with Christine Hidalgo and I have tired to understand how or why it is so hard for her to understand there are 2 mechanical parts that has been effected by the recall/defect part that I paid for to be replaced, I am now in need of the parking brake CABLE repaired because the parking brake MODULE was defective and caused my wheels to lock-up and the parking brake CABLE had to be disconnected (as my receipt states). I have received a quote for \$1200.00 for my parking brake CABLE to be repaired and my emergency brake light corrected. This is one of my main concerns now. I do not have any parking brakes or did I receive clarification of the recall part being replaced. I look forward to hearing from someone on this matter. I will also forward this email to Ms Hidalgo. Thank you

[Quoted text hidden]

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[REDACTED] Mon, Aug 6, 2018 at 9:27 AM

To: "Hidalgo, Christine" <chidalgo@jaguarlandrover.com>

----- Forwarded message -----

[REDACTED]  
[Quoted text hidden]

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Hidalgo, Christine <chidalgo@jaguarlandrover.com>

Mon, Aug 6, 2018 at 4:33 PM

To: [REDACTED]

Hello [REDACTED]

As discussed previously, the first part of the concern was already taken care of prior to you purchasing the vehicle. In regards to your current issue, we are unable to assist financially with this due to the age and mileage of the vehicle. The car is no longer under warranty and this does not meet parameters for goodwill assistance. I apologize for any inconvenience.

Thank you

[Quoted text hidden]

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Jaguar NA <jagweb1@jaguarlandrover.com>

Tue, Aug 7, 2018 at 4:19 PM

To: [REDACTED]

Dear [REDACTED]

Thank you for your response and request for review. Management has reviewed your concerns and request. Christine has also responded to this email. We truly apologize you are dissatisfied with the position presented. Should you have additional information to provide, please contact Christine directly.

Sincerely,

Carol Ann Carroll  
Customer Relationship Center  
Jaguar Land Rover North America, LLC

[Quoted text hidden]



2 messages

Jaguar Land Rover Gwinnett <sales@jaguarlandrovergwinnett.edealerhub.com>

Sat, Jun 16, 2018 at 10:12 AM



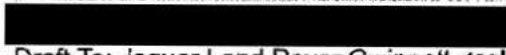
We'd love to help make one of our quality pre-owned or new vehicles yours today. My name's Frisco Dollard and I'll be your Sales Guide through this process and hopefully answer any questions or concerns you may have. When are you available to discuss things and/or how would you like to proceed next as I'm here to assist you?

Frisco Dollard  
Certified Sales Guide

Cell: (678) 570-7100  
Office:770-680-5000 ext. 2815  
Fax:770-680-2565  
www.jaguargwinnett.com  
www.landrovergwinnett.com

Hennessy Jaguar Land Rover Gwinnett  
3423 Old Norcross Road  
Duluth Ga, 30096

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Sun, Jun 17, 2018 at 10:25 AM

Draft To: Jaguar Land Rover Gwinnett <sales@jaguarlandrovergwinnett.edealerhub.com>

Frisco  
[Quoted text hidden]

# James Brooks Automotive L L C

06/27/2018

2530 North Broad Street  
Commerce, GA. 30529  
706-335-9506



Thank You For Your Business



2003 JAGUAR S SERIES  
4.2L DOHC MULTIPOINT FUEL INJ  
Tag: Mileage 100,383  
ID:

(404) 567-2443

<u>Labor</u>	<u>Tech</u>	<u>Hours</u>	<u>Rate</u>	<u>Amount</u>
R & R PARKING BRAKE CONTROL MODULE	JB	1.50	\$75.00	\$112.50
DISCONNECT PARKING BRAKE CABLES	JB	1.00	\$75.00	\$75.00
				<b>\$187.50</b>

<u>Part No.</u>	<u>Parts</u>	<u>Quantity</u>	<u>Each</u>	
C2C33376	PARKING BRAKE CONTROL MODULE	1.00	\$346.25	\$346.25
				<b>\$346.25</b>

<u>Service charges</u>				
SHOP SUPPLIES				\$15.00
				<b>\$15.00</b>

# PAID

Subtotal	\$548.75
Tax	\$25.29
<b>Total</b>	<b>\$574.04</b>

CUSTOMER HAD VEHICLE TOWED TO CHRSLER DUE TO PARKING BRAKE STUCK. THEY COULD NOT REPAIR VEHICLE AND HAD VEHICLE TOWED TO US ABS AND CHECK ENGINE LIGHT ARE ON AND WE DID NOT LOOK AT CODES FOR THESE LIGHTS. BOTH ABS AND CHECK ENGINE LIGHT MAY STILL BE ON AFTER REPLACING THE PARKING BRAKE MODULE

