



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 100148

Date Received
2005 JUL 25 AM 9:38
20-JUN-2005

Repository
Reference No.
10125863

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: PLYMOUTH State: MI Zip Code: [Redacted]

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number: Located at bottom of windshield on driver's side
SAJHX1249W [Redacted] Make: JAGUAR Model: XJB Model Year: 1998
Date Purchased: 01-DEC-02 Dealer's Name and Telephone Number: DICK SCOTT DODGE 734-451-2110 Engine: No. Cylinders: 8 Fuel Type: Gas
Original Owner: Dealer's City: PLYMOUTH State: MI Zip Code: 48170
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
Multiple Failure: 2 *Constant Failures*

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 19-MAR-2005 Failure Mileage: [Redacted] Failure Speed: 65-75 Highway Speeds
Post incident

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: DOTM18ABC038) 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 check to indicate the incident type(s), crash(es), and injury(es).)
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(es).
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).
65-75

DT: CONTACT STATES WHILE DRIVING HER VEHICLE ON THE EXPRESS WAY APPROXIMATELY 65 MPH VEHICLE COMPLETELY SHUT DOWN. THERE HAS BEEN A RECALL ISSUED ON THE THROTTLE BODY. THIS WAS REPLACED. THE CONTACT WAS STILL HAVING PROBLEMS. THE THROTTLE BODY HAS BEEN REPLACED 4 TIMES. THE SERVICE DEALER STATED THERE WAS SLOW CYLINDER COMPRESSION, AND THAT THE ENGINE NEEDED TO BE REPLACED. ANOTHER MECHANIC STATED THAT THE THROTTLE BODY WAS STILL THE PROBLEM. *AK
and that the cylinder pressure was within normal range.

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.

June 28, 2005

[REDACTED]
Plymouth, MI [REDACTED]

U.S. Department of Transportation
National Highway Traffic Safety Admin.
400 Seventh Street, S.W.
Washington, D.C. 20590

Re: Reference No. 10128563

Dear Sirs:

Enclosed please find the corrected Vehicle Owner's Questionnaire along with letters and documentations regarding my issue. This packet was sent to Jaguar Corporation, Jaguar of Novi (who have done the repairs on this car since I've owned it), Ford Motor Company, and others, including NHTSA in March of 2005.

As you will see by the correspondence and enclosures, this vehicle has had and ongoing problem with the throttle body which has been replaced numerous times. The replacements last about three months and then fail. The throttle body fails at highway speeds of around 70 mph. I don't believe I need to stress the danger of this kind of situation. The driver of the car, in this case, myself, find himself or herself having to traverse several lanes of traffic, as safely as can be done with a complete and total loss of power, which I assure you is a high-risk endeavor.

My letter also states that Jaguar, rather than standing behind their repairs of a defective part, instead suggest that I purchase a new engine at a cost to me of \$13,000.

I received a phone call from Diana da Rosa with the Customer Relationship Center of Jaguar Corporation (1-800-425-4827 #9 ext. 2B44) shortly after their receipt of the packet. Ms. da Rosa told me that I should not expect assistance from Jaguar Corporation in this matter, as it was their policy to assist or not assist based on the recommendation of their dealership/service center, in this case, Jaguar of Novi. I explained that I was sure the dealership's recommendation to replace the entire engine was made in order to solve the ongoing throttle body issue that I am having with my car due to Jaguar's known, admitted and recalled defective

part. The engine/car runs fine. There are no "idiot" lights that come on to indicate an engine malfunction, and the cylinders - which Jaguar of Novi cite as the reason for an engine replacement - are all within normal compression range, as the enclosed documentation of testing done through an outside source indicates.

Also enclosed is Ms. da Rosa's reply to an inquiry from the Michigan Attorney General regarding this vehicle wherein they also deny responsibility and assistance for what I feel is a very flimsy and untrue reason. Their dealership has serviced my car since January of 2003 and Jaguar Corporation has complete access to the very extensive history on this vehicle regarding their defective throttle body.

I would appreciate any assistance or insight you may offer in this situation.

Thank you.

Sincerely,





JAGUAR

JAGUAR CARS
555 MacArthur Boulevard
Mahwah, NJ 07430 USA

T 800.452.4827
www.jaguar.com

June 3, 2005

Mr. Mike Cox
Department of Attorney General
P.O. Box 30213
Lansing, MI 48909

RE: 6603356
VIN: 838752

Dear Mr. Cox:

Thank you for your May 23, 2005 letter regarding Ms. [REDACTED] vehicle.

At this time, Jaguar Cars of North America is not in a position to offer assistance with the cost of the engine replacement. As per Ms. [REDACTED] December 1, 2003 letter to Jaguar Cars, she purchased this vehicle from a non-Jaguar dealership on December 25, 2002, at which time it had already exceeded the standard factory warranty, which is 4 years or 50,000 miles, whichever comes first. Currently the vehicle is at least 3 years and 40,000 miles out of warranty. Our records indicate that the last time the vehicle was serviced while in warranty by an authorized Jaguar dealership was December 20, 2000, by the previous owner, making it difficult to determine how the vehicle was maintained.

Thank you for contacting Jaguar Cars of North America.

Sincerely,

Diana da Rosa
Customer Service Representative

Cc: [REDACTED]

[REDACTED]
Plymouth, Michigan [REDACTED]

March 17, 2005

Re: 1998 Jaguar XJB
VIN # SAJHX1249WC [REDACTED]

Michael Dale, President
Jaguar Cars, Inc.
555 MacArthur Blvd.
Mahwan, New Jersey 07430-2327

Dear Sir:

Enclosed please find the following:

- Previous correspondence with Jaguar and various others regarding chronic issues with this car.
- A Service History printout from the dealership where repairs have been attempted.
- Invoices for those repairs.
- Various other invoices for repairs or diagnostic done outside of the dealership.
- Calendars for 2003, 2004, and 2005 for quick reference on dates this car has been in the shop for repairs.
- Accounting of (most of the) costs to date for repairs.
- Miscellaneous Technical Service Bulletins from NHSTA regarding these issues from my previous correspondences.
- Miscellaneous Recall Summaries from NHSTA, which accompanied previous correspondences.
- Automotive Recalls and Technical Service Bulletins from ALLDATA with SOME of my issues highlighted - I didn't take the time to highlight all of them.

As you can see from the attached invoices, this car has chronic starting/stalling issues. I think the best way to convey this to you is to describe my week from March 7, to March 14, 2005, as this is a typical occurrence. In a 20-minute drive to the airport on Monday, March 7 my car dies while traveling at 70 miles per hour. I have to determine, fairly quickly, how I can get my car and myself to the right shoulder of the road safely, and powered only on sheer momentum. On Thursday, March 10, again on the

expressway, my car stalls at 70 miles per hour during a 15-minute expressway drive. On Monday, March 14 on a return trip from the airport, I find myself again on the side of the road due to stalling. I might mention that these three trips that week were the only trips that I found myself on the expressway and that the car died EACH AND EVERY time.

As you can see, I have paid dearly to have this issue remedied, and have even found myself paying for parts and labor for what I like to call "hope fixes"... as in when the Service Manager for Jaguar tells me "well... I hope this fixes the problem"... that in the end do NOT fix the problem although my finances still suffer. While I was prepared to "pay the price" for driving a luxury car - and a Jaguar in particular - I really believed that costs would be on the front end - for the purchase of the car - NOT in the continuing and over abundant number of costs for repairs. First there is the amount of time that I am without my car. There is a 12-month period of time between April of 2004 and March of 2005 that my car was in the shop at least once a month excluding May of 2004. That is 11 months out of 12!!! Jaguar has cleaned and repaired the Throttle Body numerous times and replaced it no less than four times in a two-year period. I realize Jaguar is very aware of their defective throttle body design or parts, as, sadly, I am. And although I had to insist to be reimbursed for the first replacement because my VIN didn't fall into the original recall, Jaguar has since included my VIN in their new batch of recall numbers and has covered the repairs. What they have NOT covered is the costs to me that I have to continue paying because my car still stalls on the highway even after throttle body replacements (at least 4) and the dealership is replacing anything and everything that 'might' be the cause of the stalling. The stalling that is very symptomatic of the throttle body issue that has supposedly been addressed.

The 'NEW' solution for me now is to replace my engine at a cost of over \$13,000.00! It appears that although the symptoms are the same as they have always been - stalling at highway speeds - which has consistently been attributed to the throttle body for the past two plus years, is now being attributed to a cylinder with low compression. In doing some research on the matter, and from what I can tell from notations on invoices, there has been a cylinder with lower compression (118 psi instead of the 124 psi that the others are) since day one. The way I understand it the 118 psi is still within a 'normal' rate of pressure as far as percentages with the other cylinders.

So I guess my questions are....

- If this cylinder compression has always been the problem then why has the throttle body been repaired and replaced over and over and over?
- The cylinder compression was noted at the beginning of my history with this car and has consistently been determined not to be a problem and certainly not determined to be THE problem for the symptoms that my car has always had.

Why was I required to pay almost \$10,000.00 in repairs to now find out that this all the sudden IS the problem?

- If the cylinder pressure is now the issue, why was it just noted on a recent invoice that this needs to be 'monitored' and now - 2 weeks later - it calls for a total engine replacement?
- Since my car exhibits the same symptoms as all other cars with throttle body troubles, does that also mean every car that has throttle body issues should have had their engines replaced?

Maybe I can put this more succinctly. In December of 2002 or January 2003 low compression in one of the cylinders was noted. There were and are specific issues with my car - mainly stalling at highway speeds. This is acknowledged and accepted to be a Throttle Body issue. The symptoms are consistent with that problem. Why and how after such a tremendous amount of money going towards the repairs for the SAME PROBLEM (stalling at highway speeds) over and over can Jaguar all the sudden tell me that it was never really the throttle body after all and take me back full circle to say that it is low cylinder pressure (that they have been aware of all along)? Low cylinder pressure that is still within a normal range and that the dealership itself said that it just needed to be monitored as recently as a few weeks ago. The symptoms have not changed, eroded, nor increased over time as they might if a part was 'going out' or the compression of a cylinder getting lower. The symptoms are the same now as they were the very first day. The car is a danger. It stalls at highway speeds. Nothing has changed. The cylinder haen't 'gotten worse' and changed the performance in any way. The car is no different than it's ever been.

I take exception to something that is noted on the most recent invoice that accompanies the quote for a new engine. It states, "The customer has been previously advised that this car needs a replacement engine. We would be wasting the customer's money to attempt any drivability repairs until the engine is replaced." First of all, I never was verbally advised that I needed a new engine. The only thing that was ever said to me was that there was a cylinder with lower pressure. The first notation I saw regarding an engine was the February 10, 2005 invoice and I noticed that while gathering the paperwork for this letter. In my mind, that was Jaguar laying the foundation for a solution that was easier for them and impossible for me, in order to resolve the stalling issue. And the second part of that statement... "We would be wasting the customer's money to attempt any drivability repairs until the engine is replaced". Does that mean I will then be faced with even MORE costs in repairs to address drivability concerns following an engine replacement??? A further note here would be that I just talked to Jaguar of Novi to determine which cylinder was bad as I am doing further research with this car, getting other opinions and diagnosis from outside sources. I have to admit that, after all of this, I am not convinced that Jaguar is genuine and/or true in their assessment of this vehicle which is further emphasized by what I was just told. When I

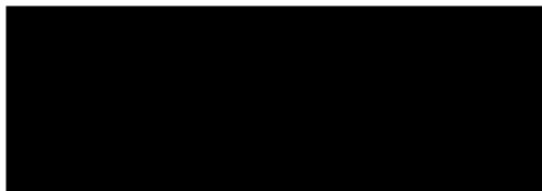
asked the Service Representative that I spoke to which cylinder was the bad one, he stated that it was his understanding that now ALL the cylinders are bad. Am I really to believe that ALL the cylinders went down in a one or two week period??? Obviously I am no mechanic, but I have been driving a car for over 35 years. It seems to me that if ALL the cylinders were down in compression, the car would run VERY poorly, if at all. Overall the car runs "acceptably" in that it readily takes you from point A to point B. That is WHEN THE CAR IS NOT STALLED, leaving me stranded by the side of the freeway. I believe that if all cylinders were and are 'bad' that it would be a noticeable factor in the drivability and performance. The drivability and performance is unchanged.

I have one more question. Since the problem is now NOT the Throttle Body mechanism, why am I now to leap to the extreme of a full engine replacement? Is it possible that it might be a problem with the computer system? I have personal experience and knowledge of a similar situation. My Mother drives a 98 XJ and was experiencing the same issue of stalling at highway speeds. It was the same problem that I am experiencing that was resolved in her car by replacing the "brain" of the car, which was much less expensive than all the repair costs that I have incurred this repair eliminated the problem completely." Jaguar of Novi did this for her about two years ago and she has not had that problem - or any problem - since.

Needless to say, I am looking for resolution, financial compensation and/or replacement of this car from Jaguar to remedy this situation. I have already paid what I would have for a new engine in time and repairs that have yet to alleviate the problem only to find out it was something else all along??? I'm not sure that buy into Jaguar's explanations, and feel to a certain extent, that this Jaguar dealership is just trying to "make me go away" - knowing that I couldn't possibly buy a \$13,000.00 engine on top of the almost \$10,000.00 that I have already put into repairs and on top of the purchase price - just because they have not resolved this issue properly. I am very much looking forward to hearing from you.

