



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-DOOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 120

Date Received

Repository

2004 FEB 23 AM 3:28
24-FEB-2004

Reference No.
10059728

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN LORENZO

State

PR

Zip

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?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner *[Signature]* YES NO
Date 2/23/04

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

JAGUAR

Model

X-TYPE

Model Year

2004

SAJEA51C24

Date Purchased

Nov. 14, 2003

Dealer's Name and Telephone Number

Jaguar of P.R.

Engine: 3.0

No. Cylinders

- 6 -

Fuel Type:

Unleaded

Premium

Original Owner

Dealer's City

San Juan

State

P.R.

Zip Code

00908

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

103000 POWER TRAIN:AUTOMATIC TRANSMISSION

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

24-FEB-2004

Failure Mileage

Failure Speed

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: DOTM19ABC086)

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(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).

CONSUMER'S HUSBAND PURCHASED A BRAND NEW VEHICLE, AND HAS HAD NOTHING BUT PROBLEMS WITH THE VEHICLE. CONSUMER TOOK VEHICLE TO REPAIR SHOP AT LEAST 3 TIMES FOR A AN ENGINE PROBLEM. THERE WAS ONLY 750 MILES ON THE VEHICLE, AND TRANSMISSION HAD TO BE REPLACED. CONSUMER INSISTED THAT VEHICLE WAS ONLY DRIVEN ON WEEK ENDS, AND IT WAS NOT BEING MISUSED. *AK

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)

March 11, 2004

Car was purchased on Nov. 14, 2003 at Jagan P.R. Problem of "Trans-
mission" fault first appeared on dash panel on Feb. 16, 2004
with only 710 miles driven. Car was taken to dealer to be
checked and returned to us on Feb. 17, 2004 with the
conclusion that the computer had sent out a false code.
This was given to us in writing. After one day of use,
same problem came up again on Feb. 21, 2004 this time
car was stalling and a "Check Motor" appeared. Mileage
was 750 miles. Car was towed to dealer. No visible
further damage. After several calls to dealer to find
out status on Feb. 25, 2004 we were told a new
transmission would have to be installed.
At this point we asked to speak

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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) 2 DOT



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<http://www.nhtsa.gov/dot>

Mar. 11, 2004

to the owner of dealer to ask if a new unit would be given to us, instead an assistant told us it was impossible. In order for a new unit to be given the car had to be declared a lemon or have same problem four times and not be fixed.

Feb. 26, 2004 we called again (they hardly had any communication with us) to find out when car would be returned to us and was told it had to pass Quality Control Inspectors then it would be given to us. Feb. 27, 2004 we were told to pick up car and after checking it at home we discovered battery top cover was cracked and a loose hose was coming from bottom of car and hanging. We called again and it was fixed. A message was left for the President of the dealer to get in touch with us about situation and he never did.

Our lawyer is up to date concerning this matter just in case an accident should occur due to this defect

We are very unsatisfied with the
Jaguar car and service.



Dealer:

Jaguar of Puerto Rico Inc.

961 Roberto H. Todd

San Juan, P. R. 00908

www.jaguarpr.com

E-mail: jaguarofpr@msn.com

787-723-5177

**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).**