



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 100216

Date Received: 27th Dec 2004
05-NOV-2004
Repository:
Reference No.: 10090628

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: DIX HILLS State: NY Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

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: [Redacted] Date: 1/17/05 2005 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: SAJDA018896
Make: JAGUAR Model: S-TYPE Model Year: 2000
Date Purchased: NEW 3/2004 Dealer's Name and Telephone Number: 631-427-2708 SAJWAAR Huskmer
Original Owner: Dealer's City: HUNTERDON NJ State: NJ Zip Code: 11746 Engine: No. Cylinders: 8 Fuel Type: GAS
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: [Redacted]
Vehicle Component Code: 133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 20-SEP-2004 Failure Mileage: 42000 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/B5R15): [Redacted]
DOT No. (Example: DOTMALBABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
The 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).

CONSUMER NOTICED THAT REAR LEFT WINDOW AND FRONT RIGHT WINDOW WERE INOPERATIVE. CONSUMER WAS UNABLE TO OPEN OR CLOSE THE WINDOWS. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE POWER WINDOW REGULATOR MOTOR NEEDED TO BE REPLACED, AND REPLACED IT. HOWEVER, THE PROBLEM RECURRED. *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)

ENCLOSURE IS DESCRIPTION OF WHY
REGULAR MAIL PLUS NUMEROUS
POSTING ON MESSAGE BOARDS BY PEOPLE

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

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National Highway Traffic Safety Administration
Office of Defects Investigation, NYS-216
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Washington, DC 20590

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IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

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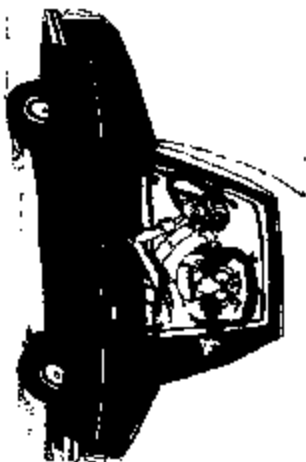
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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

Subj: Re: Re: failure of window regulators (KMM4534892V61967L0KM)
Date: 11/16/2004 10:43:42 AM Eastern Standard Time
From: ask@jaguar.com
To: [REDACTED]

Dear [REDACTED]

Thank you for your response. Please accept my apology for the delayed response.

You write requesting assistance for the repair of Jaguar. Please accept our apologies for the inconvenience and the time you have spent dealing with this issue.

It is difficult, from this location, to determine why this occurred. The actual longevity of any given part is dependent on a number of factors; including care, maintenance, use and climate. During the life of the vehicle, items may have to be replaced due to mechanical failure, or normal wear and tear. Of course, this explanation does not relieve the inconvenience of expense of dealing with the problems as they arise.

Your vehicle when new came with a 4-year, or 50,000 mile Limited New Vehicle Warranty. Unfortunately, at this time, your vehicle has far exceeded those parameters. Although we empathize with your situation, we are sorry to inform you that Jaguar Cars is unable to honor your request for assistance.

We value our Jaguar customers and are sorry that we were not able to meet your expectations.

If you have any questions or require additional information, please feel free to contact us at 1-800-452-4827, option 9 or by e-mail.

Sincerely,

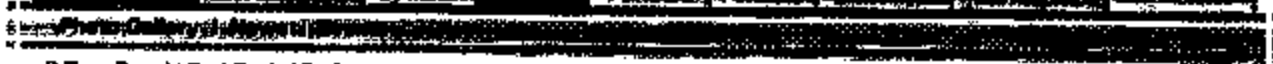
2959

Margie Picinic
Jaguar Cars

Original Message Follows:

Inreply to your request my vln # is as follows SAJDAO1D8YG [REDACTED]

Thank you [REDACTED]



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S-Type Message Board

Author: **Real Tech** on 2004-10-29 at 19:18:51 (posted from: Host: wsl-08-74-30-101.del.efdml.ameritech.net IP: 68.74.30.101)