CUSTOMER STATES THE ABS LIGHT CAME ON WHEN SHE HAD TROUBLE WITH THE BRAKE LOCKING UP. STATES THE CHECK ENGINE LIGHT HAS BEEN ON FOR A WHILE AND HAD SOMEONE LOOK AT IT AND COULDN'T FIGURE OUT WHAT WAS GOING ON

REPLACED THE MODULE. THE WE COULD NOT GET THE MODULE TO DO THE RECONFIGURATION AND THE PARKING BRAKES ARE STILL HOLDING. FOUND THE PARKING BRAKE CABLE PLASTIC ENDS ARE BROKEN AND CAUSED THE RETRATOR MOTOR TO GO OUT. ADVISED TO REPLACE THE RETACTOR MOTOR AND DISCONNECT THE PARKING BRAKE CABLES. CUSTOMER OKED TO DISCONNECT THE PARKING BRAKE CABLES. CUSTOMER UNDERSTANDS THE PARKING BRAKES WILL NOT WORK DUE TO BEING DISCONNECTED

ABS LIGHT, CHECK ENGINE LIGHT AND PARKING BRAKE WARRANTY LIGHT AND RED BRAKE LIGHT IS ON.

WE GAVE THE CABLE TO THE CUSTOMER

An express mechanics lien is acknowledged on the above vehicle to secure the amount of repairs thereto, until such time as cash payment has been made in full. It is understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. Upon signing this repair order it is accepted as a complete and comprehensive description of the repair work done on this vehicle.



2377 Homer Road  
 Commerce, GA 30529  
 Phone (706) 335-2800  
 Fax (706) 335-3793  
 www.bankscrossingcdjr.com



CUSTOMER NO. [REDACTED]	ADVISOR HEATHER HARRELL 5216	TAG # [REDACTED]	INVOICE DATE 06/15/18	INVOICE NO. [REDACTED]
NICHOLSON, GA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 100,383	COLOR /
	YEAR / MAKE / MODEL 03 / JAGUAR / S-TYPE / 4 DR SDN 4.2			DELIVERY DATE
	VEHICLE I.D. NO. S A J E A 0 1 U 9 3 H [REDACTED]			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 06/12/18		
COMMENTS [REDACTED]				

JOB# 1 CHARGES-----

LABOR-----

J# 1 05CHZ050507 PARKING BRAKE TECH(S):5001 0.00  
 PARKING BRAKE FAULT LIGHT ON  
 SENT VEHICLE TO JAMES BROOKS  
 ATTEMPTED TO RESET LIGHT UNABLE TO

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

1317 06/14/18 TOW 75.00

TOTAL - SUBLET 75.00

JOB# 1 TOTALS-----

SUBLET 75.00

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 75.00

TOTALS-----

THANK YOU FOR YOUR BUSINESS!

WE SERVICE ALL MAKES AND MODELS

BE SURE TO CHECK OUR SERVICE AND PARTS COUPONS AT  
 WWW.LAKEKEOWEECHRYSLER.COM

MOPAR PARTS CARRY A 12 MONTH 12,000 MILE WARRANTY

CALL FOR AN APPOINTMENT (OR COME ON IN!)  
 (706)335-2831

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 75.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00

**TOTAL INVOICE \$ 75.00**

CUSTOMER SIGNATURE

PAID  
 JUN 18 2018  
 #3892  
 6-18-18

# Recalls

PROVIDED BY  NHTSA

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## FUEL SYSTEM, GASOLINE

Jun 13 2006

FAILURE OF THIS CONNECTION COULD LEAD TO FUEL SPILLAGE AND, IN THE PRESENCE OF AN IGNITION SOURCE, A FIRE COULD OCCUR.

[Read Recall Details](#)

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## EQUIPMENT:OTHER:LABELS

Oct 14 2004

THIS DOES NOT COMPLY WITH THE STANDARD.

[Read Recall Details](#)

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## PARKING BRAKE

Oct 07 2004

THIS CONDITION CAN CAUSE THE VEHICLE TO DECELERATE AND MAY CAUSE REAR WHEEL "LOCKUP" AT ANY ROAD SPEED. A CRASH MAY OCCUR.

### Summary:

ON CERTAIN PASSENGER VEHICLES, THE ELECTRONIC PARK BRAKE MODULE, WHICH CONTROLS THE APPLICATION OF THE PARKING BRAKE, MAY UNINTENTIONALLY APPLY THE PARKING BRAKE WITHOUT ANY INDICATION OR WARNING TO THE DRIVER.

### What should you do:

DEALERS WILL REPLACE THE ELECTRONIC PARK BRAKE MODULE WITH THE LATEST PRODUCTION LEVER PARTS. THE RECALL BEGAN ON JANUARY 15, 2005. OWNERS SHOULD CONTACT JAGUAR AT 1-800-452-4827.

