



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 1373

Date Received: 25-APR-2005
Repository:
Reference No.: 10119118

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: HINES Bellwood State IL Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
E-mail Address: [Redacted]

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: 4/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: SAJDA01C1Y [Redacted]
Make: JAGUAR Model: S-TYPE Model Year: 2002 2000
Date Purchased: 18-NOV-04 Dealer's Name and Telephone Number: HOWARD ORLOFF 773-227-3200 / Westlake Motors (630) 833-7445
Engine: No. Cylinders: 6 Fuel Type: Gas
Original Owner: Dealer's City: CHICAGO State: IL Zip Code: 60622
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: 4 WHEEL DRIVE
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 18-MAR-2005 Failure Mileage: 60000 Failure Speed: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/85R15): _____
DOT No. (Example: DOTM19ABC036): _____ Original Equipment 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: 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).

WHILE VEHICLE WAS PARKED UPHILL TRANSMISSION GOT STUCK AND COULD NOT BE PUT INTO REVERSE. TOWED VEHICLE TO DEALER, AND CONSUMER WAS INFORMED RIGHT AWAY WHAT THE PROBLEM WAS. *AK

↓ Gear shift lever becomes stuck while on a slight incline. Consumer states that Jaguar is aware of problem. Service Bulletin.

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.

Global.net

FAX

Bellwood, IL

Date

6/28/05

Number of pages including cover sheet

12

To:

Mr. Michael Dale
President, JAGUAR CARS
555 MacArthur Blvd.
Mahwah, NJ 7430-2327

From:

Bellwood, IL

Phone

1-800-452-4827

Fax Phone

1-201-818-9781

CC:

Phone

Fax Phone

REMARKS:

Urgent

For your review

Reply ASAP

Please comment

To: Mr. Michael Dale

From:

RET: PLEASE READ ABOUT
JAGUAR'S CUSTOMER SERVICE!

sent 6/29/05

Foster Darnell Chambers

[REDACTED]
Bellwood, Illinois [REDACTED]
[REDACTED]

Michael Dale
President, Jaguar Cars Inc.
555 MacArthur Blvd.
Mahwah, NJ 07430-2327

Dear Mr. Dale

Please take the time to review the attached documents which outline the problems I have had with my 2000 Jaguar S-Type. As you will see the problem is due to a mfg. defect which causes my jaguar to lock in park when I park on an incline or hill. The jaguar dealerships blame you and Jaguar Cars Inc. has offered no assistance because my car is out of warranty.

Mr. Dale I have dreamed of owning a Jag most of my adult life. My wife and I make well over six figures and I purchased a used jag to test the waters. The design defect is not what has disappointed me –Jaguar Cars's response to this problem is why I am considering a small claims law suite.

I have talked to Jillien (Jaguar Cars). She is the worse customer service representative I have ever had to deal with. She has no vision and does not understand the attached technical service bulletin (TSB). Jaguar owners have experienced this problem as new and used car owners. This problem has nothing to do with the wear and tear of the my car. 2000-2002 Jaguar S-Types were designed with this problem. The 2003 S-Type has a redesign...

I have ask Jaguar Cars (Jillien) to contact a local reliable dealer to make sure my Jaguar has been fixed using the TSB. I have also asked for a Jaguar dealership credit totaling the amount of my repairs. I don't think what I have asked for is unrealistic!

(/)

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

My 2000 Jaguar S-Type locks in park when it is parked on a incline or hill. This is caused by the profile of the transmission manual control lever being too severe. Not the age or wear of fear of the car. The profile is set by Jaguar when the car is built. This problem may happen at any age of the car. Jaguar Motors is aware of this problem and has done nothing to make it customers aware of it.

Note: Please review attached letter sent to Jaguar Motors.

