



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100161

Date Received

Repository

**713 MAY 28 2004 8 57**

Reference No.  
10017380

**OWNER INFORMATION (Type or Print)**

Name

Address

City ORISKANY

State NY

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  
Is the absence of an owner's name or address to the vehicle manufacturer?  
Signature of Owner \_\_\_\_\_ Date **5/4/03**

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield on driver's side  
SAJDAQ1N81FM17603

Make

JAGUAR

Model

S-TYPE

Model Year

2001

Date Purchased

**LEASED 5/31/01**

Dealer's Name and Telephone Number

**CARBONE MOTOR CITY**

**(315) 736-3371**

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

**YORKVILLE**

State

**NY**

Zip Code

**13495**

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

160000 STRUCTURE

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

**SEE**

Failure Mileage

**ATTACHMENTS**

Failure Speed

**ATTACHMENTS**

**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: DOTM19ABC036)

Original Equipment  
 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(es).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g. parts repaired or replaced (and if old part is available)).

WATER ENTERED THE TRUNK WHERE THE BATTERY AND ELECTRIC BOX WERE LOCATED, WHICH CAUSED THE ELECTRIC BOX TO SHORT OUT.

\*JB stranded 3 times - 9 to 10 attempted repairs

**POOR EXCELLERATION/NO EXCELLERATION  
WHEN ENTERING TRAFFIC**

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Supporting documents enclosed including statements from me.

Including copies of reports sent to Sr. Attorney General for minor law.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) 2 DOT



US Department of Transportation  
National Highway Traffic Safety  
Administration  
http://www.safercar.gov/questionnaire



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

400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures: VOQ  
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236



Fame Fresh Blues 1904

April 16, 2003

To whom it may concern:

The following information completes my statements.

I have responded to two questionnaires from Jag. They seem to me to be the usual questionnaire as a follow-up to repair. The first one I responded to was followed by a call from Jag. I spoke with a woman called Becky. We had 5 or 6 telephone conversations. My response to the questionnaire was strong. I said that I did not like my Jag, I did not trust the car, that I was afraid to go out of town with the car (being stranded 3 time away from home), that I was afraid to drive the car in the rain, that I had to constantly check for water in the trunk, and that to me the car was unsafe. I also reported another problem. Five or six times, after stopping at an intersection, I experienced poor acceleration in being able to move out into traffic. I was almost hit by a truck, once, when my car started forward and wouldn't accelerate. The dealership was never able to duplicate the problem. In speaking to Becky, she let me know that Jag would not let me out of my lease. I asked to speak to someone other than herself. She refused. She said she was fully authorized to tell me, same. She made arrangements to have a jag technical expert come to the dealership to inspect my car. That did happen. He reported no water in the trunk. Of course that was true. There had been no rain since I had last reported water in the trunk.

We then had rain, just after he left. I reported water in the trunk. It was unbelievable to everyone at the dealership. I suggested they take the car, that I was not trying to tell them how to run their business, that rain was predicted overnight. I suggested they needed to see this to believe it. They took the car. It rained. There was significant water in the trunk. The dealership contacted Jag. Jag would not believe me but they believed the dealership. I was told Jag said they would have to do something for me. I waited a week with no call from anyone. I called. I was told that Jag now said they couldn't do anything. I was asked to hold on a little longer. I did. I learned that maybe the only thing Jag would consider would be to put me in another jag to finish the lease.

I refused. I am afraid to drive another Jag. The dealership asked me what I wanted. I responded. I wanted the lease money back from the time I started with all the problems in May 2002, my down payment, and the \$700 Jag had offered me "for my trouble." I was told that was reasonable.

I learned that Jag refused my request.

Also, the trunk latch never worked properly from the time I started the lease. A new latch had been ordered in the early months of my lease, and it never came in. It would open with the key button, sometimes. It would open from the inside, sometimes. Sometimes the trunk would pop open and sometimes not. The expert Jag repairman was able to fix the latch last month, finally.

