

01 February 2005

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

Ms. Bibiana Boerio,  
Managing Director,  
JAGUAR Cars Ltd,  
Browns Lane,  
Allesley,  
Coventry CV5 9DR, UK

Dear Ms. Boerio,

Following the lack of response from my previous letter, written with 7 other Jaguar owners, to Mr Robert A. Dover on the 15 April 2004 (enclosed), I am now asking for your personal assistance with the on-going problems with my Jaguar S-Type 4.2.

I bought my 2nd new S-Type in November 2002 from xxxxxxxxx in Switzerland. This car has covered only 16,000 miles and has had a multitude of faults and defects (see enclosed documentation) - Lurching/snatching gearbox, Air-con lock-outs, faulty headlight, faulty windscreen, wrong seats fitted (replaced with second hand items !), water in the boot, squeaking steering column, overheating and breakdown in Belgium, replaced front brake pads, bad tracking after checking by dealer requiring 4 new tyres and the most dangerous, burned out/seizing rear brakes. I have had to research and take Jaguar TSBs in to my dealer even though I have repeatedly asked to be informed of any developments.

I have written to Mr. Michael Tinguely (Swiss Service Manager), Mr Thomas Valko (After Sales Director, Switzerland), Mr Stephan Voegeli (Jaguar MD, Switzerland), Mr. Kuldip Sidhu (European Manager) and Mr Robert A. Dover (Chairman Jaguar) and have had NO help. This issue is simply not being taken seriously.

I have had my car independently tested by the AA in the UK and the TCS (Travel Club Switzerland), both well-respected organisations who have categorically confirmed the problems with written reports (AA report enclosed, previously mailed to Mr. Kuldip Sidhu). My Family has owned a garage for over 75 years, with my Father running Jaguars (3 at present) for over 50 years. I too, have worked in the motor trade for many years with knowledge of all aspects of this industry.

Due to the complete lack of assistance from xxxxxxxxx and Jaguar it is with great reluctance that I have taken legal advice from July 2003. I am now taking this matter to court in Switzerland following a final desultory offer from Emil-Frey on the 24th December 2004 (enclosed). I have photographed and taken videos of all these faults during my 2 years of ownership.

I cannot believe that this is the way you want to treat your repeat customers and honour the name of Jaguar. I am asking you personally for your help to solve this situation before it gets to court and goes public.

I can be contacted anytime at the address above or on

Sincerely,

David McKie

Enclosed copies: letter to Mr. Dover, AA report, Emil-Frey's offer, letter from Hr. Voegli, photos.