Thank you,

Sincerely,



Addendum:

Please note invoice from Sparks Auto dated March 19, 2005 for a cylinder compression check. I took my car to a shop outside of Jaguar for a comparison, incurring yet another expense of \$150.00. As you can see, their numbers are VERY different from Jaguars, in that none of the cylinders are 'bad'. They are all within normal range. It is my feeling that if Jaguar is going to try to make me believe my car needs a new engine at a further cost to me of \$13,000.00, they are going to have to make up something that can't be so easily disproved.

Also included are a few other enclosures:

- Letter from Ford Motor Company to the Director of the Office of Defects Investigation for the National Highway Traffic Safety Administration.
- Several other Consumer Complaints from the My Car Stats - Auto Recalls, Auto Complaints, TSBs website.
- Consumer testimonies from various websites addressing, among other things, an instance of one consumer who had the engine replaced and the fact that it did NOT cure the stalling problem. This is not the only time that I've read engine replacement does NOT address this issue at all.

Thanking you once again for your attention to this matter.

Cc: NHSTA
10 S. Howard St.
Suite 6700
Baltimore, MD. 21201

Transportation Safety Bureau
DC Dept. of Public Works
7th Floor Frank Reeves Center
Washington, DC. 20009.

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Jaguar Board of Appeals
555 MacArthur Blvd.
Mahwan, NJ 07430-2327

Mario Provenzano
Area Service Rep.
555 MacArthur Blvd.
Mahwan, NJ 07430-2327

Mike Cox, Attorney General
G. Mennen Williams Building, 7th Floor
525 W. Ottawa St.
P.O. Box 30212
Lansing, MI 48909

Attorney General, Detroit Office
Cadillac Place, 10th Floor
3030 W. Grand Blvd., Suite 10-350
Detroit, MI 48202

Jaguar Legal Department
555 MacArthur Blvd.
Mahwan, NJ 07430-2327

John Deladurantaye, Service Manager
Jaguar of Novi
24295 Haggerty Road
Novi, MI 48375

Better Business Bureau
30555 Southfield Road, Ste. 200
Southfield, MI 48076-7751

Calendar for year 2003 (United States)

<2002 | 2004> | 2005>>

January 2003						
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Calendar for year 2004 (United States)

<2003 | 2005>

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June 2004

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minus 1st and
may of 1st and

Calendar for year 2005 (United States)

<2004 | 2006>

January 2005

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March 2005

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April 2005

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May 2005

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June 2005

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

6:0 15:0 22:0 28:0

July 2005

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

6:0 14:0 21:0 28:0

August 2005

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

5:0 13:0 19:0 26:0

September 2005

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

3:0 11:0 18:0 25:0

October 2005

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

3:0 10:0 17:0 25:0

November 2005

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

2:0 9:0 16:0 23:0

December 2005

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

1:0 8:0 15:0 23:0 31:0

Replacing your engine WILL NOT cure this stalling problem I can assure you, I have been there and done that. Also....that dealer is feeding you a line of bull if they tell you they can't perform the adjustment on your current throttle body. I have repaired throttle bodies that were originally on the car and have had no problem doing so. Anyone that is even slightly mechanically inclined can repair this problem with the right directions. If you need help email me I assure you I can help you get this fixed.

Hello, I am a Jaguar technician. I am responding to the 1998 XJ8's with the stalling problem. This is a known problem with this year model Jaguar. I have worked on and fixed at least 6 of these stalling problem cars. The problem with the flexible body assemblies, on every 10th disassembly the butterfly in the flexible body closes completely. This going through it causing jammed. The spring in the flexible body is not strong enough to overcome the engine vacuum and re-open, thus causing the engine to stall. I have worked with a field engineer to figure out and fix this problem and none of the cars we had do it, ever returned for this problem again. There is a fix for it and yes it's true Jaguar has no interest in rectifying this problem. I would more than happy to help someone out with this if they need it.

I hope I don't over step my bounds here by giving my small address if so please feel free to delete it. I can be reached at mahyco@jaguar.com.

19th Aug
2004,
06:59

I am a jag owner that has nearly been killed because of the stalling problem. I work for a law firm that plans to file a class action against ford/jaguar for falling to acknowledge this stalling problem and rectify it.

Anyone interested in protecting your rights as a consumer can feel free to contact me at [REDACTED]



JAGUAR

RE: S-514 Service Action - Closed Throttle Operation

JAGUAR CARS
555 MacARTHUR BOULEVARD
MAHWAH NJ 07430

T 800 4 JAGUAR
www.jaguar.com

Dear Jaguar Owner:

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	001036-031302
> 1998	XJ Vehicles Normally Aspirated Engine	812256-853935
> 1998-1999	XJ vehicles Supercharged Engine	812256-878717

What is the problem?

*See Complaint results from OAI
Next
step
his
statement
from one
who has actually experienced and survive this occurrence*

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 ~~the engine could stall~~ the engine could stall causing 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.

261 DAYSI**** DIMS 11 IVOQ ENTRY POSTED AFTER 12/12/02
CUT-OVER TO ARTEMIS****769759. *AK *JB

Document Search:

Check to Request Research. Submit below.

Make : JAGUAR Model : XJ8 Year : 1998
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10013653 Date of Failure: January 18, 2003

Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE

Summary:

WHILE TRAVELING ON THE FREEWAY AT 70 MPH, THE ENGINE SHUTS OFF. HAVE TAKEN IT TO THE DEALER 6 TIMES IN THE LAST 3 MONTHS OF 2003 TO HAVE FIXED. SUPPOSEDLY THEY REPLACED THE ENGINE ON THE THIRD SERVICE TIME, BUT WITHIN 4 DAYS THE SAME PROBLEM OCCURRED WHILE DRIVING ON THE HIGHWAY. I AM AFRAID TO DRIVE THIS CAR. EACH TIME I TAKE IT TO THE DEALER FOR SERVICE THEY INSIST THE PROBLEM IS FIXED, YET THE SAME THING KEEPS HAPPENING, THE ENGINE SHUTS OFF FOR NO REASON. THE DEALER HAS TOLD ME THEY DO NOT KNOW WHY THIS IS HAPPENING AND SUPPOSEDLY THEY TAKE IT FOR A TEST DRIVE AND IT DOESNT HAPPEN FOR THEM. *NLM

Document Search:

Check to Request Research. Submit below.

Make : JAGUAR Model : XJ8 Year : 1998
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10015702 Date of Failure: January 1, 2003

Component: ENGINE AND ENGINE COOLING

Summary:

THE VEHICLE STALLED ON SEVERAL OCCASIONS, AND THE WINDSHIELD WIPERS DID NOT TURN OFF. THE SERVICE DEALER TOLD THE CONSUMER THEY NEEDED TO CLEAN AND ADJUST THE THROTTLE HOUSING, AND THE VEHICLE WAS DESIGNED TO STALL WHEN MAINTENANCE WAS NEEDED. MR SCC *JB

Document Search:

Check to Request Research. Submit below.

Make : JAGUAR Model : XJ8 Year : 1998
Crash : No Fire : No Number of Injuries: 0
Date of Failure:

This is very relevant as far as replacing the engine and still having the stalling issue

Summary:

THE AIR BAG LIGHT ILLUMINATED ON THE DASHBOARD. *JB ALSO FLUID LEAKED FROM THE REAR AXLE AND THE SHAFT AXLE, O-RING, AND LOCKTAB WERE REPLACED. *TS *JB

Check to Request Research. Submit below.

Make : JAGUAR

Model : XJ8 Year : 1998

Crash : No

Fire : No

Number of Injuries:
0

ODI ID Number : 10019176

Date of Failure:
December 10, 2002

Component: ELECTRICAL SYSTEM:IGNITION

Summary:

A 1998 JAGUAR XJ8 WHILE AT HIGHWAY / INTERSTATE SPEEDS AND UP HAS GONE INTO LIMP OR STALL MODE AT RANDOM (6 TIMES IN THE PAST 18 MONTHS) EXPOSING THE OCCUPANTS TO SEVERE TRAFFIC HAZARDS FROM FAST MOVING VEHICLES. THE VEHICLE COAST TO A STANDSTILL AND MUST BE PUT IN PARK TO RESTART. THE JAGUAR DEALER HAS CHANGED OUT PARTS BUT THE PROBLEM CONTINUES. MANY 1998 JAGUAR OWNERS HAVE REPORTED THE SAME PROBLEM. THE LAST INCIDENT WAS MAY 18, 2003

Check to Request Research. Submit below.

Make : JAGUAR

Model : XJ8 Year : 1998

Crash : No

Fire : No

Number of Injuries:
0

ODI ID Number : 10021396

Date of Failure: June
10, 2003

Component: ENGINE AND ENGINE COOLING:ENGINE

Summary:

ENGINE STALLS AT HIGHWAY SPEEDS WITH NO ADVANCE WARNING. POWER STEERING AND POWER BRAKES ARE THEREFORE ALSO INOPERABLE. VEHICLE MUST BE COASTED IN ANY CONDITION TO A STOP AND PUT IN "PARK" BEFORE IT WILL RESTART. THIS OBVIOUSLY IS A LIFE-THREATENING MANEUVER IN MULTIPLE LANES OF 70 MPH TRAFFIC. DEALER HAS ATTEMPTED SEVERAL TIMES TO REPAIR VEHICLE. *AK CONDITION HAS OCCURRED MULTIPLE TIMES; THE DATE BELOW IS THE MOST RECENT.

Check to Request Research. Submit below.

Make : JAGUAR

Model : XJ8 Year : 1998

Recall letter states that power steering etc. are operable when car stalls. That is NOT the case.



Complaint Check to Request Research. Submit below.

Make : JAGUAR Model : XJ8 Year : 1998
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10024745 Date of Failure: June 23, 2003

Component: ENGINE AND ENGINE COOLING**Summary:**

CONSUMER STATES WHILE DRIVING AT 60MPH AND WITH NO WARNING THE VEHICLE SHUT OFF, CAUSING CONSUMER TO PULL OFF THE ROAD. DEALER HAS BEEN NOTIFIED. *AK

Complaint Check to Request Research. Submit below.

Make : JAGUAR Model : XJ8 Year : 1998
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10024745 Date of Failure: June 23, 2003

Component: ENGINE AND ENGINE COOLING:ENGINE**Summary:**

CONSUMER STATES WHILE DRIVING AT 60MPH AND WITH NO WARNING THE VEHICLE SHUT OFF, CAUSING CONSUMER TO PULL OFF THE ROAD. DEALER HAS BEEN NOTIFIED. *AK

Complaint Check to Request Research. Submit below.

Make : JAGUAR Model : XJ8 Year : 1998
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10031038 Date of Failure: July 24, 2003

Component: VEHICLE SPEED CONTROL**Summary:**

WHILE TRAVELING ON THE FREEWAY AT SPEED OF APPROX. 60 MILES PER HOUR THE VEHICLE LOST THE ABILITY TO ACCELERATE AND COASTED TO A STOP. FORTUNATELY I WAS ABLE TO PULL OVER AND RESTART THE CAR. THE LOSS OF POWER RESULTED IN A VERY DANGEROUS SITUATION ON ONE OCCASION AS I WAS STUCK BETWEEN A CEMENT TRUCK IN FRONT AND A CAR CARRIER TO THE REAR. I DEFINITELY FEARED FOR MY LIFE. AFTER THE THIRD EVENT I CONTACTED RUSNAK JAGUAR IN PASADENA AND THEY TOLD ME THE PROBLEM WAS

DUE TO CARBON BUILDUP IN THE THROTTLE BODY AND THE SOLUTION IS TO REMOVE THE THROTTLE BODY AND CLEAN AND READJUST. I HAD THIS WORK DONE ON THE 50,000 MILE SERVICE AT A COST OF \$200. I WAS TOLD THIS PROBLEM IS ONLY ON THE 1998 AND 1999 MODELS AND THAT A "FIX" CAME ON LATER MODELS. I BELIEVE A RECALL IS IN ORDER ON THIS CAR. *PH

Document Search

Check to Request Research. Submit below.

Make : JAGUAR Model : XJ8 Year : 1998
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10031410 Date of Failure: July 10, 2003

Component: ENGINE AND ENGINE COOLING

Summary:

CONSUMER STATES THAT WHILE DRIVING AND WITH NO WARNING VEHICLE WILL STALL, AND IT WILL BE HARD FOR THE CONSUMER TO CONTROL THE VEHICLE. DEALER NOTIFIED. *AK

Document Search

Check to Request Research. Submit below.

Make : JAGUAR Model : XJ8 Year : 1998
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10031410 Date of Failure: July 10, 2003

Component: ENGINE AND ENGINE COOLING:ENGINE

Summary:

CONSUMER STATES THAT WHILE DRIVING AND WITH NO WARNING VEHICLE WILL STALL, AND IT WILL BE HARD FOR THE CONSUMER TO CONTROL THE VEHICLE. DEALER NOTIFIED. *AK

Document Search

Check to Request Research. Submit below.

