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77 2 20 13 10

January 18, 2005

Jaguar Customer Care  
555 McArthur Blvd.  
Mahwah, NJ 07430

RRR #  
1010 6556

Re : Jaguar S-Type Vin.# 8AJDA01N41F

Dear Sirs / Madams

I am the owner of a 2001 S-Type Jaguar. At 52,326 miles I begin having steering problems. I took it to Jaguar Louisville for inspection. It was diagnosed as the root cause being left lower ball joint noisy. The repair required the replacement of the L/F vertical link assembly. Also, a 4-wheel alignment. This cost me \$736.70.

I was told that it was out of warranty and it was my problem. The fact is that the warranty had expired 2,326 mile earlier. About 45 days of driving.

Now, less than a year later, I am having the same problem. This time I have been told that it is the other side that requires replacement. The R / F vertical link. I have again been told that there is no warranty help.

Today I looked on the NHTSA web site and found that Jaguar had a recall on a similar problem with this model on the lower ball joints. Maybe my car wasn't included, maybe it was. I wasn't notified.

When you buy a premium car in this price range, you expect a durable product. It is obvious from the NHTSA campaign ID #00V359002 that either the workmanship or the manufactured part has been sub-par on more cars than just mine.

Please review this and try to help on the costs I have incurred.

Very truly yours,

WJR  
1/26/05





# Office of Defects Investigation

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**Contact**

1-888-DASH-2-DOT  
(1-888-327-4236)

**TTY**

- 1-800-424-9153 or
- 1-202-484-5238



## VOQ Information

**Completed**

- Edit consumer
- Edit complaint
- Edit vehicle

**Optional**

- Add tires
- Add equipment
- Add childrestraint

**NOTE:** Please review your Complaint Information and click on "Submit Complaint" button at bottom of this page to Submit your complaint to NHTSA.

### Consumer Information

**Name :**  
**Org. Name :**  
**Address :**  
**City, State, Zip :** LOUISVILLE, KY  
 USA  
**Daytime Phone :** **Ext :**  
**Evening Phone :** **Fax :**  
**Email :**

### Complaint Information

**Description :** Lower ball joint failure on Jaguar s-type, 2001. left @ 52,000 miles. rt 68,000 miles.  
**Incident Date :** 2/11/2004 **Fire :** No  
**Num. Failures :** 2 **Property Damage :** No  
**Num. Deaths :** 0 **Crash :** No  
**Num. Injured :** 0 **Police Report :** No  
**Referral Source :** OTHER

### Vehicle Information

202-366-7882



## IVOQ - Preview your Information

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VIN :	SAJDA01N41FM00703	Purchase Date :	1/17/2001
Manufacturer :	JAGUAR CARS LTD		
Year, Make and Model :	2001/JAGUAR/S-TYPE	Original Owner :	Yes
# of Cylinders :	6	Trans. Type :	AUTOMATIC
Engine Size :	3.0	VehicleDetails Usage :	
Cruise Control :	Yes	Antilock Brakes :	Yes
Current Mileage :	68000	Speed :	
Failure Mileage :	52000	Powertrain :	REAR WHEEL
Body Style :	4-DOOR	Fuel System :	FUEL INJECT.
Fuel Type :	GAS	Vehicle Type :	PASSENGER

## Vehicle Component Information

Component 1 :	SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT	OEM:	No
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## Vehicle Dealer Information

Dealer :	1		
Name :	JAGUAR LOUISVILLE	Dealer Type :	SALES DEAL
Address :	3700 FRANKFORT AVE		
	LOUISVILLE		
	KY		
Dealer Phone:	502-895-2451	Dealer Fax:	
Email:			

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NAVIGATE THE SITE AUTO SAFETY HEADLINE



## Office of Defects Investigation

## Recalls - Search Results

Report Date : January 18, 2005 at 01:09 PM

NHTSA Campaign ID number : 00V359002

**Make / Models :**

JAGUAR / S-TYPE

**Model/Build Years:**

2000-2001

**Manufacturer :** JAGUAR CARS**NHTSA CAMPAIGN ID Number :** 00V359002    **Recall Date :** NOV 01, 2000**Component:** SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT**Potential Number Of Units Affected :** 38681**Summary:**

VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE FRONT SUSPENSION LOWER BALL JOINTS WERE NOT TIGHTENED TO SPECIFICATIONS WHEN THEY WERE ATTACHED TO THE LOWER CONTROL ARMS.

**Consequences:**

IF THE BALL JOINT ATTACHING NUTS ARE NOT ADEQUATELY TIGHTENED, THEY CAN LOOSEN AND ULTIMATELY, RESULT IN FRACTURE OF THE BALL JOINT STUD. IF THE BALL JOINT FRACTURES, CONTROL OF THE VEHICLE COULD BE AFFECTED, INCREASING THE RISK OF A CRASH.

**Remedy:**

DEALERS WILL INSPECT THE TORQUE ON THE TWO BALL JOINT ATTACHING NUTS. VEHICLES WITH LOOSE BALL JOINT ATTACHING NUTS WILL EITHER HAVE THE FASTENERS TIGHTENED TO SPECIFICATION, OR IF NECESSARY, THE BALL JOINTS WILL BE REPLACED.

**Notes:**

OWNER NOTIFICATION BEGAN NOVEMBER 27, 2000. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT JAGUAR AT 1-800-452-4827. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).



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).