In addition, I know of a 2002 Jag, V6, gold, currently at New Country dealership in Wilton, NY. It has 30,000 miles on it. It is the same car as mine except for the year. I was told the owner turned it in for a Cadillac. After popping the trunk and inspecting the area, there was much rust on the tire "holder" assembly, there were rags stuffed around and under the tire to catch water, that the plug was gone and that the exposed wiring looked worn. The owner must have had the same problems as I did.

I truly feel my car is unsafe to drive.

Very sincerely,

[REDACTED]

[REDACTED]



May 4, 2003

To whom it may concern:

Since the letter I wrote on April 16,2003, I have experienced further problems.

As I write, my Jag is at the dealership and I am driving a rental car provided by the dealership, Carbone's.

On May 1,2003 I was the 6th vehicle in a line going around a cloverleaf getting onto the NY State Thruway. I followed a tandem and 4 cars/vans. We were creeping around the curve because of the tandem's very slow speed. The tandem eventually reached the highway and slowly entered the lanes. As this happened, the cars in front of me peeled out, one by one to pass the tandem. The van in front of me seemed to want to lag behind. I moved into the passing lane and left room for this van to move out in front of me. This van was not moving out. I was going about 35 miles an hour and realized I needed to make a decision to move on as fast traffic was coming from behind me. I pushed the accelerator to the floor. I had no response from the car. All I heard was a roar from the engine as if I had put the car in neutral gear and stepped on the gas. The car coasted. I felt I was in a predicament. I let up on the gas peddle and gently tried to accelerate forward. That worked. Fortunately, I was able to get out of the way of oncoming traffic. It was a horrible experience and I was shaken for several miles.

The next day I reported this problem to the dealership. I was not able to duplicate this problem on a highway with the Jag repair person from Carbone's that day. The repair person wanted me to leave the car with him for at least the weekend.

This is the 4th time I have had my car in for repair because of poor or no acceleration.

This last acceleration problem happened after I had driven the car in the rain. Rain, almost always, seems to be an issue when I experience problems with this Jag.

I just can't trust this car.

Very sincerely,

[REDACTED]

[REDACTED]



ATTORNEY GENERAL ELIOT SPITZER  
 STATE OF NEW YORK  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER FRAUDS AND PROTECTION  
 207 Graesee Street, Room 508  
 Utica, NY 13501-2812  
 Tel. (315) 793-2225 Fax (315) 793-2228

# COMPLAINT FORM

Consumer Hotline 1 (800) 771-7755  
 For Hearing Impaired TDD (800) 788-1111  
<http://www.oag.state.ny.us>

- PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
- PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
- YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
- MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

<b>CONSUMER</b>			
YOUR NAME [REDACTED]		HOME TELEPHONE NUMBER [REDACTED]	
STREET ADDRESS [REDACTED]		BUSINESS TELEPHONE NUMBER [REDACTED]	
CITY/TOWN ORISKANY	COUNTY ONEIDA	STATE NY	ZIP [REDACTED]
<b>COMPLAINT</b>			
NAME OF SELLER OR PROVIDER OF SERVICES CARBONE MOTOR CITY, INC.		NAME OF OTHER SELLER OR PROVIDER OF SERVICES JAGUAR CREDIT	
STREET ADDRESS 5017 COMMERCIAL DRIVE		STREET ADDRESS P.O. BOX 68020	
CITY/TOWN YORKVILLE	STATE NY	CITY/TOWN FRANKLIN	STATE TN
ZIP 13495	ZIP 37068-0020		
TELEPHONE NUMBER (315) 736-3371		TELEPHONE NUMBER 1-800-945-7000	
DATE OF TRANSACTION 5/31/01	COST OF PRODUCT OR SERVICE \$24,661.39 <small>TOTAL LEASE</small>	HOW PAID (Check those which apply) <input type="checkbox"/> Cash <input checked="" type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Other	
DID YOU SIGN A CONTRACT? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT CARBONE DODGE NISSAN JAGUAR (AS ABOVE)	DATE SIGNED 5/31/01	
WAS PRODUCT OR SERVICE ADVERTISED? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	WHERE WAS IT ADVERTISED? FLYERS, NEWSPAPER	DATE ADVERTISED N/A	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) - TRUNK WHERE BATTERY IS PLACED - OTHER PROBLEMS - A/S JAGUAR S-TYPE, ELECTRIC PROBLEMS BECAUSE WATER COMES IN			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL START DATE 5/14/02	PERSON CONTACTED CARBONE SERVICE ROD	JOB TITLE SERVICE MGR	
NATURE OF RESPONSE TOWED TO NEAREST JAG DEALER NEXT DAY - DISCOVERED WATER		DATE OF RESPONSE 5/14/02	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No HIGHWAY TRAFFIC SAFETY ADM. 1-800-424-9995			
IS COURT ACTION PENDING? (Please describe as necessary) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
<b>ADDITIONAL INFORMATION</b>			
MANUFACTURER OF PRODUCT JAGUAR		PRODUCT MODEL OR SERIAL NUMBER S-TYPE SAJDA01N17M1760	
ADDRESS P.O. BOX 68020, FRANKLIN, TN 37068-0020		WARRANTY EXPIRATION DATE YRS./50,000 MILES	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) TOTAL TO DATE 13,782.22 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No LEASE \$2803.03 DOWN, PAYMENTS OF \$575.22, 29 TIMES			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

