



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 100146

Date Received 2004 MAY 11
30-MAR-2004

Repository
Reference No. 10065259

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EAGAN State MN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Do you authorize NHTSA in the absence of an authorized signature of the manufacturer of your vehicle? YES NO
Signature of Owner [REDACTED] Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
SAJHX1Z47WC851872

Make JAGUAR Model XJ8 Model Year 1998

Date Purchased 5-21-01 Dealer's Name and Telephone Number RUDY LUTHER DOWNTOWN JAGUAR 612-371-1400 Engine: No: Cylinders Fuel Type: GASOLINE

Original Owner Dealer's City MINNEAPOLIS State MN Zip Code 55401

Transmission Type Antilock Brakes Powertrain Cruise Control Vehicle Component Code 080000 ENGINE AND ENGINE COOLING ?
Multiple Failure: 1 DOZENS OF FAILURES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 27-MAR-2004 Failure Mileage 54000 Failure Speed 55 MPH + THROTTLE BODY - FUEL DELIVERY SYSTEM

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/85R15) [REDACTED]

DOT No. (Example: DOTM19ABC03B) [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 Components 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).

VEHICLE STALLED AT HIGHWAY SPEEDS WITHOUT WARNING. NO IMPACT REPORTED. *AK
VEHICLE STALLS AT HIGHWAY SPEED - STALLING OCCURS W/O WARNING
DEALER CLEANS THE THROTTLE BODY AND PROBLEM STOPS FOR 9 TO 12 MONTHS THEN CAR STALLS AGAIN. WHEN THIS HAPPENS THE IGNITION NEEDS TO BE TURNED OFF THEN ON TO RECTIFY. ALSO, WHEN THIS HAPPENS THE CAR APPEARS TO BE RUNNING HOWEVER, THERE IS NO GAS WHEN YOU PUSH ON THE GAS PEDAL.

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.

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

WHILE DRIVING AT HIGHWAY SPEED THE CAR STALLS - ACTUALLY THE CAR IS STILL RUNNING BUT THE THROTTLE/GAS PEDAL DELIVERS NO FUEL. TO GET THE CAR OPERATING PROPERLY YOU HAVE TO PULL OVER AND TURN CAR OFF, WHEN TURNED ON IT RUNS NORMAL FOR A WHILE.

ON MORE THAN ONE OCCASSION THE CAR STALLED WHERE THERE WAS NO SHOULDER TO PULL OVER ON, IE "A BRIDGE". IN THIS CASE YOU NEED TO PUT CAR IN NEUTRAL WHILE LOASTING - TURN IGNITION OFF THEN ON. WHILE THIS WORKS TO GET CAR OPERATING IT CAN BE DANGEROUS.

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 72173 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
ON

DASH
DOT

and dial toll-free at

1-888-DASH-2-DOT
1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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

REF: 6231262

February 04, 2003

[REDACTED]
Eagan, MNRE: 1998 XJ8
VIN: 851872

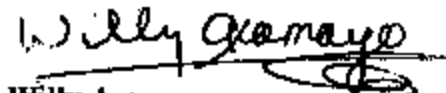
Dear [REDACTED]

Thank you for your January 03, 2003 telephone call. I was sorry to learn of the difficulties you experienced with your Jaguar.

I am writing to follow up on your situation, as I was unable to reach you by telephone. Down Town Jaguar has assured us that your vehicle has been repaired and is operating properly at this time. If this is not the case or if this matter was not handled to your satisfaction, feel free to contact our Customer Relationship Center at 1-800-4-JAGUAR, option 9, ext. 8087 and we will do our utmost to resolve your concerns.

Thank you for contacting us and providing us the opportunity to be of assistance.

Sincerely,



Willy Aramayo
Customer Relationship Center

[REDACTED]
Eagan, MN [REDACTED]

April 6, 2004

Ms. Kathleen C. DeMeter, Director
Office of Safety Defects Investigation
Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Re: 1998 Jaguar XJ8 Safety Defects - VIN SAJHX1247WC851872

Dear Ms. DeMeter,

I own a 1998 Jaguar XJ8 which has periodically stalled for no apparent reason while driving at highway speeds. The vehicle needs to be turned off then on to rectify the situation. This can either be done while driving by putting the car in neutral and turning the ignition off then on, or by pulling off the road and turning the car off then on. This happened on a couple of occasions while on a bridge where there is no shoulder to pull off on posing a serious risk of being rear ended.

I have a copy of a letter I found on the NHTSA web site (enclosed) which states a recall for this vehicle.

The only jaguar dealer in Minnesota is Rudy Luther Downtown Jaguar, 222 Hennepin Ave, Minneapolis, MN 55401. Their service manager is John Huser. I spoke with Mr. Huser on Friday April 2, 2004 regarding the car stalling as my car is currently in their shop. Mr. Huser stated that he has no knowledge of a recall and there is nothing he can do regarding it. When I offered to fax him a copy of the recall letter he was not in the least bit interested. In fact, he said it would be of no value to him unless he receives it direct from Jaguar, but that he would put it into my file if it made me feel better.

I contacted Jaguar's Customer Relationship Center at 1-800-452-4827 and faxed them a copy of the recall letter. On Monday April 5, 2004 Willy Aramayo contacted me regarding my concerns. He stated there is not a recall on my vehicle and that I would need to take the matter up with the dealer.

I'm contacting you to find out if there is a recall on this vehicle as the letter states? If not, should there be considering the stalling problem mentioned earlier?

I'd appreciate being contacted by you or a representative of your office to discuss this.

I can be reached at [REDACTED] (home), [REDACTED] (work), or email at [REDACTED]

Thank you in advance for your attention to this matter.