Make : JAGUAR Model : XJ8 Year : 1998
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10040226 Date of Failure: March 1, 2002

Component: VEHICLE SPEED CONTROL

Summary:

PROBLEM WITH VEHICLE'S THROTTLE PLATE.*MR CONSUMER

EXPERIENCED THIS FAILURE TWICE WHILE TRAVELING ON THE HIGHWAY. VEHICLE COMPLETELY LOST ALL POWER. THE FIRST REPAIR FAILED AFTER THE YEAR WARRANTY EXPIRED ON THE THROTTLE PLATE. THE SECOND REPAIR FAILED AND THE CONSUMER HAD TO REPLACE THE THROTTLE PART FOR \$1800.
*PH *JB

Request Research

Check to Request Research. Submit below.

Request Research

Results : 42 | 31 - 43 Displayed

First | Prev | Next | Last

[NHTSA Home](#) | [ODI Home](#) | [Complaints](#) | [Defect Investigations](#) | [Recalls](#) | [Service Bulletins](#)



ODI ID Number : 10015702

January 1, 2003

Component: ENGINE AND ENGINE COOLING:ENGINE

Summary:

THE VEHICLE STALLED ON SEVERAL OCCASIONS, AND THE WINDSHIELD WIPERS DID NOT TURN OFF. THE SERVICE DEALER TOLD THE CONSUMER THEY NEEDED TO CLEAN AND ADJUST THE THROTTLE HOUSING, AND THE VEHICLE WAS DESIGNED TO STALL WHEN MAINTENANCE WAS NEEDED. MR SCC *JB

 Check to Request Research. Submit below.

Make : JAGUAR

Model : XJ8 Year : 1998

Crash : No

Fire : No

Number of Injuries:
0

ODI ID Number : 10015702

Date of Failure:
January 1, 2003

Component: VISIBILITY:REAR WINDOW WIPER/WASHER:MOTOR

Summary:

THE VEHICLE STALLED ON SEVERAL OCCASIONS, AND THE WINDSHIELD WIPERS DID NOT TURN OFF. THE SERVICE DEALER TOLD THE CONSUMER THEY NEEDED TO CLEAN AND ADJUST THE THROTTLE HOUSING, AND THE VEHICLE WAS DESIGNED TO STALL WHEN MAINTENANCE WAS NEEDED. MR SCC *JB

 Check to Request Research. Submit below.

Make : JAGUAR

Model : XJ8 Year : 1998

Crash : No

Fire : No

Number of Injuries:
0

ODI ID Number : 10018291

Date of Failure: April
1, 2003

Component: AIR BAGS

Summary:

THE AIR BAG LIGHT ILLUMINATED ON THE DASHBOARD. *JB ALSO FLUID LEAKED FROM THE REAR AXLE AND THE SHAFT AXLE, O-RING, AND LOCKTAB WERE REPLACED. *TS *JB

 Check to Request Research. Submit below.
 Check to Request Research. Submit below.
 Check to Request Research. Submit below.

Results : 47 | 16 - 30 Displayed

First | Prev | Next | Last

Cause:
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 242 83 C DR DIAGNOIS AND REPAIR
 PTSS 68.38 LBR\$ 282.50 MSC\$ 0.00
 *... 3 of 15 - Dealer
 RO No: 78106 Opened: 07DEC04 Closed: 09DEC04 Mileage: 87214
 Line Code: A Booker: 102 Comeback: N
 Complaint: CAR DIES AFTER STARTING, WON'T RESTART
 Cause:

Press S#, Return for next page, EST#, ?, or E to Exit:

RO No: 78106 Opened: 07DEC04 Closed: 09DEC04 Mileage: 87214
 Line Code: A Booker: 192 Comeback: N
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 242 185 C DA DIAGNOIS AND ADVISE
 PTSS 87.04 LBR\$ 367.50 MSC\$ 0.00
 242 185 ISP DA DIAGNOIS AND ADVISE
 PTSS 8.00 LBR\$ 40.50 MSC\$ 0.00

Line Code: B Booker: 182 Comeback: N
 Complaint: IO WAS JUST HERE FOR ENNIS SVC, SEE FILE
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 242 185 C IO INFORMATION ONLY
 PTSS 8.00 LBR\$ 40.50 MSC\$ 0.00
 *... 4 of 15 - Dealer
 RO No: 77793 Opened: 28NOV04 Closed: 28NOV04 Mileage: 86889
 Line Code: A Booker: 102 Comeback: N
 Complaint: CHECK ENG LITE IS ON, RES PERF WAS DISPLAYED ONCE, AND CUST IS
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 242 185 C DR DIAGNOIS AND REPAIR
 PTSS 78.88 LBR\$ 315.00 MSC\$ 0.00

Press B, B#, Return for next page, EST#, ?, or E to Exit:

RO No: 77793 Opened: 28NOV04 Closed: 28NOV04 Mileage: 86889
 Line Code: A Booker: 102 Comeback: N
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 242 185 C DR DIAGNOIS AND REPAIR
 PTSS 8.88 LBR\$ 105.00 MSC\$ 0.00
 242 185 C DR DIAGNOIS AND REPAIR
 PTSS 87.12 LBR\$ 420.00 MSC\$ 0.00
 *... 5 of 15 - Dealer
 RO No: 76478 Opened: 28OCT04 Closed: 28OCT04 Mileage: 85188
 Line Code: A Booker: 102 Comeback: N
 Complaint: CUST STATED THE L;ON COOLANT LITE IS ON AGAIN; CUST IS SEEIN
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 242 88 C DR DIAGNOIS AND REPAIR
 PTSS 414.88 LBR\$ 282.50 MSC\$ 8.00

Line Code: B Booker: 182 Comeback: N
 Complaint: 8514 8514-OPERATION OF THROTTLE WHILE IN CLOSED POSITION
 Cause: 8514

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 242 88 W .19B185 THROTTLE HOUSING - RENEW (8514)
 PTSS 389.62 LBR\$ 48.00 MSC\$ 0.00

Press B, B#, Return for next page, EST#, ?, or E to Exit:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 242 84 C DA DIAGNOIS AND ADVISE
 PTSS 201.12 LBR\$ 247.50 MSC\$ 0.00

*--- 10 of 16 - Dealer

RO No: 69931 Opened: 12APR04 Closed: 12APR04 Mileage: 80824
 Line Code: A Booker: 102 Comeback: Y
 Complaint: 1202 STALLS ON XWAY-SEE FILE-THROTTLE BODY?
 Cause: 59

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, T, or E to Exit:

RO No: 69921 Opened: 12APR04 Closed: 12APR04 Mileage: 80824
 Line Code: A Booker: 102 Comeback: Y

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 199 84 M 1B7004 THROTTLE HOUSING - ENGINE SET - RENEW
 PTSS 1140.62 LBR\$ 51.90 MSC\$ 0.00
 183 84 M 101910 DRIVE IN-OUT
 PTSS 0.00 LBR\$ 9.10 MSC\$ 0.00

*--- 11 of 15 - Dealer

RO No: 69358 Opened: 17DEC03 Closed: 17DEC03 Mileage: 70090
 Line Code: A Booker: 102 Comeback: Y
 Complaint: D-50 REPLACE THROTTLE BODY PER CUST
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 183 84 C 1000 SERVICE MENU
 PTSS 1177.00 LBR\$ 118.80 MSC\$ 0.00

Line Code: B Booker: 102 Comeback: N
 Complaint: E-23 TEMP GAUGE GOES TO HOT AND OVER HEATS
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 199 84 C DA DIAGNOIS AND ADVISE
 PTSS 0.00 LBR\$ 99.00 MSC\$ 0.00

Press B, S#, Return for next page, EST#, T, or E to Exit:

RO No: 69358 Opened: 16DEC03 Closed: 17DEC03 Mileage: 70090
 Line Code: C Booker: 102 Comeback: N

Complaint: 16 RENTAL
 Cause: ENTERPRISE RENTAL

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 199 999 C 16 RENTAL
 PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00

*--- 12 of 15 - Dealer

RO NO: 65856 Opened: 21NOV03 Closed: 24NOV03 Mileage: 75593

Line Code: A Booker: 160 Comeback: N
 Complaint: D-50 CUST SAYS VEH WILL JUST STALL WHILE DRIVING ON HWY.
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 180 84 C DA DIAGNOIS AND ADVISE
 PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 160 Comeback: N
 Complaint: H-20 BRAKES SHUDDER WHEN APPLIED
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 180 84 C DA DIAGNOIS AND ADVISE
 PTSS 0.00 LBR\$ 99.00 MSC\$ 0.00

Press B, S#, Return for next page, EST#, T, or E to Exit:

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
160	85	C	1000		SERVICE MENUS			
					PTSS	0.00 LBR\$	0.00 MSC\$	0.00

Line Code: D Booker: 102 Comeback: N

Complaint: CIGARETTE LIGHTER INOP

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
160	85	C	1000		SERVICE MENUS			

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 50950	Opened: 07FEB03	Closed: 10FEB03	Mileage: 60000
		PTSS	26.14 LBR\$ 0.00 MSC\$ 0.00

*... 15 of 16 - Dealer

RO No: 50280	Opened: 06JAN03	Closed: 17JAN03	Mileage: 86285
Line Code: A	Booker: 102		Comeback: N

Complaint: 1202 CAR CUT OFF WHILE DRIVING-RE-STARTED AFTER PULL OVER

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
130	85	C	1202		DRIVEABILITY			
					PTSS	0.00 LBR\$	285.00 MSC\$	0.00

Line Code: B Booker: 102 Comeback: N

Complaint: 1450 R/F SEAT HEATER INOP

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
130	85	C	1400		MINOR ELECTRICAL			
					PTSS	0.00 LBR\$	95.00 MSC\$	0.00

Line Code: C Booker: 102 Comeback: N

Complaint: 1450 MEMORY SEAT/TILT INOP...WILL NOT HOLD PROGRAM FOR EXIT FEATURE

Cause:

BA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
130	85	C	1400		MINOR ELECTRICAL			

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 50259	Opened: 06JAN03	Closed: 17JAN03	Mileage: 86285
		PTSS	0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: D Booker: 102 Comeback: N

Complaint: 1450 P/LOCKS WILL NOT UNLOCK AT TIMES(CUST WAS TRAPPED IN CAR)

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
130	85	C	1450		MINOR ELECTRICAL			
					PTSS	0.00 LBR\$	95.00 MSC\$	0.00

Line Code: E Booker: 102 Comeback: N

Complaint: 1000 VEH PULLS TO THE RIGHT

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
130	85	C	1000		SERVICE MENUS			
					PTSS	0.00 LBR\$	0.00 MSC\$	0.00

Line Code: F Booker: 102 Comeback: N

Complaint: 1000 PROVIDE ESTIMATE ON REAR BUMPER

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
130	85	C	1000		SERVICE MENUS			
					PTSS	0.00 LBR\$	0.00 MSC\$	0.00

Line Code: G Booker: 102 Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RD No: 56259 Opened: 06JAN03 Closed: 17JAN03 Mileage: 60285

Line Code: G Booker: 102 Comeback: N

Complaint: 1000 CUST REQUEST NEW NIPER BLADE.

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....					
130	85	C	1000		SERVICE MENUS					
					PTS\$	28.74	LBR\$	0.00	MSC\$	0.00

Line Code: H Booker: 102 Comeback: N

Complaint: 1000 CHECK FOR WOBBLE WHEN BRAKING.

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....					
130	85	C	1000		SERVICE MENUS					
					PTS\$	0.00	LBR\$	0.00	MSC\$	0.00

Line Code: I Booker: 102 Comeback: N

Complaint: 1000 PROVIDE PRICES ON ALL OWNERS MANUALS.

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....					
130	85	C	1000		SERVICE MENUS					
					PTS\$	0.00	LBR\$	0.00	MSC\$	0.00

Line Code: J Booker: 102 Comeback: N

Complaint: 1000 CUSTOMER HAS COUPON FOR FREE INSPECTION.

Press B, SA, Return for next page, EST#, ?, or E to Exit:

RD No: 56259 Opened: 06JAN03 Closed: 17JAN03 Mileage: 60285

Line Code: J Booker: 102 Comeback: N

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....					
130	85	ISP	1000		MULTI POINT INSPECTION					
					PTS\$	0.00	LBR\$	47.50	MSC\$	0.00

[REDACTED]
Plymouth, MI [REDACTED]

December 1, 2003

RE: 1998 Jaguar XJ8

VIN # SAJHX1249WC [REDACTED]

Michael Dale, President
Jaguar Cars, Inc.
555 MacArthur Blvd.
Mahwan, New Jersey 07430-2327

Dear Sir,

I got this car on December 25, 2002. Within the first two times of driving it, while driving on the highway at 70 miles per hour, the engine quit running. I called and scheduled an appointment with my local Jaguar dealership -- Jaguar of Novi - for January 16, 2003. As you will see from the enclosed invoice, the dealership cleaned the throttle body and part load breather and charged me \$285.00. The problem was not resolved. As recently as November 9, 2003, it died as it also did the following morning November 10th, Thursday, November 13th and once again Sunday, November 16th - all four times while traveling on the expressway at approximately 70 mph. Once again I scheduled an appointment with the dealership regarding this problem and also contacted Customer Service for Jaguar, who monitored the car diagnosis when it was in the shop. The dealership informed me that the throttle body now needed to be replaced -- at a cost of \$1300.00 to me. I picked my car up after the diagnosis as the dealership had to wait for Customer Service's determination on what they were prepared to do. As it turns out, I was informed by Boris, in your Customer Service Department, that Jaguar had no intentions of doing anything towards the expense of repairs for this vehicle.