### For more information:

JAGUAR RECALL NOS.R166/R167.CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

**NHTSA CAMPAIGN ID Number:** 04V488000

**Potential Number of Units Affected:** 30181

[Hide Recall Details](#)

Show More

## Check Vehicle for Unrepaired Recalls

Enter VIN

Recall Look-up

## Similar Models

1 - 2 of 9 Models



**2003**

**2003**

## COMPLAINTS/PROBLEMS ▾

### 2003 Jaguar S Type NHTSA Complaints Summary

Interior Accessories problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=0">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=0</a> )	7 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=0">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=0</a> )
Engine problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=1">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=1</a> )	34 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=1">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=1</a> )
Transmission problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=2">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=2</a> )	10 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=2">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=2</a> )
Brakes problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=3">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=3</a> )	34 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=3">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=3</a> )
Exterior Accessories problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=4">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=4</a> )	8 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=4">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=4</a> )
Body Paint problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=5">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=5</a> )	1 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=5">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=5</a> )
Electrical problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=6">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=6</a> )	11 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=6">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=6</a> )
Suspension problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=7">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=7</a> )	2 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=7">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=7</a> )
Windows / Windshield problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=8">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=8</a> )	7 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=8">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=8</a> )
Cooling System problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=9">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=9</a> )	1 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=9">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=9</a> )
AC / Heater problems ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=10">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=10</a> )	2 Complaint(s) ( <a href="complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=10">complaints.php?make=jaguar&amp;model=s-type&amp;year=2003&amp;page=10</a> )

Wheels / Hubs problems (complaints.php?make=jaguar&model=s-type&year=2003&page=11)

6 Complaint(s) (complaints.php?make=jaguar&model=s-type&year=2003&page=11)

Clutch problems (complaints.php?make=jaguar&model=s-type&year=2003&page=12)

14 Complaint(s) (complaints.php?make=jaguar&model=s-type&year=2003&page=12)

Fuel System problems (complaints.php?make=jaguar&model=s-type&year=2003&page=13)

1 Complaint(s) (complaints.php?make=jaguar&model=s-type&year=2003&page=13)

Seat Belt / Air Bags problems (complaints.php?make=jaguar&model=s-type&year=2003&page=14)

7 Complaint(s) (complaints.php?make=jaguar&model=s-type&year=2003&page=14)

Lights problems (complaints.php?make=jaguar&model=s-type&year=2003&page=15)

7 Complaint(s) (complaints.php?make=jaguar&model=s-type&year=2003&page=15)

Steering problems (complaints.php?make=jaguar&model=s-type&year=2003&page=16)

6 Complaint(s) (complaints.php?make=jaguar&model=s-type&year=2003&page=16)

Drivetrain problems (complaints.php?make=jaguar&model=s-type&year=2003&page=17)

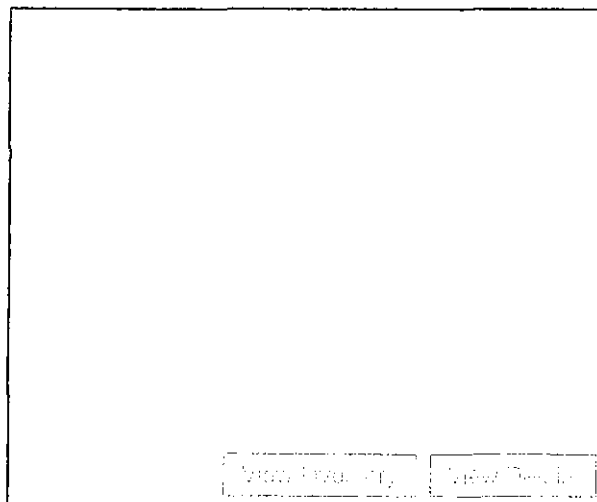
14 Complaint(s) (complaints.php?make=jaguar&model=s-type&year=2003&page=17)

Exhaust System problems (complaints.php?make=jaguar&model=s-type&year=2003&page=18)

0 Complaint(s) (complaints.php?make=jaguar&model=s-type&year=2003&page=18)

Miscellaneous problems (complaints.php?make=jaguar&model=s-type&year=2003&page=19)

3 Complaint(s) (complaints.php?make=jaguar&model=s-type&year=2003&page=19)





1028



20590

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30565  
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AMOUNT

**\$1.42**

R2305K138848 10

U.S. DEPT OF TRANSPORTATION

N. H. T. S. A

OFFICE OF DEFECTS INVESTIGATION N.V.S. 201

1200 NEW JERSEY AVE S.E.

WEST BUILDING

WASHINGTON, D.C.

20590