May 14, '02: First indication of problem. Stranded in Lee, MA. Build up of 3 inches of water in trunk causing elec. system to fail. Battery & elec. bf located in trunk. July 2002, car quit on 4 lane highway in Barnard, NY, stranded, elec. problem not related to water in trunk. Dec. 2002, stranded in VT, water in trunk causing elec. system to "short"; headlights went on automatically, middle of night, no battery power in A.M. - Ten (10) attempts to solve problem by dealership. - also, Jan, Feb, Mar. 2003, difficulty getting out into traffic because of very poor acceleration. Ventilation & etc. jerks forward. almost hit by truck. - Export repair technician from Jag has not solved problems. - Car unsafe to drive. Jag will not let me out of lease.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) downpayment, terminate lease, cash back on lease, \$700 Jag offered for my trouble

WHO REFERRED YOU TO THIS OFFICE? self

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, cancelled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature:

[Redacted Signature]

Date: 4/16/03

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General  
Bureau of Consumer Frauds and Protection  
207 Genesee Street, Room 508  
Utica, NY 13501-2812



**INSTRUCTIONS FOR COMPLETING  
THE NEW CAR LEMON LAW  
REQUEST FOR ARBITRATION FORM**

To be considered for the New York State New Car Lemon Law Arbitration Program, you must complete the attached form. Be accurate and thorough. You must attach copies of all relevant documents (including your purchase or lease agreement, all service or work orders relating to the problem for which you seek this arbitration, and any correspondence between you and the manufacturer or its authorized dealer relating to such problem). **DO NOT SEND ORIGINAL DOCUMENTS.**

Sign and return the completed form, together with your documents, to the Attorney General's Office, 120 Broadway, 3rd floor, New York, NY 10271, attention: **NEW CAR LEMON LAW ARBITRATION UNIT.**

The Attorney General's Office will review your form and advise you whether your claim is eligible to be heard by an arbitrator. If the form is accepted, you will be notified by the Attorney General's Office which will then forward your form and documents to the NYS Dispute Resolution Association (NYSDRA), the Program Administrator. The Association will then notify you where to send the required \$250 filing fee. Upon receipt of the filing fee, the Association will begin processing your claim. If your form is rejected, it will be returned to you with a statement indicating the reason for its rejection.

**DO NOT SEND FILING FEE UNTIL YOU ARE REQUESTED TO BY THE NYSDRA.**

Please remember to sign and date the form. Your failure to complete any question or submit documents may result in a rejection of the form. Please type or print legibly, in black ink or #2 pencil.