On a personal side I was a bit surprised by this response, because up until then, I had partially bought into Jaguar's profession of customer satisfaction and pride in the Jaguar product that one is bombarded with while on hold with the dealerships and through mass media advertisements. There were several other reasons for my surprise.

- Again, on a personal note, had this most recent determination of the 'problem' been identified with the original trip into the shop, I could have possibly taken it back to the dealership I'd purchased the car from for some financial reimbursement under their new car purchase warranty.
- This is a known problem with this year and model of Jaguar. Enclosed you will find more than 20 complaints from the NHTSA website, all pertaining to the engine failure I have experienced.

- Jaguar has done a recall because of this issue. Recall Number R466, NHTSA Campaign 98V-022 and TSB 303-24. You have arbitrarily (in my thinking) come up with a set batch of VIN numbers. My car does not happen to be in your predetermined list. It is my belief that if my car is having the same trouble as the cars in your recall list, it too should be covered. My problem isn't any less relevant nor your parts any less defective just because my car was not listed in your recall. Beyond the recall, you also have issued several Technical Service Bulletins - #60003, #31006 and # 30343, to name a few, so it is apparently a problem that Jaguar is well aware of, and willing to remedy.

I'm sure that I don't need to list the safety issues involved with this type of automobile defect. The logistics of trying to traverse lanes of traffic in order to get to the shoulder of the road in order to restart the car are death defying at times when your car is no longer going with the flow of traffic, but instead is coasting and coming to a halt. I am sure that you hope, as well as I, that the halt doesn't happen before I can get out of the line of traffic. My only solace in this situation is that I know you, Jaguar, will be providing handsomely for my family should anything happen to me. It is for this reason, and the reasons listed above, that I also know that you will want to come to a fair and equitable resolution to this ongoing danger.

Sincerely,



Enclosures (2)

Cc: NHSTA
10 S. Howard St.
Suite 6700
Baltimore, MD. 21201

Transportation Safety Bureau
DC Dept. of Public Works
7th Floor Frank Reeves Center
Washington, DC. 20009.

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Jaguar Board of Appeals
555 MacArthur Blvd.
Mahwan, NJ 07430-2327

Mario Provenzano
Area Service Rep.
555 MacArthur Blvd.
Mahwan, NJ 07430-2327

Mike Cox, Attorney General
G. Mennen Williams Building, 7th Floor
525 W. Ottawa St.
P.O. Box 30212
Lansing, MI 48909

Attorney General, Detroit Office
Cadillac Place, 10th Floor
3030 W. Grand Blvd., Suite 10-350
Detroit, MI 48202

Jaguar Legal Department
555 MacArthur Blvd.
Mahwan, NJ 07430-2327

John Deladurantaye, Service Manager
Jaguar of Novi
24295 Haggerty Road
Novi, MI 48375

Better Business Bureau
30555 Southfield Road, Ste. 200
Southfield, MI 48076-7751

Ford Motor Company

James P. Versella, Director
Automotive Safety Office
Environmental & Safety Engineering

March 8, 2004

Ms. Kathleen C. DeMeter, Director
Office of Defects Investigation
Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

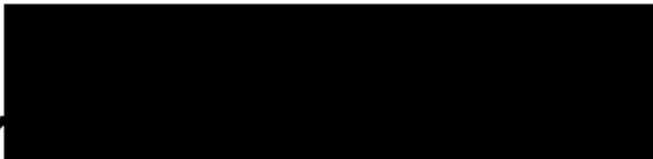
Dear Ms. DeMeter:

Subject: Submittal of TREAD report form per 49 CFR, Part 579.

This is to inform you that Ford Motor Company and/or its various subsidiaries and affiliates have decided to conduct two voluntary Customer Satisfaction Recalls (S814 and R800) and one Non-Compliance field service action (RCMC275) in foreign countries. Details of these field actions are included in the attached Global Recall Process Field Action report forms.

If you have further questions, please call me.

Sincerely,



Attachments
to

Ford Motor Company™

GLOBAL RECALL PROCESS REPORT OF FIELD ACTION

MANUFACTURER

Jaguar

TYPE OF ACTION

Customer Satisfaction

FIELD ACTION NUMBER

S614

SUBJECT

AJ26 Throttle Operation

MAKE, MODEL AND MODEL YEAR AFFECTED

Model	Model Year	
	Begin	End
Jaguar / XJS	1996	1999
Jaguar / XK8	1997	1999

ASSEMBLY PLANTS / DATES OF PRODUCTION

Assembly Plants	OASIS Active	Production Dates		VIN	
		Begin	End	Begin	End
UK - Browns Lane Assembly - Coventry - Jaguar	No OASIS	23-APR- 98	12-AUG- 98	001038	042775
UK - Browns Lane Assembly - Coventry - Jaguar	No OASIS	02-JUL- 97	13-AUG- 98	812255	878717

OTHER LIMITING FACTORS**ESTIMATE NUMBER OF VEHICLES AFFECTED BY MARKET**

Market	# Of Vehicles
Argentina	42
Australia	1001
Austria	573
Bahrain	22
Belgium	1287

Brazil	116
Bulgaria	1
Canada	1820
Chile	37
China	17
Cyprus	15
Czech Republic	58
Denmark	102
Dominican Republic	3
Egypt	48
Finland	103
France	1378
Germany	7445
Greece	62
Hong Kong	236
Hungary	22
Indonesia	38
Ireland	181
Israel	25
Italy	2290
Japan	3230
Korea - South	8
Kuwait	283
Lebanon	60
Luxembourg	121
Malaysia	60
Malta	4
Mexico	105
Morocco	20
Netherlands	1210
New Zealand	170
Norway	110
Oman	33
Panama	12
Philippines	20
Poland	52
Portugal	184
Qatar	17
Russia	2
Saudi Arabia	90
Singapore	272

South Africa	283
Spain	1171
Sri Lanka	9
Sweden	269
Switzerland	1601
Syrian Arab Republic	11
Taiwan	138
Thailand	47
Turkey	93
Dubai	150
United Kingdom	17646
United States	34503

ESTIMATED PERCENTAGE OF THE AFFECTED VEHICLES THAT CONTAIN THE SUBJECT CONDITION

100%

REASON FOR THIS FIELD ACTION

When the driver lifts off the throttle pedal and then depresses the pedal again, the throttle will occasionally not open until the engine stops turning. When the engine is not turning, it will then re-start without difficulty. The engine is effectively stalled but being driven by the road wheels through the transmission. As the engine is still turning all of the auxiliaries are still working and there will be no loss of power steering, brakes, air con etc.

Definition: The throttle sticks closed in overrun while driving. Sticking occurs when the throttle learns its zero position. Learning occurs every 5th overrun of more than 5 seconds when the engine speed is above 1800 rpm.

Root Cause: The combined effects of vacuum distorting the throttle blade, thermal distortion during warm up and inadequate clearance means that there could be interference between the throttle blade and bore. In addition a coating of deposit from the full load engine breather helps to increase friction.

NUMBER OF REPORTS OF THE CONDITION

5445 warranty reports

DESCRIPTION OF THE REMEDY

Vehicles with unmasked Electronic Control Modules will be reprogrammed with the latest software to have the full closed throttle learning deleted. Vehicles with masked Electronic Control Modules will have a replacement throttle body fitted that has increased clearance to prevent sticking.

This action will be undertaken as a dealer initiated owner notification programme

FEDERAL

RECALL INFORMATION

OFFICE
OF DEFECTS INVESTIGATION



INTERNATIONAL
FRANCIS & TAYLOR, INC.
SALES & SERVICE
1000 AVENUE OF THE STARS
COURTNEY, MD 21034
TEL: 410-326-7000

9 February 1998

Ms. Kathleen DeMeter
Director, Office of Defect Investigations
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590

RE: Jaguar Cars
Recall Campaign R466
NHTSA Campaign 98V-022

98V-022 (2)

Dear Ms. DeMeter:

Enclosed are three (3) copies of a Vehicle Safety Defect Initial Information Report on the above noted recall campaign as required by Part 573.5 of Title 49 of the Code of Federal Regulations.

In this campaign, we have a concern that, on 1998 Jaguars produced between 2 July and 17 October, 1997, the potential exists for the cable adjuster bracket' rest on the outer sleeve of the throttle cable to become displaced from the cable adjustment bracket on the engine. Should this occur, it might possibly result in limited opening of the throttle, even with the accelerator pedal fully depressed to the floor.

You will find, attached, copies of a dealer notification, a dealer letter, a Technical Service Bulletin, and a Q & A for Customer Assistance and dealers.

The owner letter is in initial preparation and will be faxed to Mr. Jonathan D. White for review and comment later this week.

Should you have questions, please call me at 201 616 8171.

Sincerely yours,

C. Dianne Black-Nixon

C. Dianne Black-Nixon, Manager
Product Legislation and Compliance

CC: Mr. Jonathan D. White, Chief
Recall Analysis Division
Office of Defects Investigation, Safety Assurance

PART 573 DEFECT AND NON COMPLIANCE REPORT

Jaguar Campaign R466
 NHTSA Campaign 98V-022

98V-022 (10)

1. QUESTION:

Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the vehicle being recalled. If the recalled vehicle is imported, provide the name and address of the designated agent as prescribed by Section 110(e) of the National Traffic and Motor Vehicle Safety Act.

ANSWER:

Importer and Agent:	Jaguar Cars, a division of Ford Motor Company
Fabricating Manufacturer:	Jaguar Cars Ltd.
Controller of Fabricating Manufacturer and Trademark Owner:	Jaguar Cars Ltd.

2. QUESTION:

Identify the vehicles involved in the recall and for each make and model provide:

ANSWER:

Make:	Jaguar		
Model:	XKR and XJ sedan series		
Model Years Involved:	1998		
Production Dates Beginning:	July 1997	Ending:	October 1997
VIN Range Involved: Beginning:	018108	Ending:	020807 sports
Body Style:	Sports		
VIN Range Involved: Beginning:	812256	Ending:	820782
Body Style:	Sedan		
Vehicle Type:	Passenger car		

3. QUESTION:

Furnish the total number of vehicles recalled potentially containing the defect or non-compliance.

ANSWER:

5379

4. QUESTION:

Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or non-compliance.

ANSWER:

1%

5. QUESTION:

Describe the defect or non-compliance. The description should include but not be limited to a brief summary of the nature (addressing the contributing factors, if any) physical location of the defect or non-compliance and consequence. Photographs or illustrations should be considered where appropriate.

ANSWER:

We have a concern that on the above vehicles the potential exists for the cable adjuster bracket nut on the outer sleeve of the throttle cable to become displaced from the cable abutment bracket on the engine. Should this occur, it may possibly result in limited opening of the throttle, even with the accelerator pedal fully depressed to the floor.

6. QUESTION:

With respect to a defect, furnish a chronological summary of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities and warranty claims.

ANSWER:

Total number of reports to date for the USA market place = 3,
 October 10, 1997 Date of first report from UK dealer, (RID)
 January 19, 1998 Date of first report from Greece (LHD)
 January 27, 1998 Date of first USA report
 October 17, 1997 Date of introduction of production containment

We are not aware of any accidents or injuries to any of our Jaguar product or customers.

7. QUESTION:

With respect to a non-compliance, the test results or other data on which the manufacturer determined the existence of the non-compliance.

ANSWER:

Not Applicable

8. QUESTION:

Furnish a description of the manufacturer's program for remedying the defect or non-compliance.

ANSWER:

Service action for rectification of the effected cars is attached. Launch date to be determined.

9. QUESTION:

Furnish a copy of all notices, bulletins and other communications that relate directly to the defect or non-compliance and which are sent to more than one manufacturer, distributor or purchaser. These copies are to be submitted to the Office of Defect Investigations no later than 5 days after they are first sent to manufacturers, distributors, dealers or purchasers. Note that these documents are to be submitted separately from those provided in accordance with the Part 573.8 requirements.

ANSWER:

The manufacturer's identification code for this recall is R466.

Copies of the Q & A, the Technical Service Bulletin, and a notification to dealers are attached to this document.

If you have questions on this campaign, please contact
C. Dianne Black-Nixon, Manager
Product Legislation and Compliance
201 818 8171.

WIZARD ELECTRONIC MAIL

* MESSAGE FOR: [REDACTED]
* DEPARTMENT: [REDACTED] ENGINEERING U.S.A. PRODCORP

Handwritten initials

*** FILE COPY ***

PRINTED 02/05/98 10:02 PM

SUBJ: RECALL CAMPAIGN

FROM: [REDACTED]

85V-270 (5)

DATE: 02/05/98 05:02 PM

DIST: *DLR-EZ *DLR-HZ *DSRVM *DSM *DPM *CAC *SERVICE *TRAINING MOALE SODELL
DGAMBILL DLASSITER GTEMPLE GNCGEORGE MREDMAN RTATE KHAMILTON KHILLER
3DAVIDSON

MSG: JAGUAR CARS WILL NOTIFY THE NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION (NHTSA) OF A RECALL CAMPAIGN ON 1998 XJ AND XK VEHICLES
NEXT WEEK.