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**

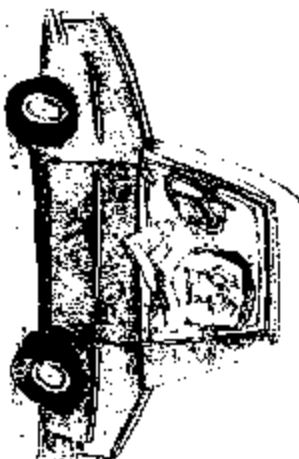
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

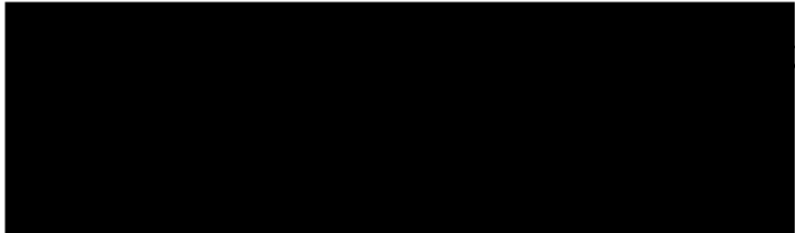
1-888-327-4236

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(DASH) 2 DOT



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National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

Jaguar Cars (Jillien) showed no interest what so ever in helping me. Every time I go to Church, the mall, to class or to work I have to find a decline hill in which to park my car.



cc: Center for Auto Safety

NHTSA

Chicago Better Business Bureau

To: Jillian

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S-TYPE

DATE 08/04

S307-16

SERVICE TECHNICAL BULLETIN

Selector Lever Difficult To Disengage From Park – Revised Internal Control Lever – Repair Procedure

MODEL 2000-02 MY S-TYPE
VIN L00001-M44997

Issue:

Some 2000-02 MY S-TYPE vehicles may exhibit difficulties in disengaging the gearshift lever from Park, particularly when the vehicle is parked on an incline. This is caused by the profile of the transmission manual control lever being too severe. A new transmission manual control lever has been released to address this concern.

Action:

In case of a verified complaint of the above condition on a 2000-02 MY S-TYPE, follow the workshop procedure outlined below.

WORKSHOP PROCEDURE

1. Open driver door.
2. Switch ignition 'ON'
3. Apply footbrake, move transmission selector lever to the neutral position and release the footbrake
4. Switch ignition 'OFF'
5. Close driver door.
6. Disconnect battery (see Workshop Manual, section, 414-01).
7. Place a suitable drain pan under the transmission.
8. Remove the transmission drain plug and discard the seal
9. Allow the transmission fluid to drain
10. Install a new fiber washer and install and tighten the drain plug
11. Remove transmission extension housing seal (see Workshop Manual, section: 307-01, SRO 44 20 18)
12. Align transmission jack under transmission
13. Place suitable supporting blocks onto the transmission jack and raise to support the transmission.

NOTE: The information in Technical Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers." Do not assume that a condition described affects your car. Contact a Jaguar retailer to determine whether the Bulletin applies to your vehicle.

Date of Issue 08/04

Bulletin Number S307-16 Page 1 of 12

1 - 201 - 818 - 9781
③

June 13,2005

cc: National Highway Safety
Administration

Mike O'Driscoll / Jillien
Jaguar Cars
555 MacArthur Boulevard
Mahwah, NJ 07430 USA

Dear Mike / Jillien

Thank you for responding to my letter dated May 17,2005 to Mike O'Driscoll.

Unfortunately you have failed to answer 4 out of 5 of the questions. At this point any communication between Jaguar Cars and myself will be through legal counsel.

I advise you to contact a sampling of your 2000-2002 Jaguar S-Type owners as I did. Also you need to understand the technical bulletin and what "the profile of the transmission manual control lever being too severe" means. Jaguar Cars knew about this manufacturing design defect and did nothing.

You have an opportunity to do something now. DON'T BLOW IT...

Sincerely



(4)

May 17, 2005

Mike O'Driscoll
Vice President, Customer Service
555 MacArthur Boulevard
Mahwah, NJ 07430 USA

REF: 6391981
VIN: L66180

Dear Mr. O'Driscoll:

This letter is to inform you that I have contacted the **National Highway Traffic Safety Administration (NHTSA)** in reference to my 2000 JAGUAR S-TYPE. Additional documents are being sent to me which I will complete and forward to the NHTSA.

My Jaguar has locked in park while parked on a hill twice in the past 6 months. Westlake Motors fixed it the first time at a cost of \$797.83 (invoice #106305 enclosed). The second time this happen the gear locked between park and reverse causing several electrical lights to remain on -this killed my battery,. I had to replace the battery at a cost of \$93.93 (see attached Pepboys invoice). My towing cost was \$150.00.

I have contacted Christopher W. Peterson (Jaguar Customer Service Representative) and explained to him what has happened. I have asked him why this has not been placed on the **NATIONAL CAR RECALL DATABASE**. Christopher and I set up an appointment with Howard Orloff Jaguar Volvo.