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**NOTICE:**

**THE ARBITRATOR'S DECISION UNDER THIS PROGRAM IS BINDING ON BOTH PARTIES, SUBJECT TO A LIMITED RIGHT OF APPEAL TO COURT BY EITHER PARTY. YOU MAY WISH TO CONSULT AN ATTORNEY BEFORE PARTICIPATING IN THIS PROGRAM. PLEASE READ "NEW YORK'S NEW CAR LEMON LAW: A GUIDE FOR CONSUMERS" CAREFULLY BEFORE COMPLETING THIS FORM.**

Office Use Only:

Case No. \_\_\_\_\_

Referred To NYSDRA \_\_\_\_\_

Filing Date \_\_\_\_\_

**NYS OFFICE OF THE ATTORNEY GENERAL  
ELIOT SPITZER, ATTORNEY GENERAL**

**NEW CAR LEMON LAW  
REQUEST FOR ARBITRATION FORM**

**CONSUMER INFORMATION**

1. Name: \_\_\_\_\_
- Address: \_\_\_\_\_
- City: ORISKANY State: NY Zip: \_\_\_\_\_
- Phone: Home \_\_\_\_\_ Work: \_\_\_\_\_

**CAR INFORMATION (Attach Copy of Bill of Sale or Lease)**

2. Manufacturer: JAGUAR  
(GM, Ford, Chrysler, Toyota, Winnebago, etc.)
3. Year: 2001 Make: JAGUAR Model: S-TYPE SAJDA01N81EM17603  
(ex. Chevrolet, Dodge) (ex. Cherokee, Taurus)
4. [ ] I purchased my car. [X] I leased my car.
5. Did you purchase or lease your car in New York? ..... Yes [X] No [ ]
6. Is your car registered in New York? ..... Yes [X] No [ ]
7. Is your car primarily used for personal, family or household purposes? ..... Yes [X] No [ ]
8. Date of delivery? 5/31/01 Mileage at delivery: 27
9. Current Mileage: 30,728
10. Do you still own or lease your car? ..... Yes [X] No [ ]
11. Vehicle Identification Number (VIN): SAJDA01N81EM17603

**DEALER INFORMATION**

12. Name: CARBONE MOTOR CITY, INC.  
Address: 5017 COMMERCIAL DRIVE  
City: YORKVILLE State: NY Zip: 13495

**BANK OR FINANCING INSTITUTION (If financed):**

13. Name: N/A  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**LEASING COMPANY (if leased):**

14. Name: JAGUAR CREDIT  
Address: P.O. BOX 680020  
City: FRANKLIN State: TN Zip: 37068-1020  
Lease Acct #: 00000027636103

**CAR'S PROBLEM(S)**

15. Briefly describe the existing problem(s) for which you now seek relief:  
ELECTRIC PROBLEMS: WATER GETS INTO TRUNK WHERE BATTERY + ELEC. BOX IS LOCATED; OTHER ELEC. PROBLEMS; TRUNK LATCH HAS NOT WORKED; POOR ACCELERATION

16. On what date did you first report this problem(s) to the dealer or the manufacturer?  
5/14/02

17. What was the mileage at that time? 13565

18. Does the problem(s) involve a dealer installed option? ..... Yes [ ] No [X]  
Specify: \_\_\_\_\_  
\_\_\_\_\_

**BASIS FOR RELIEF SOUGHT:** You must complete at least one of the following three questions (19, 20, 21). If you have a Motor Home, you must also answer # 22.

19. **Four or More Unsuccessful Repair Attempts**

- a) Were there four or more unsuccessful repair attempts for the same problem within 18,000 miles or 24 months, whichever was earlier?..... Yes  No
- b) Does the problem(s) continue to exist?..... Yes  No
- c) Do you have copies of all necessary work orders?..... Yes  No   
(If yes, attach copies of them. If you do not have copies of the work orders, once accepted into the Program, you may request copies from the manufacturer, with the arbitrator's approval, by writing to the Administrator pursuant to Regulation §300.9.)
- d) Give the date, mileage and work order number for each of the four repair attempts by the dealer for the same problem(s).

