



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

(1-888-327-4238)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od. or
r. dt
od. rt
up. lr

04 FEB 19 AM 9:35

Reference No.

10059409

OWNER INFORMATION (Type or Print)

Name [Redacted]
Street No. [Redacted] Apt. No. [Redacted]
City Rocky Hill State N.Y. Zip Code [Redacted]

Daytime Telephone Number [Redacted]

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 provide your name or address to the vehicle manufacturer.

Signature of Owner [Redacted]

Date 1/12/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>SASJA51CX3</u>		(Located at bottom of windshield on driver's side)		Make <u>Jaguar</u>	Model <u>X Type AWD</u>	Year <u>2003</u>	
Purchased Date <u>Dec. 14, 2003</u>	Dealer's Name <u>Jaguar of Great Neck</u>			Engine Size (CID/CCL) <u>3.0</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <u>Great Neck New York</u>		State <u>NY</u>	Zip Code [Redacted]	No. Cylinders <u>6</u>		
Manufacture Date (on driver's door or pillar)	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driver's Air Bag <input type="checkbox"/> Motorized <input checked="" type="checkbox"/> Passenger Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt		Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>2 Tires</u>	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand <u>Continental</u>	Tire Name <u>Continental Contact</u>	DOT <u>LMTY/PXBV 3803</u>	Complete Tire Size <u>225 45R17 CH95 91H</u>
No. of Failures <u>2</u>	Date(s) of Failure(s) <u>12/5/03 and 02/15/04</u>	Mileage at Failure(s) <u>approx 7000 miles</u>	Vehicle Speed at Failure(s):
Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>via phone for application</i>	

APPLICABLE INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(Jaguar Service)</i>
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). I was driving slowly on Rocky Hill Rd., a local road with 1 lane in each direction & a low speed limit going a short distance into village of Rocky Hill. Cars are always parked along curb in front of shops, restaurants, houses, leaving no room to stop. Suddenly, I had 2 spontaneous blow-outs laterally, on passenger side front & rear. I saw what I pulled. I safely & slowly into municipal parking lot on Main Street (or Old Newburgh Blvd) in village. No damage other than TIRES & no injury - lucky. It was a cold day - but snow didn't start till later. Called Jaguar roadside service - & a National delivered my car to Jaguar Service in Rocky Hill. Next day, a service person & a manager said "must have hit a high curb or a very deep pothole. Not true. My husband & I returned after

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-368-7882

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

steps to look at road - for giant potholes etc, but not the case.

When Jaguar checked for damage beyond the tires, saying something high would have damaged the rims. No damage to rims. Tires were under 1 year old.

Checked Continental has a 72 month warranty stating: "if used in normal service ... will replace with comparable tire". (What if defective?)

At our request, however, Jaguar sent tires to Continental distributor for inspection. Agreed to a high curb. To have the tires if you wish to inspect - showing blowouts go from inside out. What about defects (like firestone a few yrs ago)?

Having a curb a pot answer from Jaguar & tires. In Oct '03, a serviceman happened to notice a slash near the rim of front tire driver's side. When replacing, scuffed at possible vandalism. No rim damage again. Driving all these years, one knows when hitting a high curb or pothole.

Appreciate thoroughness for defect. Higher speeds could be horrendous! 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, NSA-10.01
400 7th Street, SW NVS 222
Washington, DC 20590



Att: George Gillespie 2059040001



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VQQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

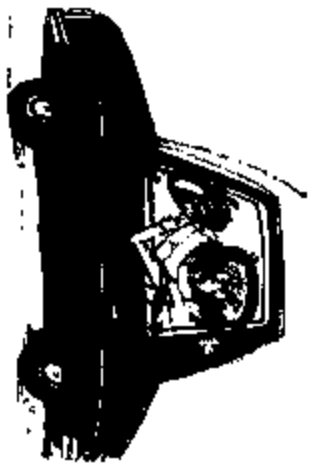
DASH 2 DOT

and dial toll free at

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