



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 1374

Date Received

Repository

06-MAY-2003

Reference No.  
10018291

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: GLEN BURNIE State: MD Zip Code: [Redacted]

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 authorization, NHTSA will not contact the manufacturer's address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: 4/1/03

**VEHICLE INFORMATION**

Make: JAGUAR Model: X08 Model Year: 1998

Date Purchased: 12-2000 Dealer's Name and Telephone Number: Chesapeake Cadillac Jaguar  
Original Owner:  Dealer's City: Cockeysville State: Md Zip Code: 21030 Engine: No. Cylinders: 8 Fuel Type:

Transmission Type: Automatic  Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: 140000 AIR BAGS  
 Cruise Control Multiple Failure: 1

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

Incident Date(s): 4/03 Failure Mileage: 54,000 Failure Speed: [Redacted] Cassette Reel - Behind the Steering Wheel

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: DOTM19ABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

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

**APPLICABLE INCIDENT INFORMATION**

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

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

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 AIR BAG LIGHT ILLUMINATED ON THE DASHBOARD. \*JB Dealership + Jaguar Refused To Repair part at Their cost. Wrote letter To appeals Board Received Phone call 2 weeks later from Coleen Hogan at Appeals Board 1-800-452-4827, Opt 9 Ext 4408. None agreed To pay 1/2 The cost Only Bill Estimated To be at least \$420. Made appointment with Dealership on 6/23/03 See attached Letter

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 Administration 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)

No one can tell me if my airbags will work or not with light on. I find that hard to believe. Someone should know for everyone's safety. I am sure you would agree. Thank you for your time!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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 NATL. 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) & DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
<http://www.safercar.gov>

Jaguar Appeals Board  
555 MacArthur Blvd.  
Mahwah, NJ 07430  
May 6, 2003

Elizabeth F. Johnson  
510 Evelyn Ave. S.  
Ferndale, MD 21061  
410-761-7173

To whom it may concern;

I currently own a 1998 XJ8 Jaguar, 4 door sedan; it has about 54,000 miles on it Vehicle ID # SAJHX1234WC849035, delivery date 9/98. I purchased it from Chesapeake Cadillac Jaguar Dealership in Cockeysville Maryland on 11/06/2000.

My vehicle was just in the dealership 3 days for repairs. I had fluid leaking from the rear axle so they replaced the shaft-axle, o-ring, locktab and refilled the rear oil that they drained out.

I ask them to also check the airbag light on the dash; it was staying on all the time. Edward McCauley, service manager, called to inform me the "Cassette Reel" behind the steering wheel has malfunctioned and the light would not go off until the reel was replaced. I was also informed that the airbag might not employ if I was in an accident. I was told it was part of the "supplemental safety restraint system" and is not covered under my Select Edition Warranty. "Supplemental means containing correction or additional material", "Safety means free from danger or safety device", "Restrain means to prevent from happening or keep under control", "System means a definite scheme or method of procedure or classification". Is that what the cassette reel does or means? If so that means you are not taking correction to keep me safe do to the classification scheme of the part (cassette reel) involved? This is a safety issue that could cause severe bodily harm or even death.

I spoke with the Auto Safety Hotline (1-800-424-9393) they agreed and helped me file a formal complaint about the cassette reel on my vehicle. There has not been a national recall on this part yet but it could happen. While checking into this problem I found there have been several complaints about the cassette reel on the same make and year vehicle. Mr. McCauley even stated he had seen this problem several times before.

I have already had the dealership replace the passenger front seat belt but had to drive around for 2 month before they could get a belt in stock, during that time my passenger was at risk also.

I feel that not covering this part under the warranty is gross negligent on your part. This automobile is of great quality and standards. It is a shame that the warranty is not. Would you take time to research this problem and get back to me with a more positive answer?