Problem 1 (Specify) WATER IN TRUNK CAUSING REAL + POTENTIAL ELEC. FAILURE

	Date	Mileage	Work Order Number
(1)	<u>5/14/02</u>	<u>13565</u>	<u>403430</u>
(2)	<u>5/20/02</u>	<u>12500</u>	<u>JACS108307</u>
(3)	<u>6/07/02</u>	<u>12658</u>	<u>JACS112508</u>
(4)	<u>11/20/02</u>	<u>25651</u>	<u>JACS145964</u>
	<u>12/06/02, 2/20/03, 2/24/03, 3/6/03, 3/19/03, 3/27/03</u>		

Problem 2 (Specify) POOR ACCELERATION, OTHER ELEC. PROBS

	Date	Mileage	Work Order Number	
POOR ACCELERATION	(1) <u>2/20/03</u>	<u>27645</u>	<u>JACS163888</u>	NEVER FIXED
	(2) <u>2/24/03</u>	<u>27830</u>	<u>JACS164518</u>	
	(3) <u>3/19/03</u>	<u>28768</u>	<u>JAWS169725</u>	
OTHER ELEC. PROBLEMS	(4) <u>7/29/02</u>	<u>17642</u>	<u>JACS122719</u>	FIXED
	- <u>12/6/02</u>	<u>26502</u>	<u>JACS148862</u>	??
TRUNK LATCH	<u>5/20/02</u>	<u>12500</u>	<u>JACS108307</u>	SEEMS FIXED AFTER
	<u>10/31/02</u>	<u>23025</u>	<u>JACS142647</u>	
	<u>11/20/02</u>	<u>25651</u>	<u>JACS145964</u>	
	<u>3/6/03</u>	<u>27935</u>	<u>JACS167080</u>	
	<u>3/19/03</u>	<u>28768</u>	<u>JAWS169725</u>	

20. **30 Days in Shop for Repairs**

- a) Was the car out of service due to repairs for a total of 30 or more days?..... Yes[ ] No[] **80% ABOUT 24 DAYS**
- b) If yes, were at least 30 days "downtime" all within 18,000 miles or 24 months whichever was earlier? .... Yes[ ] No[ ]
- c) If you are relying on the 30 days downtime, list the dates, mileage, and repair order numbers for those repairs: **ALL WORK ORDERS ENCLOSED**

From:	To:	Days out:	Mileage:	WorkOrder#
From:	To:	Days out:	Mileage:	WorkOrder#
From:	To:	Days out:	Mileage:	WorkOrder#
From:	To:	Days out:	Mileage:	WorkOrder#

- d) Total days out due to repair : **ABOUT 24 DAYS**
- e) Do any of these problems continue to exist now?..... Yes[?] No[?]
- f) If yes, what problem(s)? \_\_\_\_\_

21. **Refusal to Repair (Note: This question should only be completed if the dealer and the manufacturer refuse to commence repairs.)**

- a) Did you first notify the dealer of the problem for which you are seeking this arbitration? ..... Yes[ ] No[ ]
- b) If so, what was the date of notification to the dealer? \_\_\_\_\_
- c) Did the dealer refuse to inspect the car and make whatever repairs were necessary within 7 days of receiving your initial notice of the problem?..... Yes[ ] No[ ]
- d) If yes, did you notify the manufacturer by certified mail, return receipt requested, of such refusal? (Attach copy of this notification with proof of mailing) Yes[ ] No[ ]
- e) Has the manufacturer failed to make repairs within 20 days of receiving your written notice of the dealer's refusal to repair?..... Yes[ ] No[ ]
- f) Does the problem(s) continue to exist?..... Yes[ ] No[ ]
- g) If yes, what problem(s)? \_\_\_\_\_

22. **If Your Complaint Involves a Motor Home:**

- a) Did the dealer or manufacturer provide you with a written copy of the special lemon law notification requirements? ..... Yes[ ] No[X]
- b) If yes, prior to this application for arbitration, did you notify the dealer or the manufacturer, by certified mail, return receipt requested, of a defect or condition that was subject to repair 3 times or that the motor home has been out of service by reason of repair for 21 days, whichever occurs first?... Yes[ ] No[ ]  
(If yes, attach copy of the notification with proof of mailing.)

