

INFORMATION REDACTED
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INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)



Nick Brown

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

March 5, 2025

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

RE: Jaguar Land Rover North America LLC
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

We notified the complainant that we forwarded a copy of their correspondence to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRC@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

Consumer Resource Specialist
Consumer Resource Center
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

12

98,413

Transaction Date:

12/2019

Explain your complaint in detail:

My 2019 Jaguar I-pace has had multiple software recalls to protect against battery overheating and fires. Jaguar has announced buybacks through NHTSA in Nov 2024 and there has been no communications from them on when the buyback process is starting. I have called in Nov, Dec, Jan and now February and Jaguar takes your information and tells you someone will call in a week. I have been told to not park my car inside garage as it is a fire risk. There is a risk that charging could cause a fire. I am super unhappy at how Jaguar is treating this recall and want resolution as I am just parking my car outside to be safe. Thanks

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

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 authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 2/24/2025

Received via the internet

City and State where signed Kirkland, WA