THESE CARS WERE PRODUCED BETWEEN JULY 1997 AND OCTOBER 1997.
XJ SEDAN VIN RANGE B12256 TO B20782
XK SPORTS VIN RANGE 018108 TO 020807

THE ISSUE: THE POTENTIAL EXISTS FOR THE CABLE ADJUSTER BRACKET NUT
ON THE OUTER SLEEVE OF THE THROTTLE CABLE TO BECOME DISPLACED FROM
THE CABLE ABUTMENT BRACKET ON THE ENGINE. SHOULD THIS OCCUR, IT MAY
POSSIBLY RESULT IN LIMITED OPENING OF THE THROTTLE, EVEN WITH THE
ACCELERATOR PEDAL FULLY DEPRESSED TO THE FLOOR.

THE REPAIR INCLUDES CHECK OF CABLE ROUTING AND ENSURING POSITIVE
LOCATION OF THE THROTTLE CABLE IN THE BRACKET.

A QUESTION AND ANSWER SCRIPT AND OTHER DETAILS WILL BE SENT TO
ALL DEALERS AND FIELD STAFF ON FRIDAY 6 FEBRUARY 1998.

REGARDS
DIANNE BLACK-NIXON
MANAGER PRODUCT COMPLIANCE



JAGUAR CARES
555 AIA ARTHUR BOULEVARD
AIA-ROSEL NEW JERSEY 07430-2111
TELEPHONE: (201) 836-8100
FAX: (201) 818-9270

February 6, 1998

Subject: Recall R466 - 1998 MY AJ V8 Engine Limited Throttle Opening

88V-112 (1)

Attention Service Manager,

There have been limited incidences where the throttle cable becomes dislodged from the retaining bracket on AJ V8 engines.

Although this condition has only occurred on 85 vehicles worldwide, it is Jaguar's position to engage in a 100% inspection and rectification of all vehicles within the affected vin range, built between July and October 1997.

1998 XK8 VIN 018108 through 020807
1998 XJ6 VIN 812256 through 820782

This condition will only occur during deceleration, however, the customer will experience a lack of acceleration while depressing the accelerator cable after the event. All customers will be notified in compliance with NHTSA guidelines.

In view of our Jaguar Customer Care initiatives, I recommend that you review your dealer sales files for affected vehicles, personally contact the customer, and schedule an inspection appointment. The inspection and repair is normally completed within 10 minutes.

Please review the enclosed customer question and answer sheet for guidelines and technician bulletin for inspection, repair guidelines.

Sincerely,


Gary Temple
National Service Manager

GLT/tnd

cc: District Service Manager

Enclosures



SERVICE

V8 XJ Series/XK8

DATE 2/98

303-24

TECHNICAL BULLETIN

**Limited Throttle Opening –
Secure Throttle Cable Adjusting Nut –
Recall R466**

MODEL

1988 MY XK8 Range
1988 MY V8 XJ Series

VIN

D15108-02360J
S12256-820782**Issue:**

On some of the above-listed vehicles the potential exists for the adjusting nut on the outer sleeve of the throttle cable to come out of the cable bracket on the engine. Should this occur, it may possibly limit the opening of the throttle, even with the accelerator pedal fully depressed to the floor.

A simple modification, as introduced in production on both XK8 and V8 XJ Series Sedan models at the VIN's immediately following the VIN ranges listed above, is required to prevent possible movement of the adjusting nut. This involves a check of the routing of the throttle cable and ensuring positive location of the adjusting nut in the bracket.

Action:

Arrange for all XK8 and V8 XJ Series Sedan Models within the listed VIN Ranges to be examined and rectified, as necessary, following the procedure in this bulletin. Action should be taken immediately in the case of any vehicle brought into your workshop for routine servicing. Since this notice may receive publicity via the media which may cause unnecessary concern among customers, you should be prepared to perform the action on request from any transient customer who may call for advice or request immediate repair action.

Ensure that any showroom, demonstrator, or unsold used vehicle, within the VIN ranges listed, is included in this Action.

RECALL

MODIFICATION PROCEDURE

1. Open the hood and install protective fender covers.
2. All models: Looking into the engine compartment when standing by the left hand front wheel, examine the throttle cable adjusting nut and its bracket. If an existing tie-strap is present as in Illustration 2 below, no further action is required. If no tie strap is present (as in Illustration 1 below) proceed as follows:

Sedan models only: Remove both of the crosshead screws that retain the tool-box cover and the cover over the brake master cylinder. Remove both covers. On the rear engine cover, release the 1/4 turn fastener and remove the cover.

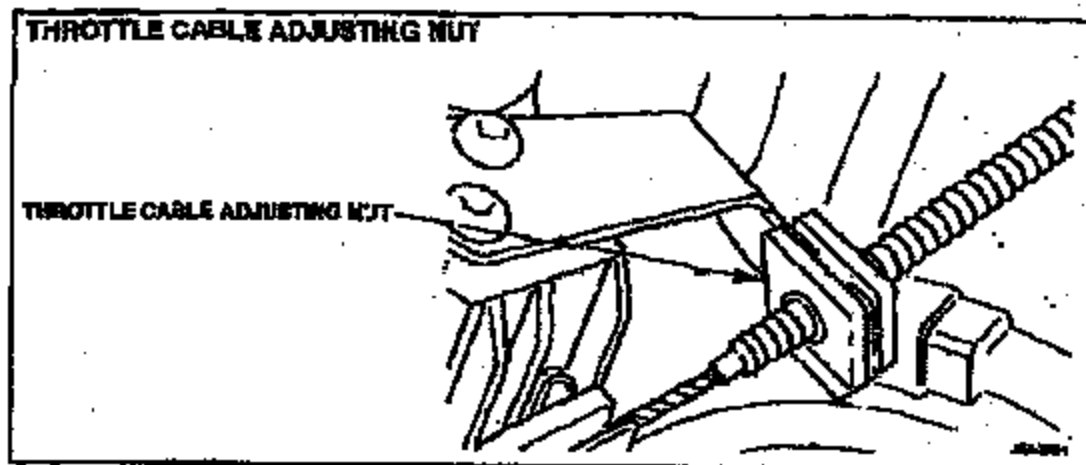


ILLUSTRATION 1

3. All models: Press the throttle cable adjusting nut fully downwards into the abutment bracket shown in Illustration 1 below.
 4. Install and fully tighten a tie-strap (Part No. ADU 9028) as shown in Illustration 2, to secure the adjusting nut in its location in the bracket. Trim off any excess from the tie-strap.
- Sedan models only:** Reinstall the rear engine cover, tool-box and master cylinder covers.

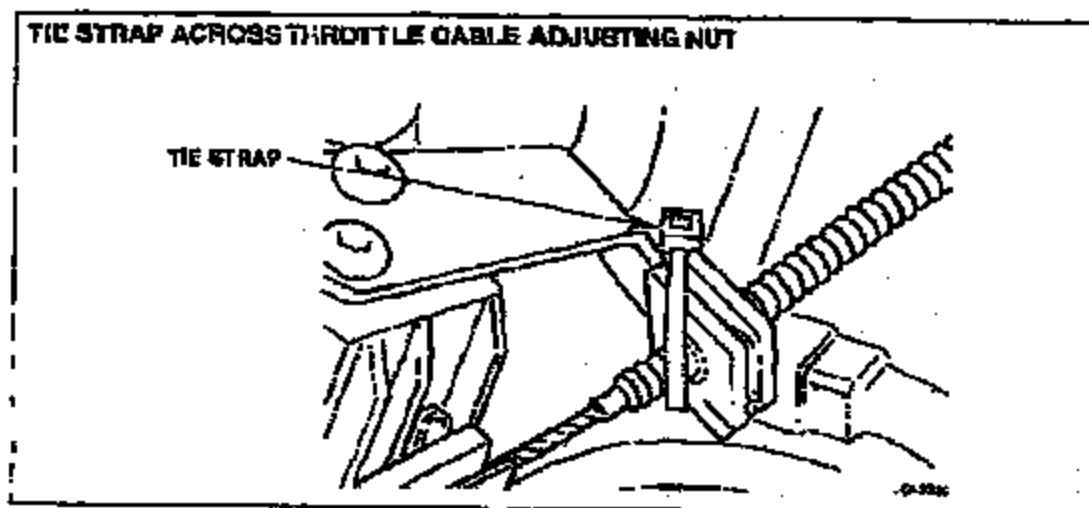


ILLUSTRATION 2

5. All models: Remove the protective fender covers and close the bonnet.

Note: Should it ever be necessary to remove the tie-strap in the course of a future Service operation, ensure that a replacement tie-strap is installed as a matter of routine on completion of the operation.

Parts Information:

<u>DESCRIPTION</u>	<u>PART NUMBER</u>	<u>QTY</u>
Reacher tie strap	ADU 9028	1

Warranty Information:

Recall Action R466

<u>VEHICLE</u>	<u>SUMMARY CODE</u>	<u>DESCRIPTION</u>	<u>TIME ALLOWANCE</u>
XK8 1998 MY VIN 018108-028807 Model codes 2830, 2840 (USA & Can.) 1830, 1840 (Mexico)	Z3	Secure tie strap around adjusting nut of throttle cable -without drive-in/out time (performed with another repair)	0.10 hrs.
XK8 1997 MY VIN 018108-020807 Model codes 2830, 2840 (USA & Can.) 1830, 1840 (Mexico)	Z5	Secure tie strap around adjusting nut of throttle cable -with drive-in/out time (only repair performed)	0.25 hrs.
XJS, XJ6L, XJR & VDP 1998 MY VIN 812256-820382 Model codes 2871, 2851, 2853 & 2914 (USA & Can.) 1871, 1853 (Mexico)	ZT	Secure tie strap around adjusting nut of throttle cable -without drive-in/out time (performed with another repair)	0.10 hrs.
XJS, XJ6L, XJR & VDP 1998 MY VIN 812256-820382 Model codes 2871, 2851, 2853 & 2914 (USA & Can.) 1871, 1853 (Mexico)	ZW	Secure tie strap around adjusting nut of throttle cable -with drive-in/out time (only repair performed)	0.25 hrs.

6 February 1998

The National Highway Traffic Safety Administration (NHTSA) will be notified on February 10, 1998 of our intent to recall 1998 XJ and XK series Jaguars built between July and October 1997. Jaguar UK will release this information 6 February to all markets.

Formal notification of owners is forecast to commence within 10-14 days. Timing will be based upon a decision to do the mailing in-house or, if we do the mailing with R.L. Polk, the mailing will commence in about 3 weeks.

As has occurred in the past, once NHTSA has released details of the campaign it will be published on the internet. Newspapers and magazines, radio and TV pick up or feature listings and make note.

This recall will be published in the "defect investigation" report that will be released by NHTSA in approximately 8 weeks.

We can anticipate we will receive calls from owners on this subject. Following are some questions the customer assistance staff may receive and corresponding information follows to help them formulate answers.

1. Question:

I read (or was told) that Jaguar is recalling 1998 models. Is my car affected?

Response:

Jaguar is recalling 1998 models built between July and October 1997. There is a safety certification label on the drivers door of your car and it lists the month and year of build if the month is 7, 8, 9, or 10 of 1997, and the VIN is between

018108-020807 for XK

812256-820782 for XJ

your car should be inspected. If on your 1998 Jaguar the VIN and build date are outside of that range, your Jaguar will have already been rectified at the factory.

2. Question:

How am I to get my Jaguar repaired.

Response:

You may contact any authorized Jaguar dealer and make an appointment to have your car repaired. If you have received an owner letter from Jaguar on this campaign, it will provide instructions to call an authorized Jaguar dealer and make an appointment for a drive in-drive out service.

3. Question:

How long will my car be tied up at the dealer.

Response:

If the dealer has the parts, the car can be driven in and driven out in about 15 minutes.

4. Question:

Can I take the car to a different Jaguar dealer for repair.

Response:

You may take your car to any authorized Jaguar dealer.

5. Question:

My dealer told me to call Jaguar Customer Relations about the recall. He doesn't know anything about it.

Response:

A notice was sent informing dealers of a recall on 5 February, and a package of more detail will arrive at dealers on 9 February. Within our normal dealer notification process, dealers are provided with a special bulletin package explaining all aspects of the procedure. However, we will contact the dealer to ensure they know all the procedures required. (Whilst the type of call from an owner indicates a communication breakdown at the dealer level, Customer Assistance representatives should provide the basic information for the customer. The representative should then contact the "offending" dealers DSM and notify him of the situation. The District Service Manager can quickly rectify the problem at the dealer.)

6. Question:

Is my car safe to drive?

Response:

There is a potential concern. You should contact an authorized Jaguar Dealer and arrange an appointment. Less than one percent of the cars worldwide have experienced this problem.

7. Question:

How would I know if my car was experiencing the fault covered in the owner notification, or in the press release.

Response:

The symptom experienced would be that of a loss of acceleration or a sluggish throttle response.

8. Question:

I own a used Jaguar. How can I get recall work completed.

Response:

This recall affects only 1998 Jaguars built from July 1997 through October 1997 and within the VIN range 018108-020807 for XK: 812254-8207282 for XJ. No other Jaguars are affected by this recall.

9. Question:

I read about this recall in the newspaper. Why wasn't I notified directly by Jaguar.

