



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

19-FEB-2003
MAR 13

Repository

Reference No.
PA 100067182

OWNER INFORMATION (Type or Print)

Name

Address

City HOUSTON

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 03/06/03

VEHICLE INFORMATION

Make JAGUAR		Model JAGUAR	Model Year 2003
Date Purchased 08/24/2002	Dealer's Name and Telephone Number MOMENTUM JAGUAR		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City HOUSTON	State TX	Zip Code 77074
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 2 W. DR.	Fuel Type: UNLD
Vehicle Component Code 013000 STEERING&GEAR BOX (OTHER THAN RACK AND PINION)			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-OCT-2002	Failure Mileage 5000	Failure Speed 10 MPH OR LESS
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM15ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE GEAR BOX MALFUNCTIONED.*JB

3 FAILURES EACH OCCURRED WHILE MOVING FROM A STOP. TRANSMISSION FAULT WOULD REGISTER AND TRANSMISSION WOULD 'STICK' IN LOW GEAR. SOMETIME THE FAULT CLEARED AFTER IT REMAINED IN MOTION LETS WITH ENG. OFF. ONE OF THE INCIDENTS OCCURRED WHEN MOVING THE GEAR SELECTOR FROM PARK TO REVERSE.
BEFORE THE 3RD 'REPAIR' THAT OCCURRED DURING THE 1ST 2ND WK OF FEBRUARY (03); MULTIPLE INCIDENTS OCCURRED WHILE THERE WAS A NOTICEABLE 'PAUSE/RESISTANCE' WHEN MOVING FROM LOW GEAR (IN AUTOMATIC MODE). THE FREQUENCY HAS INCREASED. THERE IS NO GEAR BOX FAULT INDICATION BUT THE INCIDENTS (OVER 5 TO DATE) HAVE NEVER OCCURRED BEFORE THE LAST 'GEAR BOX FAULT' REPAIR.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

March 6, 2003

Momentum Jaguar
10150 SW Freeway
Houston, TX 77074

To Whom It May Concern:

This is my second letter in regards to our Jaguar S-Type that we are financing. I was promised by Jim Troublefield during the week of 01/20/02 that he did look at my letter that was originally written on 01/09/03. He informed me that a Jaguar representative would be in town during 01/29/03 through 02/08/03. During this time he would call me and make arrangements to have my car picked up from my residence and a loaner car dropped off. I telephoned during the end week of the week of 02/07/03. I had given birth to a son on 01/23/03 and this was the soonest that I was able to function and make any phone calls. I was never able to speak to Jim Troublefield. I was contacted by a young lady named "Anita". She informed me that my service representative had been terminated and that she would now be handling case. She asked me to telephone Jaguar at an "800" number that she gave me. I asked Anita why was I being told to call now. No one ever had told me to call. I complained to my service representative and the dealership about my car and no one ever told me to call Jaguar first and have a complaint put on file. Anita said that I would need a complaint on file before the dealership could get any assistance from Jaguar. Well this did not sit well with me. For over 30 days nothing had been done about my case.

Then out of the blue a young lady tells me to make a phone call and within 48 hours Jaguar is contacting me personally about my case. On 02/10/03 my car was picked up by "Anita" and she left me with a loaner car. Anita and I both went up to a store called "Babies R Us" to have them switch my infant car seat over to the loaner. Since I had a C-Section I was unable to perform this task, my husband was out of town, and Anita was not familiar on the installation of car seats. Anita was very pleasant and extremely helpful during the car exchange process. While installing the car seat to the loaner we were told that it did not have the same safety latch feature as my car did. The car seat moved around a lot. I informed Anita that I was not comfortable driving the loaner and would want to be placed in the same type of car that I had leased. She assured me she would try her best. I was informed a day or two later that there no S-Types available. I told Anita to try and get one for me. On February 18, 2003 I called service and spoke with a representative named "Richard". I was informed by Richard that my car was not ready. I informed him that I was in the hospital with my newborn (who had emergency surgery on 02/17/03) and demanded to have an S-Type to drive due to safety reasons. He informed me that he could not do anything about it. I informed him to try and if he

absolutely could not then to have the sales manager call me. To this day no one has contacted me. I did in fact get a hold of Anita on the same day. I asked her if she had heard from Richard and she said, "No". I expressed my concerns about the loaner car. She said that did not have any S-Types that were designated as loaner cars. I told her (and I'm sure she was able to tell) how upset I was. That I was tired of dealing with the car and with the way the situation was being handled.