Subject: **Re: Jaguar S-Type Window Regulator** (21 views)

Message: What you need to look at is cars with a similar designed regulator. The S-type uses a cable activated regulator where the window is raised and lowered by a cable that runs between a few pulleys. The normal failure point on this type of regulator is the connection between the plastic piece that holds the glass and attaches to the cable. Either the plastic breaks where it connects to the cable or it breaks where it holds the glass. On the S-type the most common failure is the plastic piece breaking where the glass is attached. The most common reason for the plastic to break is slamming the door shut when the glass is lowered between 1/4 and 3/4 way. The reason being that when the glass is fully raised it is supported by the window frame and puts little stress on the plastic mount when the door is slammed shut. When the glass is partially lowered much more stress is put on the plastic mount.

There is no recall for 2 reasons. 1, It is not a safety issue and will not cause death or dismemberment, 2, it doesn't happen to all S-types, only those that have their doors slammed. Some S-types go all their lives without ever needing a regulator while others have their regulators replaced on a regular basis. It's the slamming of the door rather than a gentle closing that does the damage. If you research other makes and models with the cable activated plastic pulleyed regulator design you will find that failure on those is on a par with the S-type.


Window Regulators USA
We rebuild & sell window regulators Cable-driven regulators 1989 - 2004

Power Window Regulator
Yahoo! Shopping Save time, save money.

Window Regulator
Find, compare and buy Vacuum Simply Fast Savings

The S-Type Message Board | Message Posts:


- [Jaguar S-Type Window Regulator - Ginny Lee 2004-08-10 10:08:26 \(445 views\)](#) (1075 thread views)
 - o [Re: Jaguar S-Type Window Regulator - Bud Salyer 2004-08-12 17:53:40 \(219 views\)](#)
 - o [Re: Jaguar S-Type Window Regulator - Slava666 2004-06-10 17:14:46 \(308 views\)](#)
 - [Re: Jaguar S-Type Window Regulator - rock 2004-08-18 22:03:42 \(181 views\)](#)
 - [Re: Jaguar S-Type Window Regulator - anovak 2004-07-31 16:41:52 \(160 views\)](#)
 - [Re: Jaguar S-Type Window Regulator - Kev 2004-08-01](#)



Roadfly Magazine
Issue 13
August 3, 2004

- 2004 Nissan Maxima SE
- 2004 Mazda6
- Hybrid Technology
- Summer BBQ Grill Guide
- Hot Lap: Top of the Line
- The Delta Auto Museum

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Ads by C...

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28
16:28:42
(1) Escalade
view LR



- Elise
- Escalade
- turbo



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- | Model | Type |
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| • R107 SL/SLC | Window |
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- Re: Jaguar S-Type Window Regulator
- johnson1911
- 2004
- 10 MINI Car Club of America
- 18 Click Here to Join!



- Re: Jaguar S14
- 350
 - 911 S 930 ('65 - '77)
 - 911 S 930 ('78 - '83)
 - 911 S 930 ('84 - '84)
 - 911 S 930 ('85 - '04)

- Window
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- Register
- Cayenne (New SLM)
- Porsche Club
- 2004
- Future Models
- 911 (987, '05 -)

11
-04 22:53:26 (9 views)

■ [Re: Jaguar S-Type Window Regulator - Vic 2004-10-19 09:53:58 \(30 views\)](#)

■ [Re: Jaguar S-Type Window Regulator \(pic\) - rock 2004-09-18 15:33:55 \(68 views\)](#)

Post Reply:

Posting form not available.

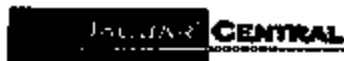
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S-Type Message Board

Author: [Real Tech](#) on 2004-08-20 at 20:07:18 (posted from: Host: adal-65-252-133-29.dal.sfdmi.ameritech.net IP: 65.252.133.29)

Subject: [Re: Jaguar S-Type Window Regulator](#) (144 views)

Message: Jaguar now offers the regulator without the motor which has reduced the price considerably. I would check that out before buying the lincoln part.

