



Daimler



BY APPOINTMENT TO
HER MAJESTY QUEEN ELIZABETH II
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



BY APPOINTMENT TO
HER MAJESTY QUEEN ELIZABETH
THE QUEEN MOTHER
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



BY APPOINTMENT TO
HIS ROYAL HIGHNESS THE PRINCE OF WALES
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY

Jaguar Cars Limited

24 August 1992

Browns Lane
Allesley
Coventry CV5 9DR
England

Telephone: 0203 402121
Telex: 31622

Dear Mr Riddington

RE: JAGUAR XJS 3.6 - H166 LVW - VIN 177092

Thank you for your letter dated 15 August 1992, in response to my former letter.

Perhaps I can clarify as follows:-

- . The replacement unit fitted to your vehicle is built to the same tolerances as an engine fitted to a new production vehicle and is subjected to the same tests to ensure quality and integrity.
- . The serial number of the replacement unit is recorded by H A Fox, Southampton, and I have requested that they forward this information to you as soon as possible.
- . The replacement unit carries a 12 month warranty, as with a completely new unit, and this covers the engine and its constituent parts. Naturally, should any further problems be experienced in the future which are attributable to a manufacturing or material defect, we shall not seek to abdicate our responsibilities and will consider the matter under our normal policies.
- . I would assure you that the reason the Jaguar label is not individually available is that it would normally have been transferred from the previous engine. Mr J Goodacre, H A Fox, is giving this matter his personal attention in order that this omission can be rectified as soon as possible.

I trust the above comments have adequately addressed your concerns, but should you have any further queries please do not hesitate to contact me.

Yours sincerely

V Williams
Consumer Affairs Executive
Ref: VW/0849CH

Telephone Extension:

Mailing Reference:

(Please include in envelope address)