Response:

Owners addresses are determined based upon our records and vehicle registration data provided by individual states. In most cases, an owner who does not receive a notification has recently changed addresses and thus the records are not up to date. So even in the best of cases it takes a while to reach owner.

We will be happy to provide you with a change of address card for you to complete and return to Jaguar.

Regardless, if there is a problem you need not wait for a notification from Jaguar to have the work completed by an authorized Jaguar dealer.

10. Question:

The nearest authorized Jaguar dealer is too far away from my home. Could Jaguar send me the parts so that my technician can do the repairs.

Response:

No, the diagnosis and repair must be performed by an authorized Jaguar dealer. This benefits both the consumer and Jaguar by ensuring quality control of repairs and proper record keeping. Jaguar will stand behind recalls and continue to warrant the system only if the work is performed by an authorized dealer. However, for emergency repairs contact Customer Assistance Center (CAC) at 1-800-4-Jaguar and select Option#3.

11. Question:

I'm too far from a dealer. Who will pay for my transportation.

Response:

There is no provision for substitute transportation or any other incidental expenses. Should you experience a problem having this taken care of, please contact CAC at 1-800-Jaguar and select option #3.

12. Question:

My dealer says he cannot get the parts to repair my car.

Response:

Your dealer can order the parts that are needed and we will do our best to get them to him as quickly as possible.

13. Question:

Why has Jaguar taken this action?

Response:

Displacement of the accelerator cable from its retaining bracket may, in extreme circumstances, cause loss of acceleration. We would emphasize that there have been no accidents or injuries as a result of this concern.

14. Question:

What is the root cause?

Response:

The concern is the result of a deviation in production tolerances in the manufacture of the throttle cable retention bracket.

15. Question:

Under what circumstances does the problem occur?

Response:

The condition can only occur on vehicle deceleration. The driver will notice it when trying to accelerate.

16. Question:

How many incidents of the faulty throttle cable retention have occurred?

Response:

In North America there have been three.

17. Question:

How many cars are in the affected production range?

Response:

Jaguar dealers are inspecting 11,221 vehicles worldwide. In North America there are 5379 in the USA, 270 in Canada, 57 in Mexico.

18. Question:

Is there any warning that the problem is about to happen?

Response:

No.

19. Question:

Could the problem cause the driver to lose control of the car?

Response:

There is no effect on any other system of the car. The driver, therefore, retains full control of steering and braking systems.

20. Question:

Have there been any accidents or injuries as a result of these incidents?

Response:

No.

21. Question:

When did the incidents take place and why was no action taken at that time?

Response:

The first incident was reported on 10 October 1997. Immediate action was taken to introduce a modification into production while Jaguar engineers endeavored to establish the root cause of the concern.

This production modification was implemented within six days of the first incident. At the same time, additional process checks were introduced at the supplier to ensure that the bracket remained within tolerance.

Meanwhile, Jaguar was in the process of monitoring cars made before the introduction of the modification and revised process check when further incidents were reported November/December 1997, and Jaguar was then able to reaffirm this the root cause.

22. Question:

What action will the dealers take?

Response:

Customers of vehicles within the affected VIN range are being asked to arrange for an inspection of the throttle cable retention bracket. This inspection will be performed free of charge.

23. Question:

Which markets are affected?

Response:

The action we are taking affects all cars produced within the specified production range and is not market dependent.

24. Question:

Do all dealers have the necessary parts in stock?

Response:

Parts are readily available to carry out this campaign.

25. Question:

How many recalls has Jaguar made in recent years?

Response:

This is only the third recall the company has made in the past five years, as a result of an ongoing quality assessment program.

98V-02 (19)

February 1998

Dear Owner Name:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Jaguar Cars has decided that a defect which relates to motor vehicle safety exists in 1998 XK8s and XJ sedans. On the vehicles concerned, the potential exists that the throttle cable could become detached from a bracket on the engine.

Should this occur, the most likely effect would be that a greater than expected movement of the accelerator pedal would be required to raise the engine speed above idling and that possibly only a limited throttle opening would be achieved with the pedal fully depressed to the floor. The acceleration and maximum speed of your car would be severely restricted. This condition may result in an accident due to a lack of acceleration.

Upon receipt of this letter, we would ask you to contact an authorized Jaguar dealer to arrange an appointment for an inspection of your car and a modification to be carried out to bring your car up to the latest specification. As the necessary work will take only a few minutes, it should be possible to undertake this work on a "while you wait" basis - you should be on the road again within 20 minutes of bringing your vehicle in for the service appointment. The work will, of course, be undertaken entirely free of charge.

Should your dealer fail to remedy the defect without charge within a reasonable period of time, we would encourage you to call Jaguar Customer Assistance at 1-800-4Jaguar option 3. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call the toll free National Safety Hotline at 1-800-424-9093. (Please advise D.C. area residents may call toll free 0123).

Sincerely yours,

XXXXXXXXXX



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, DC, 20000

APR 9 1998

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Ms. C. Dianae Black-Nixon
Manager, Product Legislation and Compliance
Jaguar Cars
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

NSA-111paw
98V-022

Dear Ms. Black-Nixon:

This acknowledges receipt of the Defect Information Report dated February 9, 1998, submitted in accordance with 49 CFR Part 573, "Defect and Noncompliance Reports." This recall involves 5,379 Jaguar Cars (Jaguar) 1998 XK8 and XJ sedan series manufactured from July 2, through October 17, 1997. The cable adjuster bracket nut on the outer sleeve of the throttle cable can become displaced from the cable adjustment bracket on the engine. The assigned recall identification number for this recall is 98V-022 *Jaguar Safety Recall No. R440*.

Jaguar is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage, or ownership. You should know that the agency provides a listing of safety recalls to the media at the end of each month. This recall will be a part of that listing.

ADDITIONAL INFORMATION REQUIRED

In order for us to complete our file on this matter, please provide the date owner notification began and also a final copy of the owner notification letter.

Please provide this information, referencing the National Highway Traffic Safety Administration's identification codes on page 1 of this letter, to this office by **April 30, 1998.**

QUARTERLY STATUS REPORTS

As stated in Part 573.6, submission of the first of six consecutive quarterly status reports is required within 1 month after the close of the calendar quarter in which notification to purchasers begins. As stated in your report, owner notification is expected to begin during February 1998. If owner notification begins during this time period, the first quarterly report for this recall will be due by April 30, 1998. In the case where the recall appears to be completed, quarterly reporting is required until your company is notified otherwise by this office.



Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 548127

Summary:

ENGINE FAILED ON TWO OCCASIONS WHILE DRIVING AT A SPEED OF FIFTY MILES PER HOUR. MJS

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 747830

Summary:

I PURCHASED A 1998 JAGUAR XJ8 FROM PEYTON CRAMER JAGUAR IN JULY OF 1998, VIN # SAJHX1240WC842852. SINCE THAT TIME I HAVE HAD A REPEATED PROBLEMS WITH ENGINE STALLING AT FREEWAY SPEEDS (55-70 MPH). THIS OCCURS WITH NO WARNING, AND PLACES MY FAMILY AND ME AT RISK. WHEN THE ENGINE STALLS I HAVE TO DRIFT OVER TO THE RIGHT LANE, AGAINST THE FLOW OF TRAFFIC SO THAT I CAN PARK THE CAR. ONLY THEN CAN I RESTART THE ENGINE, SINCE IT MUST BE STARTED IN THE "PARK" SHIFTER POSITION.*AK

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 757521

Summary:

WHILE DRIVING ON THE FREEWAY MY CAR DIED OUT EVEN THOUGH MY PEDAL WAS TO THE FLOOR. IT WAS THE MOST FRIGHTENING EXPERIENCE OF MY LIFE AND I FEARED FOR MY SAFETY. I WAS A MIRACLE I WAS NOT KILLED. *AK

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 764675

Summary:

THIS IS THE 5TH OCCURRENCE OF THIS ENGINE STALLING AT HIGHWAY SPEED. PRIOR STALLINGS OCCURRED ON 2/8/98, 7/14/99,

10/19/00,11/17/00 AND FINALLY TODAY: 7/24/02. MULTIPLE ATTEMPTS HAVE BEEN MADE BY THE DEALER TO SOLVE THIS PROBLEM, AND YET IT PERSISTS AS A SAFETY MATTER. I DO NOT ALLOW MY WIFE TO DRIVE THE CAR. ONE ADDITIONAL COMMENT, IT IS NO FUN TO BE AT FREEWAY SPEED AND FIND THAT YOUR CAR HAS SUDDENLY STOPPED RUNNING.*AK

Make: JAGUAR
 Model: XJ8
 Year: 1998
 Complaint Number: 858640

Summary:

RECALL 98VO22000; CABLE ADJUSTMENT BRACKET NUT ON THE OUTER SLEEVE OF THE THROTTLE CABLE CAN BECOME DISPLACED FROM THE CABLE ADJUSTMENT BRACKET. RECALL REMEDY DID NOT CORRECT THE PROBLEM, PLEASE GIVE ANY FURTHER DETAILS.*AK

Make: JAGUAR
 Model: XJ8
 Year: 1998
 Complaint Number: 865509

Summary:

IN THE MORNING WHEN CONSUMER STARTS VEHICLE AND PUTS IT IN REVERSE, VEHICLE JUMPS. ALSO, CONSUMER STATED THAT HE HAS TO PUT VEHICLE IN NEUTRAL TO STOP THE JERKING MOVEMENT.*AK WHILE DRIVING AT 60-65 MPH AND 30-40 MPH ENGINE CUTS OFF. *YH

Make: JAGUAR
 Model: XJ8
 Year: 1998
 Complaint Number: 10000822

Summary:

1998 JAGUAR XJ8 - ENGINE STALLS WITHOUT WARNING WHEN CAR IS DRIVING AT HIGHWAY SPEEDS. ONLY STALLS WITH SPEEDS OVER 55 MPH. HAVE TAKEN AUTO TO DEALERSHIP NUMEROUS TIMES AND THEY HAVE NOT BEEN ABLE TO FIX PROBLEM YET. I HAVE SAFETY CONCERNS WITH THIS PROBLEM. THIS IS NOT A NEW PROBLEM WITH THIS YEAR AND MODEL. NO FACTORY RECALLS HAVE BEEN ISSUED FOR THIS PROBLEM.
 *JB

Make: JAGUAR

Model: XJ8
Year: 1998
Complaint Number: 10000822

Summary:

1998 JAGUAR XJ8 - ENGINE STALLS WITHOUT WARNING WHEN CAR IS DRIVING AT HIGHWAY SPEEDS. ONLY STALLS WITH SPEEDS OVER 55 MPH. HAVE TAKEN AUTO TO DEALERSHIP NUMEROUS TIMES AND THEY HAVE NOT BEEN ABLE TO FIX PROBLEM YET. I HAVE SAFETY CONCERNS WITH THIS PROBLEM. THIS IS NOT A NEW PROBLEM WITH THIS YEAR AND MODEL. NO FACTORY RECALLS HAVE BEEN ISSUED FOR THIS PROBLEM. *JB

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 10001379

Summary:

CONSUMER STATES ENGINE STALLS INTERMITTENTLY WITHOUT WARNING. DEALER HAS CHECKED 4X. DEALER HAS BEEN ABLE TO DUPLICATE PROBLEM, BUT CAN NOT DETERMINE THE CAUSE.

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 10003012

Summary:

98 JAGUAR XJ8. ENGINE STALLS WITHOUT WARNING AT FREEWAY SPEEDS. JAGUAR DEALER SERVICE REP INDICATED THIS WAS SOMETHING THAT IS NOT UNCOMMON. THROTTLE BODY STATED TO BE THE CAUSE OF THE FAILURE, ACCORDING TO DEALER SERVICE REP. VERY DANGEROUS SITUATION. IT HAS HAPPENED 5 TIMES. PLS ADVISE IF THIS IS BEING INVESTIGATED. I HAVE COPIES OF PREVIOUS COMPLAINTS FROM WEB SITE.

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 10003024

Summary:

WE HAVE HAD REPEATED COMPLETE POWER FAILURES WHILE DRIVING OUR JAGUAR XJ8 - 1998. THE POWER FAILURES HAVE OCCURRED ON THE HIGHWAY AND HAVE CAUSED US TO PULL OVER

TO EITHER THE INSIDE OR OUTSIDE LANES. HAVE TAKEN THE CAR TO THE DEALERSHIP: APRIL 2001 - COULDN'T REPLICATE THE PROBLEM IN THE SHOP, BUT REPLACED THE ECM. JUNE 2001 - THROTTLE WAS ADJUSTED AND THEY REPLACED 4 RELAYS. JAN2002 - REPLACED A STUCK THERMOSTAT AND CLEANED THE GASKETS. MAY 2002 - THEY DROVE THE CAR 181 MILES TO REPLICATE, CLEANED ALL PARTS AND REPLACED THE CED SENSOR. CAR RETURNED TO SERVICE CENTER ON 12/17/02 FOR SAME PROBLEM.

