



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 241

Date Received

Repository

2004 NOV -3 PM 2:04
04-OCT-2004

Reference No.
10094976

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SAINT PETERSBURG Beach State FL 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 provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1 / 1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: SAJEA71C84S [REDACTED]
Make: JAGUAR Model: XJ8 Model Year: 2004

Date Purchased: 24-SEP-03 Dealer's Name and Telephone Number: Crown Jaguar 727-527-5731 Engine: No: Cylinders 8 Fuel Type: Gas

Original Owner: [REDACTED] Dealer's City: St Petersburg, FL State: FL Zip Code: [REDACTED]

Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: ~~FRONT~~ WHEEL DRIVE Rear
Vehicle Component Code: 133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS
Multiple Failure: 4+

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-SEP-2003 Failure Mileage: 1000 mi Failure Speed: all speeds Electrical

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Continental Tire Model (Name or Number): Conti touring contact 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 POWER WINDOW ON DRIVER'S SIDE STOPPED OPERATING WHILE IN THE UP POSITION. VEHICLE STALLED ON TWO OCCASIONS WHILE DRIVING AT 35 MPH AND 65 MPH. VEHICLE RESTARTED ON BOTH OCCASIONS, AND THE VEHICLE WOULD VIBRATE SLIGHTLY WHILE DRIVING 50 MPH. CONSUMER STATED VEHICLE HAD BEEN TO THE DEALER 8-10 SEPARATE TIMES, BUT PROBLEM RECURRED. *AK
The electrical system has gremlins. The radio changes functions (AM, FM, CD) w/o driver input. windows go down w/o input and will not close. Interior lights fail while driving. Though no computer memory codes show for these failures, the shop has found one bad dimmer. The dealer has only seen the windows stuck 2x and radio glitch 1x.

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)

Other issues are stalling, and the steering wheel gets heavy at low speeds, once in a while (never when dealer has car). The Continental tires become loud and rough at 19,000 miles. Because of the repeated failures of lights and windows and locks, wife is afraid to drive car. I don't feel I got \$64,000+ worth of car.

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

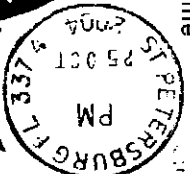
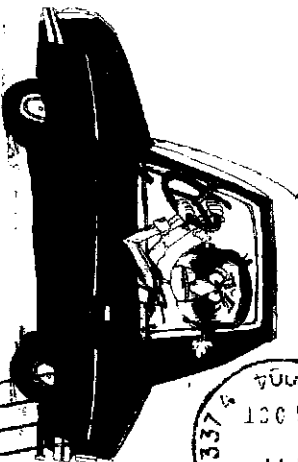
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

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and dial toll free at

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