



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 100216

Data Received	Repository <input type="checkbox"/>
02-NOV-2004	Reference No. 99251

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City MALIBU	State CA	Zip Code

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 11/09/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SAJEA51C52	Make JAGUAR	Model X-TYPE	Model Year 2002
Date Purchased 02-14-2002	Dealer's Name and Telephone Number Hornburg Jaguar 310 274 5133	Engine: No. Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City W. Hollywood	State CA	Zip Code 90069
Transmission Type AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code D30000 SERVICE BRAKES, HYDRAULIC
Multiple Failure: 5			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 20-OCT-2003	Failure Mileage	Failure Speed
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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: DOTM15ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

WHEN APPLYING THE BRAKE PEDAL, THE BRAKES FAILED. THE CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND PULLED OVER. THE VEHICLE WAS TOWED TO A DEALER FOR INSPECTION. THE MECHANIC INFORMED THE CONSUMER THAT THE BRAKES NEEDED TO BE REPLACED. PLEASE PROVIDED ADDITIONAL DETAILS. *18 The Jaguar (Hornburg) reported to me that the Brakes had failed again and this time the bracket which holds the pads had broken & now the L.R. wheel is damaged.
Now as of 11/29/2004 the auto taken in to Jaguar again - because of a Gasoline smell in the auto - AND

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)

I addition to the Smell of Gasoline inside (this is #3
repair for the Gas Smell - there is a vibration &
& metallic sound as if the drive shaft is off center when
the auto speed is over 45 MPH. IT seems that
the more the mechanics repair the car it develops even
more problems

I have now had to Flat Bed the auto & have it
transported to Jaguar Dealer twice in the last month

BAD BRAKES . BAD Gasoline Smells

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

OF



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

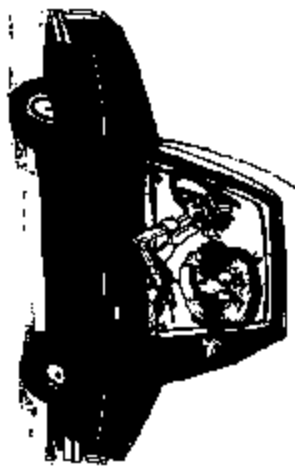
DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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Purchasing my Jaguar auto

PURCHASED NEW on Feb. 14-2002

10-14-2002 In for 10,000 mile checkup Boot and broken mirror David Soenarie
mgr Santa Monica

11-05-2003 In for 20,000 mile checkup complain steering or brake noise Drew Herman
Sold me "brake job" \$466.41 Santa Monica

02-06-2004 in for 29,000 mile checkup complain steering or brake noise Drew Herman
Sold me "brake job" \$260.65 Santa Monica

07-29-2004 My letter Jaguar in New Jersey re "whining noise in steering"

08-26-2004 In for 37,000 mile checkup complain of steering or brakes Geovani Olivares
And Navigation system broken John Albison
Sold me "tire rotation" \$49.50 Hollywood
and replaced old navigation system

08-31-2004 This is the 3rd time in since 08-26-2004 they say that they have. David Soenarie
changed the steering column and drive shaft AND ALIGNMENT Jorge Aquino
but I am still complaining of steering and brake problems, and Santa Monica
the shop foreman said that they (Hollywood) had received a
Yellow sheet from their main office back east regarding complaints
Similar to mine about the brake pads probably causing this noise
but that they didn't have a 'fix' that 'might' work.

They also attempted to convince me that the noise is not dangerous and that I would be quite safe
but I am quite worried that a brake pad or wheel bearing or ?? is going to fail and that I might
have a wreck. They seem to attempt repairs on the car similar to my attempts at car repairs
during my high school days (see their car repair reports encl.) I used to change parts on my
autos when I was a teenager until I finally hit upon the correct faulty part to change.

At first I went to the Jaguar dealer in Santa Monica, then later, because things were not going
well to Hollywood dealer- still unsuccessful- then back to the dealer in Santa Monica. (Also bad)
During this period of time I also phoned the Jaguar recommended number # 800-452-4827
and spoke to a Holly Parker and another person who said her name was 'Sarah'. Both of
these persons said that I should take the car back to the jaguar service dealer. Now
however I have a feeling that everybody is just throwing the ball back and forth, and I am
left with an unsafe jaguar auto. I still have a loud grinding noise in the steering or brakes.

11-04-2004 It was necessary to have my jaguar auto towed to the Hornburg dealer because the
brakes have failed completely now. Something broken in L R wheel.

11-29-2004 Brakes pull R and noise when turning R. Left rear wheel bent or broken and gas
smell inside auto. Hornburg dealer attempted repair, but when I drove out of the
repair shop, the gas smell came back, so I returned the car to Hornburg right
then. the L R wheel still looks bent or broken
The Jaguar dealer reported that they have removed the gas tank and repaired
something (evaporative canister), attached to it, but the gas smell still exists.

Page 2 Jaguar purchase of Feb 2002

12-01-2004 Jag dealer now has my auto ~~GAS SMELL-GPS BROKEN-WHEEL BENT.~~

12-03-2004 Picked up the Jaguar from Hornburg on Olympic bl. On the way home, the car vibrates and shakes above 45 mph. I parked it at home.

12-04-2004 I phoned Jaguar #800 452-4827 With complaint of gas smell inside car- they (Jerilyn, from Jaguar in N.J.) ~~Said to not drive the car, and she would have it~~ picked up and taken to Jaguar in Santa Monica on Manday Dec. 5.