Before Anita came into the picture I feel like I was being mistreated by the male gender representatives and management. My interpretation of how I was being treated was, "Just try and appease the pregnant woman but maybe she'll go away sooner or later". It seemed like the dealership and service department had a "Good Ole Boy" mentality. Anita seemed to change all that. She placed more importance on the safety of my children and not being in my car if it was not running properly. I appreciate her for doing that. I can not hold Anita responsible for the outcome of my case. I know that there are people above her that tell her what to do or say in the end. At least Anita will listen and call me back. I have expressed to Anita that I no longer wish to own this car. The car has been in the shop being repaired now 4 times. The car was purchased in September 2002. I would settle for a different make of car that the dealership sells.

At this time I have filed a complaint with the "Auto Consumer Action" in conjunction with the Attorney General of Texas Greg Abbott, "Better Business Bureau", "Auto Safety Line" in conjunction with the US Department of Transportation, and the "Texas Motor Vehicle Commission".

In the end my ultimate wish is to have a refund for down payment, a refund for all lease payments, and if need be any and all attorney fees if applicable. I understand that as a consumer there are laws in my favor. I have expressed this to Jaguar and was told that Jaguar's only job is to fix anything that is not working properly under the warranty. If I was not happy then I would have to contact the Attorney General's office in my state. Well that has already been done. On February 19 or 20, 2003 I received a phone call from a Ms. Alissa Jones with Jaguar apologizing for the inconvenient way my phone call was handled earlier in the week. She informed me that she wanted Jaguar make one lease payment in my favor. I told her that unless I was being completely reimbursed I was not interested. I told her that I appreciate her efforts but that the efforts were not good enough. On February 22, 2003 I received a letter from Jaguar letting me know that a check in the amount of \$839.41 would be sent to me as a contribution in my case. I do not feel that Jaguar would be offering me any type of compensation if in fact there is something truly wrong with my car. It has been brought to my attention that there are codes, acts, and laws in place for consumers like me. They are as follows:

Texas Deceptive Trade Practices Act
Uniform Commercial Code
Texas Lemon Law

Under these 3 statutes I am seeking remedies in my favor.

Signed :



January 9, 2003

Momentum Jaguar

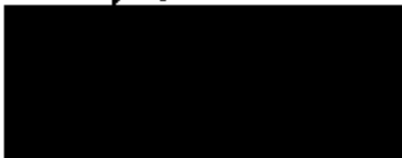
To Whom It May Concern:

This letter is to inform you that my car has been in for repair 3 times for the same problem. The problem I am having is an error message that is displayed as "Gear Box Fault". When this error message is displayed the car is drivable but will not shift from first into second gear. I have owned this car for less than 6 months, have 4,900 miles and am asking that I be placed into a new car at no additional charge, interest rate increase or monthly payment increase.

I understand that my request may not be as easy as I am hoping. I believe that I may have to meet with a Jaguar representative. If I do in fact need to do this, then my next request is to have an appointment made with a Jaguar representative as soon as possible. I was led to believe that the next appointment might be in 4-6 weeks. This amount of time is unacceptable. I wish for my appointment and my request to be noted ASAP!

I appreciate your time and consideration in handling this matter. Your prompt response is greatly appreciated.

Thank you,



REF: 6249571

February 20, 2003

[REDACTED]
Houston, TX [REDACTED]

RE : 2003 S-Type
VIN: M66015

Dear [REDACTED]

I was sorry to learn of the problems that you have incurred with your Jaguar.

I have reviewed your situation with Momentum Jaguar and have agreed that our participation is appropriate in this case. Consequently, I have arranged for our Accounting Department to send you a check in the amount of \$839.41 as our contribution.

Thank you for allowing us the opportunity to be of assistance.

Sincerely,



Alissa Jones
Customer Relationship Representative

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**