Window Regulators USA
We rebuild & sell window regulators Cable-driven regulators 1989 - 2004

Power Window Regulator
Yahoo! Shopping Save time, save money.

Window Regulator
Find, compare and buy Vacuums Simply Fast Savings

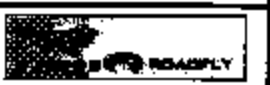
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 - [Re: Jaguar S-Type Window Regulator - rock 2004-08-18 22:03:42](#) (161 views)
 - [Re: Jaguar S-Type Window Regulator - snovak 2004-07-31 16:41:52](#) (160 views)
 - [Re: Jaguar S-Type Window Regulator - Kev 2004-08-01 17:08:07](#) (185 views)
 - [Re: Jaguar S-Type Window Regulator - Jaguar Parts 5397 2004-08-02 12:27:57](#) (182 views)
 - [Re: Jaguar S-Type Window Regulator \(nt\) - tommie 2004-08-18 16:47:52](#) (116 views)
 - [Re: Jaguar S-Type Window Regulator - rock 2004-08-18 16:50:22](#) (114 views)
 - [Re: Jaguar S-Type Window Regulator - Real Tech 2004-08-20 20:07:18](#) (144 views)
 - [Re: Jaguar S-Type Window Regulator - Vic 2004-08-19 14:36:33](#) (141 views)
 - [Re: Jaguar S-Type Window Regulator - rock 2004-08-18 17:00:32](#) (124 views)



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- [Re: Jaguar S-Type Window Regulator - cejay 2004-08-26 20:10:55 \(122 views\)](#)
- [Re: Jaguar S-Type Window Regulator - rock 2004-08-25 19:26:05 \(120 views\)](#)
 - [Re: Jaguar S-Type Window Regulator - Slava006 2004-08-25 23:15:38 \(125 views\)](#)
 - [Re: Jaguar S-Type Window Regulator - STLto 2004-08-07 13:02:53 \(101 views\)](#)
 - [Re: Jaguar S-Type Window Regulator - rock 2004-09-13 07:44:04 \(98 views\)](#)
 - [Re: Jaguar S-Type Window Regulator - rock 2004-09-13 07:44:04 \(98 views\)](#)
 - [Re: Jaguar S-Type Window Regulator - rock 2004-09-13 07:44:04 \(98 views\)](#)



Current Models

- 3 Series (E48)
- M3 (E46)
- 5 Series (E60)
- M5 (E60)
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- X5 (E83)
- Z4 (E88)
- Z8

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- 5 Series (E12)
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- CS (E8)
- St. Six (E3)

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- #303 Lounge
- #38 Lounge
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- #5 Lounge
- #38 Lounge
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- #23 (Regulator)
- #M Lounge

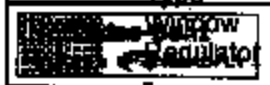


Current Models

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 - W211 AMG E Class
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 - W220 S Class 6:43:41
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- W123 E,CE,D,GD,TD Class

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- W126 S,SE,SEC,SEL,SD
- R126 SL
- R107/SL/SLC
- R113 SL



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- MINI Cooper

- Past Models
- Classic Window Regulator

- MINI Lounge

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 - 811-8 830 (66 - '77)
 - 811-8 830 (78 - '83)
 - 811-8 830 (84 - '94)
 - 811-8 830 (95 - '04)

Window • 924-300-300 & Turbos • 928 Regulator • Booster • Cavenge (New SUV) 2004 Future Models • 911-(997-05-)

TO
-19 09:53:58 (31
views)

- Re: Jaguar S-Type Window Regulator (pic) - rock 2004-09-18 15:33:55 (89 views)

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