**HEARING LOCATION**

23. Please indicate where you want the arbitration hearing to be held:

- |                                      |  |   |
|--------------------------------------|--|---|
| <input type="checkbox"/> Albany      | <input type="checkbox"/> Hempstead     | <input type="checkbox"/> Oneida           |
| <input type="checkbox"/> Amsterdam   | <input type="checkbox"/> Highland      | <input type="checkbox"/> Oneonta          |
| <input type="checkbox"/> Batavia     | <input type="checkbox"/> Hudson        | <input type="checkbox"/> Oswego           |
| <input type="checkbox"/> Binghamton  | <input type="checkbox"/> Ilion         | <input type="checkbox"/> Penn Yan         |
| <input type="checkbox"/> Bronx       | <input type="checkbox"/> Ithaca        | <input type="checkbox"/> Plattsburgh      |
| <input type="checkbox"/> Brooklyn    | <input type="checkbox"/> Jamaica       | <input type="checkbox"/> Poughkeepsie     |
| <input type="checkbox"/> Buffalo     | <input type="checkbox"/> Jamestown     | <input type="checkbox"/> Rochester        |
| <input type="checkbox"/> Carmel      | <input type="checkbox"/> Lake Placid   | <input type="checkbox"/> Saratoga Springs |
| <input type="checkbox"/> Catskill    | <input type="checkbox"/> Lowville      | <input type="checkbox"/> Schenectady      |
| <input type="checkbox"/> Cobleskill  | <input type="checkbox"/> Lyons         | <input type="checkbox"/> Speculator       |
| <input type="checkbox"/> Corning     | <input type="checkbox"/> Malone        | <input type="checkbox"/> Staten Island    |
| <input type="checkbox"/> Cortland    | <input type="checkbox"/> Manhattan     | <input type="checkbox"/> Syracuse         |
| <input type="checkbox"/> Delhi       | <input type="checkbox"/> Monticello    | <input type="checkbox"/> Troy             |
| <input type="checkbox"/> Elmira      | <input type="checkbox"/> Montour Falls | <input checked="" type="checkbox"/> Utica |
| <input type="checkbox"/> Fort Edward | <input type="checkbox"/> New City      | <input type="checkbox"/> Wash. Hts, (NYC) |
| <input type="checkbox"/> Geneseo     | <input type="checkbox"/> Niagara Falls | <input type="checkbox"/> Watertown        |
| <input type="checkbox"/> Geneva      | <input type="checkbox"/> Norwich       | <input type="checkbox"/> Weedsport        |
| <input type="checkbox"/> Goshen      | <input type="checkbox"/> Ogdensburg    | <input type="checkbox"/> Yonkers          |
| <input type="checkbox"/> Hauppauge   | <input type="checkbox"/> Olean         |   |

**TYPE OF HEARING AND RELIEF REQUESTED**

24.  Oral (In Person)                       Documents only (if manufacturer agrees)

25. If successful, I wish to receive a:

full refund

comparable replacement car

**PREVIOUS ARBITRATION**

26. a) Did you participate in any previous arbitration for the same problem(s) for which you now seek arbitration?... Yes  No
- b) If yes, what was the name of the Program? \_\_\_\_\_
- c) Did you accept the decision of the arbitrator? ..... Yes  No
- d) Did the manufacturer comply with the decision?..... Yes  No
- e) Date of Decision: \_\_\_\_\_ (attach copy of decision)

**SIGNATURE:** \_\_\_\_\_

Date: 4/16/03

5/98

Powertrain control module [28 DTC]

P0113

P0123

P0124

P0180

P0193

P0223

P0224

P0228

P0229

P0340

P0341

P0453

P0708

P0713

**P0708**

**Description:**

Transmission range sensor circuit high input

Transmission range sensor circuit high input

Description: The transmission range sensor provides a single analog (TR3A) and three digital inputs: TR1, TR2 and TR4 to the powertrain control module. The powertrain control module decodes these inputs to determine the gear position selected by the driver.