Make: JAGUAR
 Model: XJ8
 Year: 1998
 Complaint Number: 10008569

Summary:

THIS IS THE 6TH TIME THIS CAR HAS STALLED AT HIGHWAY SPEED WITHOUT WARNING. PRIOR SUBMITTAL HAVE BEEN MADE TO NHTSA (SEE ODI 74783 AND 76465). I CONSIDER THIS A SERIOUS SAFETY ISSUE. I CANNOT ALLOW MY WIFE TO DRIVE THE CAR. JAGUAR HAS MADE 5 ATTEMPTS TO CORRECT THE PROBLEM BUT HAS FAILED EACH TIME. ON AVERAGE I HAVE SUFFERED THIS SAFETY RELATED FAILURE ON AVERAGE, EVERY 261 DAYS!**** DIMS 11 IVOQ ENTRY POSTED AFTER 12/12/02 CUT-OVER TO ARTEMIS****769759. *AK *JB

Make: JAGUAR
 Model: XJ8
 Year: 1998
 Complaint Number: 10031410

Summary:

CONSUMER STATES THAT WHILE DRIVING AND WITH NO WARNING VEHICLE WILL STALL, AND IT WILL BE HARD FOR THE CONSUMER TO CONTROL THE VEHICLE. DEALER NOTIFIED. *AK

Make: JAGUAR
 Model: XJ8
 Year: 1998
 Complaint Number: 10040226

Summary:

PROBLEM WITH VEHICLE'S THROTTLE PLATE. *MR CONSUMER EXPERIENCED THIS FAILURE TWICE WHILE TRAVELING ON THE HIGHWAY. VEHICLE COMPLETELY LOST ALL POWER. THE FIRST REPAIR FAILED AFTER THE YEAR WARRANTY EXPIRED ON THE THROTTLE PLATE. THE SECOND REPAIR FAILED AND THE CONSUMER HAD TO REPLACE THE THROTTLE PART FOR \$1800. *PH *JB

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 10046667

Summary:

VEHICLE HAS EXPERIENCED MULTIPLE ENGINE STALLINGS WHILE DRIVING AT HIGHWAY SPEEDS. *MR ON MANY OCCASIONS, THE VEHICLE STALLED AND FELT AS IF THE FUEL HAD BEEN SHUT OFF. THE IGNITION WAS TURNED OFF AND THE CONSUMER RESTARTED THE ENGINE. THE DEALER DETERMINED THAT THE THROTTLE BODY FAILED AND PERFORMED TSB # 310-05. THE EMS RELAY WAS REPLACED, FUEL INJECTION RELAY, THROTTLE MOTOR RELAY, IGNITION COIL RELAY, STARTER RELAY, FUEL PUMP RELAY AND BOTH IGNITION POSITIVE. *SCC *JB

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 10013653

Summary:

WHILE TRAVELING ON THE FREEWAY AT 70 MPH, THE ENGINE SHUTS OFF. HAVE TAKEN IT TO THE DEALER 6 TIMES IN THE LAST 3 MONTHS OF 2003 TO HAVE FIXED. SUPPOSEDLY THEY REPLACED THE ENGINE ON THE THIRD SERVICE TIME, BUT WITHIN 4 DAYS THE SAME PROBLEM OCCURRED WHILE DRIVING ON THE HIGHWAY. I AM AFRAID TO DRIVE THIS CAR. EACH TIME I TAKE IT TO THE DEALER FOR SERVICE THEY INSIST THE PROBLEM IS FIXED, YET THE SAME THING KEEPS HAPPENING, THE ENGINE SHUTS OFF FOR NO REASON. THE DEALER HAS TOLD ME THEY DO NOT KNOW WHY THIS IS HAPPENING AND SUPPOSEDLY THEY TAKE IT FOR A TEST DRIVE AND IT DOESNT HAPPEN FOR THEM. *NLM

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 10015702

Summary:

THE VEHICLE STALLED ON SEVERAL OCCASIONS, AND THE WINDSHIELD WIPERS DID NOT TURN OFF. THE SERVICE DEALER TOLD THE CONSUMER THEY NEEDED TO CLEAN AND ADJUST THE THROTTLE HOUSING, AND THE VEHICLE WAS DESIGNED TO STALL

WHEN MAINTENANCE WAS NEEDED. MR SCC *JB

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 10019176

Summary:

THE 1998 XJ8 WHILE AT HIGHWAY / INTERSTATE SPEED 55 AND UP HAS GONE INTO LIMP OR STALL MODE AT RANDOM (6 TIMES IN THE PAST 18 MONTHS) EXPOSING THE OCCUPTANTS TO SEVERE TRAFFIC HAZARDS FROM FAST MOVING VEHICLES. THE VEHICLE COAST TO A STANDSTILL AND MUST BE PUT IN PARK TO RESTART. THE JAGUAR DEALER HAS CHANGED OUT PARTS BUT THE PROBLEM CONTINUES. MANY 1998 JAGUAR OWNERS HAVE REPORTED THE SAME PROBLEM. THE LAST INCIDENT WAS MAY 18, 2003

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 10021396

Summary:

ENGINE STALLS AT HIGHWAY SPEEDS WITH NO ADVANCE WARNING. POWER STEERING AND POWER BRAKES ARE THEREFORE ALSO INOPERABLE. VEHICLE MUST BE COASTED IN THIS CONDITION TO A STOP AND PUT IN "PARK" BEFORE IT WILL RESTART. THIS OBVIOUSLY IS A LIFE-THREATENING MANEUVER IN MULTIPLE LANES OF 70 MPH TRAFFIC. DEALER HAS ATTEMPTED SEVERAL TIMES TO REPAIR VEHICLE. *AK CONDITION HAS OCCURED MULTIPLE TIMES; THE DATE BELOW IS THE MOST RECENT.

Make: JAGUAR
Model: XJ8
Year: 1998
Complaint Number: 10024745

Summary:

CONSUMER STATES WHILE DRIVING AT 60MPH AND WITH NO WARNING THE VEHICLE SHUT OFF, CAUSING CONSUMER TO PULL OFF THE ROAD. DEALER HAS BEEN NOTIFIED. *AK

Make: JAGUAR

Model: XJ8
Year: 1998
Complaint Number: 10031038

Summary:

WHILE TRAVELING ON THE FREEWAY AT SPEED OF APPROX. 60 MILES PER HOUR THE VEHICLE LOST THE ABILITY TO ACCELERATE AND COASTED TO A STOP. FORTUNATELY I WAS ABLE TO PULL OVER AND RESTART THE CAR. THE LOSS OF POWER RESULTED IN A VERY DANGEROUS SITUATION ON ONE OCCASION AS I WAS STUCK BETWEEN A CEMENT TRUCK IN FRONT AND A CAR CARRIER TO THE REAR. I DEFINITELY FEARED FOR MY LIFE. AFTER THE THIRD EVENT I CONTACTED RUSNAK JAGUAR IN PASADENA AND THEY TOLD ME THE PROBLEM WAS DUE TO CARBON BUILDUP IN THE THROTTLE BODY AND THE SOLUTION IS TO REMOVE THE THROTTLE BODY AND CLEAN AND READJUST. I HAD THIS WORK DONE ON THE 50,000 MILE SERVICE AT A COST OF \$200. I WAS TOLD THIS PROBLEM IS ONLY ON THE 1998 AND 1999 MODELS AND THAT A "FIX" CAME ON LATER MODELS. I BELIEVE A RECALL IS IN ORDER ON THIS CAR. *PH

Make: JAGUAR

Model: XJ8

Year: 1998

Complaint Number: 8023013

Summary:

CONSUMER STATES VEHICLE STALLS WHILE DRIVING AT ANY SPEED WITH OUT ANY REASON, DEALER HAS INSPECTED THE VEHICLE SEVEN TIME AND COULD NOT DUPLICATE OR CORRECT THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. TS

Automotive Recalls and Technical Service Bulletins for 1998 Jaguar XJ-8 Sedan V8-3996cc 4.0L DOHC (AJ26) SFI.

Provided by ALLDATA



[Click Here For Full Technical Service Bulletins, Recall Information & More](#)

Bulletins for 1998 Jaguar XJ-8 Sedan V8-3996cc 4.0L DOHC (AJ26) SFI

General Recalls

TSB Number	Issue Date	TSB Title
1. 303-24	FEB 98	Campaign - Securing Throttle Cable Ac

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 204-17	APR 03	Wheels/Tires - Vibration/Shimmy
2. 303-54	JUN 02	Cooling System - Engine Overheating
3. 303-55	JUN 02	Engine Controls - Hard/No Start Diagn
4. 303-48	MAY 02	Heater Hoses - Coolant Leaks
5. 206-07	APR 02	A/T Selector Lever - Difficult to Shi
6. 6-98	APR 02	JTIS Workshop Manual - CD-ROM
7. 501-51	APR 02	Seat/Steering/Mirror Memory System -
8. 1-130	MAR 02	WDS - JTP 759/13 Software
9. 3-175	MAR 02	Warranty - Re-acquired Coverage
10. 418-08	FEB 02	Battery - Discharges
11. 310-06	FEB 02	Engine - No Start/Idle/Driveability
12. 303-51	FEB 02	Engine - Oil Leaks from Oil Filter
13. 501-48	FEB 02	Front Passenger Seat - Rattles When l
14. 204-16	AUG 01	Suspension - Stabilizer Bar Bushings l
15. 206-04	JUN 01	Brakes - Judder/Shudder/Pulsation
16. 204-15	APR 01	Wheels/Tires - Steering wheel/Seats \
17. 204-11	FEB 01	Suspension - Revised Front Bushings/F
18. 204-13	NOV 00	Engine/Wheels - Revised Dipstick/Infl
19. 501-38	DEC 99	Console - Cupholder Assembly Replacem
20. 303-35	NOV 99	Engine Performance - Difficult Cold S
21. 100-15	NOV 99	JTIS 8 - Electrical Guides, DTC Summa
22. 303-34	OCT 99	ECM - Replacement Questionnaire
23. 310-06	OCT 99	Engine - No Start/Unsatisfactory Idle
24. 303-38	OCT 99	Engine - Poor Start, Fuel Line Knocki
25. 418-13	OCT 99	Front Bumper Harness - Revised, Short
26. 501-32	SEP 99	Door Mirrors - Wind Noise
27. 6-75	SEP 99	JTIS - Shop Manual Issue 8
28. 1-108	SEP 99	PDU - Software Updates
29. 100-10	AUG 99	Engine Oil - Revised Viscosity Rating
30. 6-73	JUL 99	JTIS - CD ROM Shop Manual Issue 7

31.	1-106	JUL 99	PDU - Software Update
32.	419-09	JUN 99	Bulletin - Non-NAS
33.	1-102	JUN 99	ECM - Cold Start Reflash
34.	501-31	JUN 99	Front Undertray - Detached Mountings
35.	6-72	JUN 99	JTIS - CD ROM Workshop Manual
36.	1-103	JUN 99	PDU Software - JTP 627/5 Update
37.	1-104	JUN 99	PDU Software - MPA Lock Up/Recovery &
38.	211-04	JUN 99	Steering Column Cassette - Replacement
39.	910-06	APR 99	Center High Mounted Stop Light - Rati
40.	100-10	APR 99	Engine Oil Viscosity - Revised Rating
41.	1-100	APR 99	PDU - New Software
42.	412-04	MAR 99	A/C System - Flush After Compressor F
43.	501-30	MAR 99	Child Seat Mounting Eyes - Installati
44.	415-07	MAR 99	Radio Station - Breaks in Reception
45.	413-04	FEB 99	Instruments - Erratic Operation
46.	501-29	FEB 99	Seat Belt Pretensioners - Handling Pr
47.	600-02	FEB 99	Vehicle - Pressure Wash, Cleaning, De
48.	307-09	JAN 99	A/T - Pressure Regulators Incorrectly
49.	920-04	JAN 99	PDU Software - New Available
50.	303-31	DEC 98	Cylinder Head - Replacement Preparati
51.	303-30	DEC 98	Engine - Rattle Noise on Start Up
52.	211-03	DEC 98	Power Steering - Diagnosis/Pressure 1
53.	204-08	DEC 98	Wheels & Hubs - Corrosion Prevention
54.	206-07	NOV 98	Brake Switch - Simplified Inventory
55.	204-10	NOV 98	Rear Suspension Hub Carrier Bolts - 1
56.	501-26	NOV 98	Sliding Roof - Diagnosis & Repair
57.	412-05	OCT 98	A/C System - Musty Odor On Vehicle St
58.	501-18	OCT 98	Glass - Bonding Procedure & Materials
59.	419-07	OCT 98	Non-North American Specification Bul
60.	310-04	OCT 98	Tool - Fuel System Pressure Testing/C
61.	303-13	SEP 98	Engine Block Heater - Service Action
62.	413-03	SEP 98	I/P - Intermittent Illumination/False
63.	303-29	SEP 98	Spark Plugs - Poor Idle Quality/Gap F
64.	414-04	SEP 98	Telephone - Interference Noise During
65.	501-23	AUG 98	Body - Approved Repair Products
66.	413-02	AUG 98	Control Modules - PECUS Display Messa
67.	100-11	AUG 98	JTIS - Shop Manual CD-ROM
68.	920-03	AUG 98	PDU Software - New
69.	501-22	AUG 98	Rear View Mirror - Detached From Wind
70.	303-28	AUG 98	Tool - Camshaft Drive Revised Procedu
71.	413-01	AUG 98	Trip Computer - Operation
72.	910-03	JUL 98	Alternator - Cooling Duct Vibration &
73.	910-04	JUL 98	Bulkhead - Squeak/Rattles or Groan No
74.	418-07	JUN 98	Electrical Guide - Supplemental Infor
75.	501-21	JUN 98	Leather Upholstery - Maintenance & Ca
76.	303-27	JUN 98	P/S Pump - Pulley Bolt Inspection
77.	418-09	JUN 98	Trunk Fuse Box - Fuse Identification
78.	303-26	MAY 98	Cylinder Heads - Oil Weepage
79.	414-03	MAY 98	Electrical System - Quiescent (Parasi
80.	309-01	MAY 98	Fuel System - Sulfur (Rotten Egg) Ext
81.	206-06	MAY 98	Tool - ABS Rotor Nut Socket Tool
82.	204-04	MAY 98	Tool - Subframe Bushing
83.	26-17	APR 98	Cooling System - Revised Engine Coola
84.	303-25	APR 98	Cooling System - Thermostat Sticking
85.	910-01	APR 98	Interior - KRYTOX (R) Fluid For Squea
86.	206-05	APR 98	Non NAS - Bulletin

