



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 1367

Date Received: 29-APR-2005  
Repository:   
Reference No.: 10119350  
*2005 MAY 23 AM 11:30*

**OWNER INFORMATION (Type or Print)**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: NEWTON State: MA Zip Code: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
Evening Telephone Number: \_\_\_\_\_

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: 9/9/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: SAJHX1Z40WC  
Make: JAGUAR Model: XJS Model Year: 1998  
Date Purchased: \_\_\_\_\_ Dealer's Name and Telephone Number: LEE JAGUAR 781-235-8841  
Engine:  No. Cylinders: \_\_\_\_\_ Fuel Type: \_\_\_\_\_  
Original Owner:  Dealer's City: WELLSLEY State: MA Zip Code: \_\_\_\_\_  
Transmission Type: AUTO Antilock Brakes:  Powertrain: \_\_\_\_\_  
Cruise Control:  Vehicle Component Code: 181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 02-NOV-2004  
Failure Mileage: 81587  
Failure Speed: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R16): \_\_\_\_\_  
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**

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ 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).

RECALL REMEDY FAILED. AFTER THE RECALL FOR THE THROTTLE WAS PERFORMED THE RECALL DEFECT OCCURRED. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY  
The Privacy Act of 1974 - Public Law 93-579 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)

9/04 RECEIVED NOTIFICATION FROM JAGUAR FOR RECALL DUE TO THROATLE MALFUNCTION (ATTACHED)  
10/14/04 DELIVERED CAR TO DEALER FOR FIX - FIX FAILED (ATTACHED)  
11/02/04 RE-DELIVERED TO DEALER FOR FIX - AGAIN FAILED (ATTACHED)  
02/22/05 LETTER TO JAGUAR CUSTOMER RELATIONS (ATTACHED)  
3/05 JAGUAR CUSTOMER RELATIONS RESPONDED BY PHONE INDICATING THAT THEY WERE NOT RESPONSIBLE FOR ANY FURTHER CORRECTIVE ACTION.

THIS VEHICLE CONTINUES TO STALL - MORE FREQUENTLY - THE "SOFTWARE" FIX, RECOMMENDED BY JAGUAR, HAS NOT CORRECTED THE "STALLING" PROBLEM DESCRIBED IN THEIR RECALL NOTICE. THIS IS A POTENTIALLY DANGEROUS SITUATION.

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**

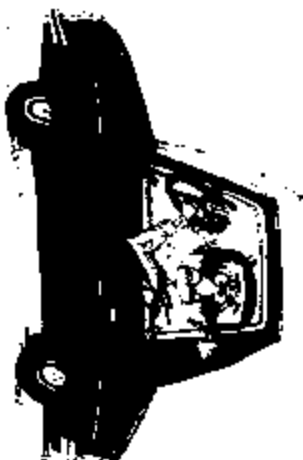
**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)



RE: S-514 Service Action - Closed Throttle Operation

565 MACARTHUR BOULEVARD  
MAHWAH NJ 07430

Dear Jaguar Owner:

T 800 4 JAGUAR  
[www.jaguar.com](http://www.jaguar.com)

Jaguar Cars has identified a concern relating to the operation of the throttle body while in the closed position that may exist on the specific models listed below. If you are a recipient of this notice, and an owner of one of the vehicles within the VIN range, this letter is to inform you that your vehicle is included in this service action.

The following is a breakdown of the affected vehicles by model year, model and (VIN) range.

> 1997-1998	XK Vehicles	001038-031302
> 1998	XJ Vehicles Normally Aspirated Engine	812256-853835
> 1998-1999	XJ vehicles Supercharged Engine	812256-878717

#### **What is the problem?**

A concern has been identified with the throttle operation while in the closed position on a number of vehicles that could include your vehicle. Under exceptional circumstances this concern could cause the engine to cut out. If this occurs, the engine will continue to be driven by the road wheels through the transmission and there will be no loss of power steering, brakes, air conditioning, etc. The engine should restart without difficulty once the vehicle has come to a complete standstill.

This concern can be rectified by a modification to the throttle operation of your vehicle. Although it is most unlikely that you will have experienced this issue with the functionality of the throttle in your vehicle, Jaguar has determined that the engine management software that controls the throttle strategy does not meet our expected durability requirements.

#### **What will Jaguar and your Dealer do?**

Your vehicle will be repaired to modify the throttle operation at no charge to you.

#### **What should you do?**

At your earliest convenience you should contact your authorized Jaguar Dealer who will be able to make an appointment to undertake the necessary actions. To assist your Dealer please ensure that at the time of contact you have at hand your applicable Vehicle Identification Number.

The time to complete the repair on your vehicle is approximately one hour. However due to vehicle scheduling and the temperature of the engine, your Dealer may need to keep your vehicle longer to complete the repair.

, Newton MA

22, February 2005

To: Benjamin Weiner  
Customer Satisfaction Manager  
Jaguar Cars  
CUSTOMER RELATIONS CENTER  
555 MacArthur Blvd  
Mahwah, NJ 07430-2327

FR:

Newton, MA

RE: '98 Jaguar XJ8 VIN#SAJX1240W

Dear Mr. Weiner, I am writing you today out of frustration over your Customer Relations and Local Dealers inability to satisfy two important issues.

- 1) In the Fall of 2003 I received a recall notice termed S-514 Service Action -Closed Throttle Operation. This situation results in the vehicle occasionally stalling. I would like to stress that this is indeed an occasional situation with this vehicle displaying a "Engine Stalled" warning at speedometer. I have experienced and continue to experience this condition once every week or two before the engine reaches operating temperature. This is indeed a safety issue as I have experienced this condition on a highway on ramp... I have been back to Lee Jaguar twice and both times was told that the "reprogrammed the ECM" and the car was fine. Please Advise.
- 2) In the Summer of 2004 I noticed a "chirping" noise on decelerations (foot off the accelerator) -Lee Jaguar investigated and adjusted a front brake shroud. I returned the next week , same issue -Lee Jaguar investigated and replaced an idler pulley and serpentine belt -I paid \$348.00 and still the chirping noise! On my third visit the problem was diagnosed as a bad Differential with a replacement cost of over \$3,000.00! When I suggested that this may be a manufacturing/part defect the dealer agreed however your Customer Relations Rep disagreed insisting that it be termed a repair. Sir, at 80k miles the differential in any vehicle does not fail unless it is faulty. Please comment.

The above situations have been exasperated by mixed signals and broken promises from your Customer Relations Department. In December of '04 "Angie" promised that a "Factory Tech" would examine the vehicle when they made their monthly visit to Lee Jaguar -no call in Dec. I phoned again in Jan '05 again I was promised that arrangements would made shortly to have the vehicle looked at by your Fty Tech - again no contact. I phoned in early Feb '05 and your rep seemed surprised that Lee had not set something up -she promised to phone back that same day with an update -no call to date!?

Yours in Earnest,

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).