Symptoms: Transmission warning in



- P0713
- P1123
- P1135
- P1183
- P1214
- P1218
- P1217
- P1223
- P1289
- P1461
- P1565
- P1573
- P1576
- P1577
- P1703

### P0708

#### Description:

Transmission range sensor circuit high input

Transmission range sensor circuit high input

Description: The transmission range sensor provides a single analog (TR3A) and three digital inputs: TR1, TR2 and TR4 to the powertrain control module. The powertrain control module decodes these inputs to determine the gear position selected by the driver.

Symptoms: Transmission warning in message center came gear shift



- P1183
- P1214
- P1216
- P1217
- P1223
- P1289
- P1461
- P1566
- P1573
- P1576
- P1577
- P1702

- Restraints control module [01 DTC]
- Rear electronic control module [01 DTC]

### P0708

#### Description:

Transmission range sensor circuit high input

Transmission range sensor circuit high input

Description: The transmission range sensor provides a single analog (TR3A) and three digital inputs: TR1, TR2 and TR4 to the powertrain control module. The powertrain control module decodes these inputs to determine the gear position selected by the driver.

Symptoms: Transmission warning in message center, some gear shifts

Jaguar Customer Satisfaction Program, Post Office Box 10087, Toledo, Ohio 43699-0087

The art of performance



March 21, 2003

Oriskany, NY

Dear

I understand your Jaguar 2001 S-Type recently had service work performed. Regardless of how minor, Jaguar of Utica and Jaguar North America truly hope the entire service experience and the quality of work performed met your every expectation.

In that regard, would you, or the person most directly involved with the dealer, mind taking a few moments to complete the enclosed questionnaire? When done, simply return the questionnaire to us in the enclosed postage-paid envelope. This information will be shared with Jaguar of Utica as it is important for us to know that you are not only getting an exceptional car, but exceptional service as well.

Thank you for taking the time to fill out this survey. Together, Jaguar of Utica and Jaguar North America, are committed to providing you with a personal ownership experience that meets your complete satisfaction.

Sincerely,

Gary Temple  
Vice President Customer Service  
Jaguar Cars North America

Please check this box if you no longer own this vehicle and return the unanswered survey.

Please take a few moments to make corrections to your name, address, or telephone number here:

Mr.    Mrs.    Ms.

Telephone: \_\_\_\_\_

Change to: \_\_\_\_\_

E-mail address: \_\_\_\_\_

### Your Overall Satisfaction

1. How satisfied were you with your overall service experience of your recent visit to Jaguar of Utica? .....

Completely Satisfied	Very Satisfied	Fairly Well Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Why is that?  
*The service dept. has "look over backwards" to help me with all the problems I have had with my car.*

### Your Service Experience:

3. Convenience of appointment:

	Excellent	Very Good	Good	Fair	Poor	Does Not Apply
a. Ease of arranging appointment.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. Getting your appointment on the date you wanted	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. Jaguar of Utica Offered alternate transportation.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Familiarity with your preferences and your Jaguar's history.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Service Reception & Consultation:

	Excellent	Very Good	Good	Fair	Poor	Does Not Apply
a. Making you feel welcome.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Attending to you within a reasonable time.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Comfort and cleanliness of the service reception area.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Understanding your service needs.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Flexibility and responsiveness to your individual preferences.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Explaining the work that would be carried out....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Letting you know when your Jaguar would be ready.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Showing a passion for Jaguars.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Completion of work:

a. Was your Jaguar fixed right on the first visit? .....

Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>

b. If NO - Why wasn't the work completed the first time? (Check all that apply)

<input checked="" type="checkbox"/> They couldn't find the problem	<input type="checkbox"/> Not enough time
<input type="checkbox"/> Required parts were not in stock	<input type="checkbox"/> Same problem developed again
<input type="checkbox"/> Other reason (please specify)	

*They couldn't fix the problem. Either could spent jag up from N. J.*

c. Quality of work carried out.....

