

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Monday, February 14, 2005 9:41 AM
To: [REDACTED]
Subject: Jaguar engine self-destruct problem

*add to
10103314*

Dear [REDACTED]

Thank you for your e-mail to NHTSA's Webmaster, which was referred to NHTSA's Office of Defects Investigation. It was received February 9, 2005. We apologize for the delay in answering your e-mail; however, due to the number of e-mails received and limited resources we could not respond in a more timely manner.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. Each report is analyzed and automatically compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

Currently we located seven reports of timing belt failures involving 1998 through 2000 Jaguar vehicles in our database. NHTSA's Office of Defects Investigation has reviewed all of the reports in our complaint database of these alleged failures and none of the reports indicate loss of vehicle control or crashes. Thus, there does not appear to be a safety-related consequence associated with this problem. Under these circumstances, there is insufficient evidence to warrant opening a safety defect investigation at this time. We will continue to monitor this issue and will take further action as necessary.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, December 08, 2004 6:54 PM
To: TIS
Subject: Jaguar engine self-destruct problem

Greetings,

I'm writing you to inquire about the status of a complaint that I filed, and any others like it, to determine how widespread the problem is and what has been done about it so far.

The problem concerns 1998-2000 Jaguar V-8 engines in the XJ6, VDP, XK8, and S-Type models. These engines have a weak Timing Chain Tensioner

that fails in as little as 40K miles. When it fails, the timing chain then fails and if the engine isn't idling at the time can cause the (\$15,000) engine to self-destruct without warning. Jaguar has a replacement part to fix the problem but has not advised their customers of the problem or issued a recall thus exposing their customers to the expensive and dangerous loss of their engine, steering, and brakes on the highway.

Every night people are posting messages on the various Jaguar forums after experiencing the sudden, total loss of their engine. I don't know of any injuries yet - but given the number of cars that have this older part - it is just a matter of time.

However, I was unable to find any related complaints or actions on the NHTSA website and feel that given the number of effected cars and the severity of the problem that I must not be looking in the right places.

If you can provide some history and data on this problem I would appreciate it. I'm curious as to what has been done to address this issue thus far before I pursue it more on my own.

My contact information is as follow:

[REDACTED]
Sunnyvale, CA [REDACTED]
[REDACTED]

Thanks for your efforts and being there!
[REDACTED]