

19 April 2004

**RE: Jaguar S-type ZF Gearbox Problems**

Mr Joseph Greenwell,  
Chairman and Chief Executive Officer,  
JAGUAR Cars Ltd,  
Browns Lane,  
Allesley,  
Coventry CV5 9DR, UK

Cc: Mr. Stuart G. Dyble, Director, Communications & Public Affairs

Dear Mr Greenwell,

My name is David McKie and I bought a new Jaguar S-type 4.2 from xxxxxxxxx, Switzerland on 6th November 2002. This is the second new S-type I have purchased.

From new my car has had many problems (See Appendix B for full details and Appendix C for correspondence), but the most serious of these faults has been the lurching gearbox (See Appendix A for full description of this fault).

I have asked repeatedly for this to be cured. I have visited xxxxxxxxx many times for software upgrades and I have left my car with Michel J. Tinguely, Service & Training Manager for Switzerland 2 times to be checked by ZF engineers and they have told me they were unable to diagnose or replicate the lurch I experience.

I am now in contact with many other owners from around the world who experience this lurch and who are also finding it impossible to have this lurch cured by Jaguar. We are all active members of the JagTalk newsgroup (<http://www.jagtalk.com>) where there is now a growing amount of negative publicity about this issue.

We are now contacting you directly to demand that action is taken immediately to rectify this issue and compensate us for driving defective vehicles and waiting for up to one and a half years for a cure.

We have all acted in good faith and patiently given our respective Service Centres EVERY opportunity to solve this issue - a wide variety of procedures have been performed on our cars by our service centres in an attempt to correct the problem, but none have succeeded. Enough is enough. This is the last time that we will ask Jaguar to honour its commitment to its customers before taking legal advice.

Thank-you for your time.

Sincerely,

David McKie

David McKie    Vin # SAJAA01R23HM  
Mike Price:    Vin # SAJEA01U43HM  
Tito Pope:     Vin # SAJEA01UX3HM  
Bill Totten:    Vin # SAJEA03V031M

Philip Caggiano:    Vin # SAJEA03V331M  
Craig Gross:        Vin # SAJEA01U53HM  
Bryan J Phillippe:    Vin # SAJEA01U33HM  
William Paul :        VIN# SAJEA01U03HM

## Appendix A

### Description of Lurching Gearbox

This occurs when you bring the car to a halt in a smooth manner by braking very gently and letting the car come very smoothly to rest. Just before the car has come to a complete rest a little lurch like somebody has gently nudged the car occurs. It feels like a gear is being engaged/disengaged just before coming to rest. This can vary in intensity from a very slight nudge to a powerful jump that rocks the car.

In addition, when you slow very gently to a creeping halt without actually stopping and then gently try to accelerate - there is a slight hesitation when the engine revs higher, then the gearbox engages the drive wheels with a jolt. This varies from a harsh jolt to snatchy.

Some recent feedback from owners:

<http://www.jagtalk.com/forums/1/message.html?71883>

<http://www.jagtalk.com/forums/1/message.html?71921>

<http://www.jagtalk.com/forums/1/message.html?72143>

Requires log-in for access to Jagtalk

### Comments from several Jaguar Technicians:

“I have a few clients who's S-Types have had dramas right from the start, usually in transmission area. It has been very, very frustrating to give a client vehicle back after doing the latest upgrade, testing it to find it works. Only to give the vehicle back and have the client call in the next week to say it's not fixed!”

“Disc 28 (R513 upgrade) covers a number of electrical messages being sent to the transmission. I have not heard of any concerns with incorrect gear selection (and hope I don't!). But surging, flaring in low gears and thumping gear change complaints are more common.”

“... I certainly feel that Jaguar knows there is a problem with the 6 speed gearbox and is working hard to correct the problem. There have been many posts regarding this and many fixes have been attempted. There is now a direct link on the Jaguar technical hotline that connects the technicians with a ZF engineer. Please make sure that your dealer is aware of this and has tried the many fixes available, not only software reflashes. The 1 liter overfill has had good results for some problems and may help yours.”