Excellent	Very Good	Good	Fair	Poor	Does Not Apply
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Collecting your Jaguar:

- a. Having your Jaguar ready when promised.....
- b. Collecting your Jaguar at a time convenient to you.....
- c. Cleanliness of your Jaguar upon return.....
- d. Explaining the work carried out and charges (if any) .....
- e. Honoring all commitments .....
- f. Advising you on future service needs .....
- g. Time taken to complete the work.....
- h. Completion of all necessary paperwork.....
- i. Convenience of the payment process .....
- j. Value of services rendered.....

Excellent	Very Good	Good	Fair	Poor	Does Not Apply
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. After service contact:

- a. Has the dealership contacted you since the completion of this recent work?

*We are calling you to see how you like us daily*

Yes  No

If Yes, how would you rate this:

- b. Timeliness of contact.....
- c. Helpfulness in responding to your questions .....
- d. Follow-through on any promises made to you .....

Excellent	Very Good	Good	Fair	Poor	Does Not Apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Do you have any other comments concerning your recent service experience at Jaguar of Utica, particularly in any areas where the dealership could do better to improve your service experience?

*The dealership has been wonderful to me.*

Your Overall Opinion

9. Jaguar of Utica strives to provide a personal ownership experience. The following questions reflect the standards by which they hold themselves accountable. Taking everything into consideration about your service experience, to what extent would you agree or disagree with the statements below?

- a. TRUST - I received honest and respectful treatment.....
- b. CARING TREATMENT - I was made to feel like a valued customer.....
- c. RELATIONSHIP - They met my requirements and preferences .....
- d. CONVENIENCE - They were accommodating and considerate of my time.....
- e. CONSISTENCY - The service experience met my expectations.....
- f. SENSORY APPEAL - The atmosphere and surroundings were what I expected of a Jaguar dealership .....

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your Recommendations/Intentions

10. Based on your experience at Jaguar of Utica, would you . . .

	Definitely Would	Probably Would	Might or Might Not	Probably Would Not	Definitely Would Not
a. Recommend Jaguar of Utica as a place to have a vehicle serviced? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Continue using Jaguar of Utica for service or repair work? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Recommend a Jaguar to a friend/relative? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

11. Thank you for completing this questionnaire. Please provide any additional comments regarding your recent service experience in the space below.

I have had several problems. One is water getting into my trunk. I have been stranded because of this. The dealership has been wonderful. However, I got no help from Jaguar. No one @ Jaguar believed my problem or helped me until the dealership told my car overnite & then reported to Jag, that indeed water came into my trunk overnite in the rain. Only when Jag was told by dealership that they had some problem I had, did Jag listen.

I have had problems with acceleration when entering traffic. The car hesitates & then juts forward. It has been very dangerous. No one can discover the problem.

My trunk latch has been a problem since day one.

I am mailing Lemon Law Complaint & am calling Highway Traffic Safety Adm.



3/20/03

• Yorkville, New York  
Phone • Fax

Call from Becky @ Jag.  
requesting my report for yesterday's  
exam of my car by  
report Jag. service person  
from New Jersey

I gave her info but said "of  
course he found no water  
in trunk. We have not had  
rain."



[REDACTED]  
[REDACTED] • Yorkville, New York [REDACTED]

Phone [REDACTED] • Fax [REDACTED]

On 11/6/02, in Vermont, after  
snow storm, discovered  
headlights on in A.M. Car  
would not start. Battery  
was dead. There was water  
in trunk.

Found someone to jump start  
my car. Drove to nearest town,  
1/2 hr. away, went to a garage  
and had water drained +  
reaccumulated out.

[REDACTED]

[REDACTED]

XXX

RECEIPT

11/06/02 01:39PM

MOBI... NCHSTR, UT  
... WITH #1 00000

PRICE	AMOUNT
	20.00
	0.00
	\$20.00

*[Handwritten signature]*

CASH

0.00  
\$20.00

**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).**