The Howard Orloff Service representative, Will Otiq knew exactly what the problem was. The servicemen at Howard Orloff explained to me that this was an ongoing problem with 2000-2002 Jaguar S-Types. Many owners who have an inclined driveway have had the same problem. He told me that their is nothing I can do. He also informed me that this design defect was fixed by Jaguar in 2003 by installing a new electrical brake system.

Having worked in the auto industry for several years I know that 2000-2002 Jaguar owners should have been inform about this as a recall item. I think Westlake Motors knew about this problem and should have fixed it free-of-charge as a recall item.

Mr. O'Driscoll I have several questions I need answered before I follow up with the NHTSA, Please review and answer the following questions.

1. Why has Jaguar Motors not issued a recall to all 2000-2002 S-Type owners?
2. How do I get reimbursed for what is an obvious "Jaguar design defect".
3. Why did Westlake Motors not know about this problem when it was so obvious at

5

Howard Orloff Volvo.

4. Is my 2000 Jaguar safe driving up hills?

5. If this problem happens again what can I expect from Jaguar Motors.

Thank you for you time. I look forward to hearing form you.

Sincerely,





March 29, 2005

JAGUAR CARS
555 MacArthur Boulevard
Mahwah, N.J 07430 USA

1.800.4.JAGUAR
www.jaguarusa.com

[REDACTED]
Bellwood, IL [REDACTED]

REF: 6591981
VIN: L66180

Dear Mr. [REDACTED]

Thank you for your phone call on March 2, 2005. I was sorry to learn about the problems you experienced with your Jaguar.

I have tried to contact you by phone, but have been unsuccessful. I would certainly like to further discuss these issues with you. At this point it would be necessary for you to arrange an appointment with Howard Orloff Jaguar to address your concerns. Please feel free to call me at 1-800-4-JAGUAR, option 9, ext. 2874.

Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you.

Sincerely,

Christopher W. Peterson
Christopher W. Peterson
Customer Service Representative

(7)



February 15, 2005

[REDACTED]
Bellwood, IL [REDACTED]

Mr. Brian Schiele, GM
Westlake Motors Ltd.
466 W. Lake Street
Elmhurst, IL 60126

Dear Brian:

This letter is to inform you of the problems I have had with Westlake Motors's Service Department. Please review invoice # 502899 dated 2/8/05. As you can see I had a Gear Selector, Cable and Brake Pedal Stop Switch replaced because I could not shift out of park. My total was \$797.00.

PROBLEM #1: I called Cherry's Towing and paid the tow bill direct (\$150.00). Westlake tried to bill me \$210.00 for the towing—and I said I would not pay that amount to tow an auto less than 10 miles.

PROBLEM #2: On 2/12/05 I again could not shift out of park in the parking lot of Citibank in River Forest, Illinois. I have a 4-year warranty with Ultimate Warranty Corp. They would not pay the tow because I can only have one tow per repair—and this was the same repair as the last tow.

This time the gear was stuck between park and reverse causing some of the electrical to stay on and wearing down the battery. The car also had to sit in the parking lot over the weekend. Also I could remove my key.

Westlake towed the car in on Monday 2/14/05. I was then inform by Rich Meyers that defective parts had been installed by Westlake (invoice # 502899) during the last repair. He also informed me that the tow and repair would be covered by Westlake. He then informed me that the battery would have to be replaced at a cost of \$290.00.

PROBLEM #3: As you can see from invoice #502806 I had a 27-point inspection done on 1/28/05. I was told that part of that inspection is a battery check. I was told by Rich that my battery and several other areas were OK. If I now need a new battery it because of the stress put on my battery by the defective parts which were installed by Westlake. I should not have to pay for a new battery.

PROBLEM #4: I had asked Rico to let me know what was wrong with my CD player, it appeared to be working but I could not get any sound. He stated that he had looked at it and it needed to be repaired. I needed him to let me know what was wrong and the cost/time to repair it. Its my understanding that all repairs need to go through a Jaguar Dealer. Later I took it to Best Buy only to find out the CD's were up-side-down. *Westlake told me it needed to be repaired...*

(5)

Brian, I have decided to return this battery and purchase my own. I have also decided to report This to the BBB and Jaguar Motors. I will also be contacting the NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATIONS AUTO SAFETY HOTLINE. This may be a recall issue.

If this part is bad I will file a case in small claims court.