Sincerely,

[REDACTED]

Copy: Recall letter Ford Motor Company Dated March 8, 2004

[REDACTED]
Eagan, MN [REDACTED]

April 8, 2004

Ford Motor Company
James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering
Fairlane Plaza South
330-Town Center Drive
Dearborn, Michigan 48126-2738

Re: 1998 Jaguar XJ8 Safety Defects - VIN SAJHX1247WC851872

Dear Mr. Vondale,

Enclosed with this letter are copies of a Global Recall Letter, a letter to the NHTSA and a Consumer Complaint filed with the Minnesota Attorney General's Office.

If you review these letters you will get the gist of my concerns.

I have contacted the Jaguar Customer Relationship Center. Their representative, Willy Aramayo at 1-800-452-4827 tells me there is not a recall on this vehicle. I asked Mr. Aramayo if I could speak to his superior and he would not let me. He did, however, assure me that his superior Mr. Robert Bosack at ext. 2878 would tell me the same, that there is not a recall on this vehicle.

I am writing you to find out if this is true. It seems the VIN number on my vehicle matches the Recall Letter which was evidently submitted to the NHTSA on your letterhead dated March 8, 2004.

If you or a representative of your office could contact me I would appreciate it. I can be reached at [REDACTED] or by email at [REDACTED]

Thank you in advance for your attention to this matter.

Sincerely,

[REDACTED]

Copy: Recall letter Ford Motor Company Dated March 8, 2004
Letter to NHTSA
Mn. Attorney General Consumer Complaint

Ford Motor Company

James P. Vondra, Director
Automotive Safety Office
Environmental & Safety Engineering

March 8, 2004

Ms. Kathleen C. DeMeyer, Director
Office of Defect Investigation
Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Ms. DeMeyer:

Subject: Submittal of TREAD report form per 49 CFR, Part 572.

This is to inform you that Ford Motor Company and/or its various subsidiaries and affiliates have decided to conduct two voluntary Customer Satisfaction Recalls (S314 and R600) and one Non-Compliance field service action (RCMD275) in foreign countries. Details of these field actions are included in the attached Global Recall Process Field Action report forms.

If you have further questions, please call me.

Sincerely,


James P. Vondra

Attachments
1

Ford Motor Company™

GLOBAL RECALL PROCESS REPORT OF FIELD ACTION

MANUFACTURER
Jaguar

TYPE OF ACTION
Customer Satisfaction

FIELD ACTION NUMBER
S514

SUBJECT
AJ26 Throttle Operation

MAKE, MODEL AND MODEL YEAR AFFECTED

Model	Model Year	
	Begin	End
Jaguar / XJ6	1996	1999
Jaguar / XJC	1997	1999

ASSEMBLY PLANTS / DATES OF PRODUCTION

Assembly Plants	OASIS Active	Production Dates		VIN	
		Begin	End	Begin	End
UK - Browns Lane Assembly - Coventry - Jaguar	No OASIS	23-APR- 98	12-AUG- 98	001036	042776
UK - Browns Lane Assembly - Coventry - Jaguar	No OASIS	02-JUL- 97	13-AUG- 98	812256	878717

OTHER LIMITING FACTORS

ESTIMATE NUMBER OF VEHICLES AFFECTED BY MARKET

Market	# Of Vehicles
Argentina	42
Australia	1001
Austria	573
Bahrain	22
Belgium	1287

Brazil	118
Bulgaria	1
Canada	1820
Chile	37
China	17
Cyprus	16
Czech Republic	58
Denmark	102
Dominican Republic	3
Egypt	48
Finland	103
France	1378
Germany	7446
Greece	52
Hong Kong	238
Hungary	22
Indonesia	38
Ireland	161
Israel	25
Italy	2290
Japan	3259
Korea - South	8
Kuwait	253
Lebanon	60
Luxembourg	121
Malaysia	80
Malta	4
Mexico	165
Morocco	20
Netherlands	1210
New Zealand	170
Norway	110
Oman	33
Panama	12
Philippines	20
Poland	52
Portugal	154
Qatar	17
Russia	2
Saudi Arabia	90
Singapore	272

South Africa	253
Spain	1171
Sri Lanka	9
Sweden	259
Switzerland	1601
Syrian Arab Republic	11
Taiwan	136
Thailand	47
Turkey	63
Dubai	150
United Kingdom	17646
United States	34503

ESTIMATED PERCENTAGE OF THE AFFECTED VEHICLES THAT CONTAIN THE SUBJECT CONDITION

100%

REASON FOR THIS FIELD ACTION

When the driver lifts off the throttle pedal and then depresses the pedal again, the throttle will occasionally not open until the engine stops turning. When the engine is not turning, it will then re-start without difficulty. The engine is effectively stalled but being driven by the road wheels through the transmission. As the engine is still turning all of the auxiliaries are still working and there will be no loss of power steering, brakes, air con etc.

Definition: The throttle sticks closed in overrun while driving. Sticking occurs when the throttle returns to zero position. Learning occurs every 5th overrun of more than 5 seconds when the engine speed is above 1800 rpm.

Root Cause: The combined effects of vacuum distorting the throttle blade, thermal distortion during warm up and inadequate clearance means that there could be interference between the throttle blade and bore. In addition a coating of deposit from the full load engine breather helps to increase friction.

NUMBER OF REPORTS OF THE CONDITION

5446 warranty reports

DESCRIPTION OF THE REMEDY

Vehicles with unmasked Electronic Control Modules will be reprogrammed with the latest software to have the full closed throttle learning deleted. Vehicles with masked Electronic Control Modules will have a replacement throttle body fitted that has increased clearance to prevent sticking.

This action will be undertaken as a dealer initiated owner notification programme

**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).**