87.	412-03	APR 98	Tool - A/C System Ultraviolet Dye Lea
88.	303-22	MAR 98	Tool - Crankshaft Rear Seal Remover/
89.	303-21	MAR 98	Tool - Valve Seat Cutter Pilot
90.	303-20	MAR 98	Tools - Engine Lifting Brackets
91.	303-14	FEB 98	Cooling System - Low Coolant Warning
92.	501-20	FEB 98	Paint - Codes
93.	7-14	FEB 98	Recall - Throttle Cable Adjusting Nut
94.	303-17	FEB 98	Tool - Quick Fit Connector
95.	303-19	FEB 98	Tools - Crankshaft/Connecting Rod
96.	205-04	FEB 98	Tools - Differential Pinion Seal
97.	204-05	FEB 98	Tools - Monostrut Bushing Replacement
98.	418-06	JAN 98	DTC P1638, P1798 - Diagnosis Informat
99.	415-06	DEC 97	In-Car Entertainment - Radio Selectak
100.	6-61	DEC 97	JTIS - Issue 3 Workshop Manual CD ROM
101.	6-60	DEC 97	Multimedia Computer System - New 2.0
102.	205-03	DEC 97	Pinion Seal - Oil Leak
103.	1-90	DEC 97	Tool - OBDII Generic Scan Tool (GDS 5
104.	2-65	DEC 97	Vehicle - Introductory Multimedia Tra
105.	501-06	NOV 97	Cup Holder Assembly - Broken
106.	303-12	NOV 97	Elevated Idle Speed - Cold Start and
107.	4-12	NOV 97	Maintenance - Routine Service Times
108.	920-02	NOV 97	PDU Software - Upgrades
109.	414-01	OCT 97	Battery - Disconnect Prior to Control
110.	3-159	OCT 97	Closed Service Actions - No Longer Wa
111.	204-02	OCT 97	Front Wheel Hub - Accumulation of Exc
112.	419-05	OCT 97	Garage Door Opener - Programming Proce
113.	920-01	OCT 97	Jaguar Vibration Analyzer - PDU 6000
114.	1-89	OCT 97	PDU - Software Issue 1055
115.	1-87	OCT 97	PDU - Vibration Analyzer
116.	501-09	OCT 97	Paint - Introduction of Water Base Co
117.	501-16	OCT 97	Seat Mounted Side Airbags - Do not Ir
118.	3-160	OCT 97	Service Actions - Perform During Next
119.	6-59	OCT 97	Technical Training - Workshop Informa
120.	303-18	OCT 97	Tool - Test Adapter For Oil Pressure
121.	1-86	OCT 97	Tools - Essential for Overall Vehicle
122.	3-158	OCT 97	Wood Veneer Repair Program
123.	307-03	SEP 97	A/T - ZF 5HP 24E Valve Body Replaceme
124.	307-02	SEP 97	A/T Fluid Level - Checking
125.	5-25	SEP 97	Engine - Setup Using PDU
126.	6-58	AUG 97	Airbags - Deactivation Service Kits
127.	001-21	MAR 97	Air Bag Warning Label - Mandatory Ins
128.	60-7	FEB 96	Steering - Pull Correction Procedure

[[Select a different engine](#) | [Select a different model](#) | [Select a different make](#) | [Select a different year](#)]

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Technical Service Bulletins Summary

Make:	JAGUAR
Model:	XJ
Year:	1996
Service Bulletin Number:	30335

Summary Description:

CUSTOMERS MAY COMPLAIN OF DIFFICULTY IN STARTING THE ENGINE, FROM COLD, ON VEHICLES WITHIN CERTAIN VIN RANGES, UNDER CERTAIN RUNNING CONDITIONS. *TT



Technical Service Bulletins Summary**Make:** JAGUAR**Model:** XJ**Year:** 1998**Service Bulletin Number:** 303-33**Summary Description:**

SOME VEHICLES WITHIN VARIOUS VIN RANGES MAY EXPERIENCE DIFFICULTY IN STARTING THE ENGINE WHEN COLD. *TT

*Secondary Issue***Technical Service Bulletins Summary****Make:** JAGUAR**Model:** XJ**Year:** 1996**Service Bulletin Number:** 20604**Summary Description:**

THIS BULLETIN PROVIDES GENERAL BACKGROUND INFORMATION TO ASSIST IN RESOLVING A CUSTOMER COMPLAINT OF BRAKE VIBRATION OR JUDDER. *TT



Technical Service Bulletins Summary

Make:	JAGUAR
Model:	XJ
Year:	1996
Service Bulletin Number:	50136
Summary Description:	CONCERN WITH UNEVEN OPERATION OF WINDOWS OR SLIDING ROOF. *TT

Recalls Summary

primary issue

Make:	JAGUAR
Model:	XJ
Year:	1998
Recall Number:	98V022000

Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE CABLE ADJUSTER BRACKET NUT ON THE OUTER SLEEVE OF THE THROTTLE CABLE CAN BECOME DISPLACED FROM THE CABLE ABUTMENT BRACKET ON THE ENGINE.

Consequence:

SHOULD THIS OCCUR, LIMITED OPENING OF THE THROTTLE WILL OCCUR, EVEN WITH THE ACCELERATOR PEDAL FULLY DEPRESSED TO THE FLOOR.

Remedy:

DEALERS WILL INSPECT THESE VEHICLES AND MODIFY THE THROTTLE CABLE SYSTEM.

Notes:

OWNER NOTIFICATION BEGAN MARCH 16, 1998. 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-JAGUAR (1-800-452-4827), OPTION #3. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).



Technical Service Bulletins Summary**Make:** JAGUAR**Model:** XJ**Year:** 1998**Service Bulletin Number:** 31006**Summary Description:**

CUSTOMERS MAY COMPLAIN OF NO-START OR IDLE/DRIVEABILITY ISSUES DUE TO THE THROTTLE BODY BORE AND THROTTLE BLADE BECOMING COATED WITH A SOFT STICKY CARBON DEPOSIT. *TT



Technical Service Bulletins Summary

Make:	JAGUAR
Model:	XJ
Year:	1998
Service Bulletin Number:	60003

Summary Description:

SERVICE ACTION S474 REGARDING ROUTINE CLEANING PROCEDURES FOR VEHICLES EXPERIENCING PARTIAL BLOCKAGE OF THE RESTRICTER IN THE ENGINE PART-LOAD BREATHER. *TT



JAGUAR

RE: S-514 Service Action – Closed Throttle Operation

JAGUAR CARS
555 MacARTHUR BOULEVARD
MAHWAH NJ 07430

Dear Jaguar Owner:

T 800 4 JAGUAR
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.

	<p>CONSUMER COMPLAINT: ODI Case Number: 754675</p> <p>Component: ENGINE</p> <p>Details: THIS IS THE 5TH OCCURRENCE OF THIS ENGINE STALLING AT HIGHWAY SPEED. PRIOR STALLINGS OCCURRED ON 12/8/98, 7/14/99, 10/19/00, 11/17/00 AND FINALLY TODAY: 7/24/02. MULTIPLE ATTEMPTS HAVE BEEN MADE BY THE DEALER TO SOLVE THIS PROBLEM, AND YET IT PERSISTS AS A SAFETY MATTER. I DO NOT ALLOW MY WIFE TO DRIVE THE CAR. ONE ADDITIONAL COMMENT, IT IS NO FUN TO BE AT FREEWAY SPEED AND FIND THAT YOUR CAR HAS SUDDENLY STOPPED RUNNING.*AK</p> <p>Cause: DESIGN</p> <p>Result: STALLS</p> <p>Occurrences: 5 Injuries: 0</p> <p>Fall Date: 07/24/2002 Deaths: 0</p> <p>Internal use: 8/16/2002</p>
<input type="checkbox"/> Check to include on Custom Report <input type="checkbox"/> Create Custom Report	<p>CONSUMER COMPLAINT: ODI Case Number: 757521</p> <p>Component: ENGINE</p> <p>Details: WHILE DRIVING ON THE FREEWAY MY CAR DIED OUT EVEN THOUGH MY PEDAL WAS TO THE FLOOR. IT WAS THE MOST FRIGHTENING EXPERIENCE OF MY LIFE AND I FEARED FOR MY SAFETY. I WAS A MIRACLE I WAS NOT KILLED. *AK</p> <p>Cause: ERRATIC OPERATION, POOR PERFORMANCE</p> <p>Result: STALLS</p> <p>Occurrences: 1 Injuries: 0</p> <p>Fall Date: 01/10/2002 Deaths: 0</p> <p>Internal use: 2/12/2002</p>
<input type="checkbox"/> Check to include on Custom Report <input type="checkbox"/> Create Custom Report	<p>CONSUMER COMPLAINT: ODI Case Number: 754582</p> <p>Component: ENGINE</p> <p>Details: NO SUMMARY LISTED FOR ABOVE VEHICLE. *AK</p> <p>Cause: ERRATIC OPERATION, POOR PERFORMANCE</p> <p>Result: INOPERATIVE</p> <p>Occurrences: 1 Injuries: 0</p> <p>Fall Date: 06/28/2001 Deaths: 0</p> <p>Internal use: 1/7/2002</p>
<input type="checkbox"/> Check to include on Custom Report <input type="checkbox"/> Create Custom Report	<p>CONSUMER COMPLAINT: ODI Case Number: 747830</p> <p>Component: ENGINE</p> <p>Details: I PURCHASED A 1998 JAGUAR XJ6 FROM PEYTON CRAMER JAGUAR IN JULY OF 1998, VIN # SAHX1240WC842852. SINCE THAT TIME I HAVE HAD A REPEATED PROBLEMS WITH ENGINE STALLING AT FREEWAY SPEEDS (55-70 MPH). THIS OCCURS WITH NO WARNING, AND PLACES MY FAMILY AND ME AT RISK. WHEN THE ENGINE STALLS I HAVE TO DRIFT OVER TO THE RIGHT LANE, AGAINST THE FLOW OF TRAFFIC SO THAT I CAN PARK THE CAR. ONLY THEN CAN I RESTART THE ENGINE, SINCE IT MUST BE STARTED IN THE "PARK" SHIFTER POSITION.*AK</p> <p>Cause: ERRATIC OPERATION, POOR PERFORMANCE</p> <p>Result: STALLS</p> <p>Occurrences: 3 Injuries: 0</p> <p>Fall Date: 12/06/1998 Deaths: 0</p> <p>Internal use: 8/10/2001</p>
<input type="checkbox"/> Check to include on Custom Report <input type="checkbox"/> Create Custom Report	<p>CONSUMER COMPLAINT: ODI Case Number: 548127</p> <p>Component: ENGINE</p> <p>Details: ENGINE FAILED ON TWO OCCASIONS WHILE DRIVING AT A SPEED OF FIFTY MILES PER HOUR. NUS</p> <p>Cause: ERRATIC OPERATION, POOR PERFORMANCE</p> <p>Result: INOPERATIVE</p> <p>Occurrences: 2 Injuries: 0</p> <p>Fall Date: 08/13/1999 Deaths: 0</p> <p>Internal use: 3/25/2001</p>

	<p>CONSUMER COMPLAINT: ODI Case Number: 764675</p> <p>Component: ENGINE</p> <p>Details: THIS IS THE 5TH OCCURRENCE OF THIS ENGINE STALLING AT HIGHWAY SPEED. PRIOR STALLINGS OCCURRED ON 12/8/98, 7/14/99, 30/19/00, 11/17/00 AND FINALLY TODAY! 7/24/02. MULTIPLE ATTEMPTS HAVE BEEN MADE BY THE DEALER TO SOLVE THIS PROBLEM, AND YET IT PERSISTS AS A SAFETY MATTER. I DO NOT ALLOW MY WIFE TO DRIVE THE CAR. ONE ADDITIONAL COMMENT, IT IS NO FUN TO BE AT FREEWAY SPEED AND FIND THAT YOUR CAR HAS SUDDENLY STOPPED RUNNING.*AK</p> <p>Cause: DESIGN</p> <p>Result: STALLS</p> <p>Occurrences: 5 Injuries: 0</p> <p>Fail Date: 07/24/2002 Deaths: 0</p> <p>Internal use: 8/16/2002</p>
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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).