



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 DEC -7 PM 6:02
17-NOV-2005

Repository

Reference No.
10142988

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: NAPERVILLE State: IL Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide copies of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, please provide name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 11/27/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: [REDACTED] Make: JAGUAR Model: S-TYPE Model Year: 2000

Date Purchased: 11-01-03 Dealer's Name and Telephone Number: LUXURY MOTORS Engine: No. Cylinders: 6 Fuel Type: Gas

Original Owner: Dealer's City: DONERS GROVE State: IL Zip Code: [REDACTED]

Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-AUG-2005 Failure Mileage: 85000 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/85R15): [REDACTED]
DOT No. (Example: DOTM1AB038): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: THE CONTACT STATED THERE WAS NHTSA RECALL 00V359000/MANUFACTURER'S RECALL R-1-358 FOR THE LOWER BALL JOINT. THE PREVIOUS OWNER HAD RECALL REPAIRS DONE IN 2001. THE CONTACT VEHICLE WAS EXPERIENCING THE SAME PROBLEM AS INDICATED ON THE RECALL. THE MANUFACTURE WAS UNWILLING TO FIX THE RECALL AT THEIR EXPENSE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.



JAGUAR CARS

555 MacArthur Boulevard
Mahwah, NJ 07430 USA

T 201.818.8500
www.jaguar.com

November 16, 2005

[REDACTED]
Naperville, IL [REDACTED]

Re: 6714193

VIN: [REDACTED]

Dear [REDACTED]

Thank you for your November 10, 2005 telephone call. I was sorry to learn of the problem you experienced with your 2000 S-Type.

It is difficult, from this location, to determine why this occurred. The actual longevity of any given part is dependent on a number of factors, which include use, maintenance, care and climate. During the life of the vehicle, items may have to be replaced due to mechanical failure or normal wear and tear. Of course, this explanation does not relieve the inconvenience or expense of dealing with problems as they arise.

As you know, Jaguar Cars warranted your vehicle against defects in materials or workmanship for 4 years or 50,000 miles, whichever comes first. At this time, your vehicle has exceeded these parameters by age and mileage. Although we empathize with your situation, Jaguar Cars is unable to honor your request for assistance, even as goodwill.

We value our Jaguar customers and are sorry we were not able meet your expectations.

Sincerely,

Angeles M. Hernandez-Vazquez
Customer Relations Representative



November 2000

RECALL R136

Dear Jaguar Owner:

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

As a result of ongoing quality assessments, Jaguar Cars has identified a defect which relates to motor vehicle safety on a number of S-TYPE vehicles involving the Front Lower Ball Joint Assembly.

On the vehicles involved, it is possible that the front lower ball joint may not have been adequately tightened during the production process. As a result, the joint may be subjected to high bending loads and could eventually cause the ball stud to fracture.

Jaguar has voluntarily decided to recall all affected vehicles to check, and if necessary replace, the front lower ball joint on all S-TYPE's produced between March 1999 and 19 September 2000, including your vehicle.

For your personal safety and that of your passengers, we would ask that you arrange for the front lower ball joint assembly inspection as soon as possible by contacting an authorized Jaguar dealer. Labor time to inspect front lower ball joint assembly is approximately 1/2 hour, however to accommodate service scheduling you dealer may require your car for the day. All replacement parts will be replaced free of charge. We must emphasize that your assistance in ensuring the vehicle is rectified as soon as possible would be greatly appreciated.

Should your dealer be unable or unwilling to repair your Jaguar within 60 days or a reasonable time, we would ask you to contact the Jaguar Customer Assistance Center at 1-800-4Jaguar. In the event you are still not satisfied, you may 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 Auto Safety Hotline at 1-888-327-4236.

Should you no longer be the owner of the vehicle, it would greatly assist us if you would nevertheless complete and return to us the Owner Change of Address card attached to this letter enabling us to update our records.

Sincerely yours,

Gary L. Temple
Vice President Customer Care

Zoom

Sized for Print



Select Vehicle | New TSBs | Technician's Reference

Component Search: OK

Conversion Calculator

2000 Jaguar S-Type V6-3.0L

Vehicle Level → Technical Service Bulletins → Recalls → Safety → Recall - Front Lower Ball Joint Inspection/Replacement ←

Recall - Front Lower Ball Joint Inspection/Replacement

Notes

S204-R136

S-TYPE

DATE 11/00
Amended 12/00MODEL
2000-01 MY
S-TYPEVIN
LB0001-XXXXXXXXXX

Recall R136 - Front Lower Ball Joints - Check Torque or Replace

Remove and destroy Bulletin S204-R136, dated 11/00. Replace with this Bulletin.

Revisions are shown with asterisks and black bars.

Issue:

As a result of ongoing process assessments, Jaguar has identified a safety-related defect on a number of S-TYPE vehicles.

On the vehicles involved, it is possible that an under-torque condition may exist on the front lower ball joint assembly. This may result in a high bending fatigue loading condition on the joint. In some cases the high bending loads could result in a fracture in the first thread of the ball stud that could then lead to separation of the lower control arm from the vertical link.

Jaguar has made the decision to recall all S-TYPE vehicles in the above VIN range to check and, if necessary, replace the front lower ball joint. If replacement is required, the easiest way to do this is to replace the complete vertical link assembly. This work will be performed free of charge to the customer.

Only a very small number of the vehicles checked will require replacement parts.

WARNING: NO DEALER STOCK SHOULD BE RELEASED UNTIL THIS CHECK AND ANY NECESSARY RECTIFICATION IS CARRIED OUT. Customer vehicles, with a VIN prior to L92349, MUST be checked before releasing the vehicle to the customer.

Jaguar is writing to all affected customers in North America (copy of letter is shown) requesting them to contact an authorized Jaguar Dealer as soon as possible to arrange for the lower ball joint assembly to be checked and, if necessary, replaced at the earliest opportunity.

Direct Dealer Warranty - Vehicle Details

Vehicle Details

VIN:	DA01C4	Reg Number:	19990608
		Distance At Last Claim:	60238 Miles
Description:	S-TYPE 3.0L (US) 2000 MODEL YEAR		
Dispatched Date:	21-Apr-1999	CSO Number:	990811
Sold Date:	08-Jun-1999	Sold By:	01459 - Howard Orloff Jaguar Volvo
Seller ID:	*****7681		
Paint:	British Racing Green	Trim Color:	Almond

Warranty Coverage

Policy:	Expires:	Odometer:
CORROSION WARRANTY	07-Jun-2005	999999
EMISSION WARRANTY POLICY 2	07-Jun-2001	24000
EMISSIONS WARRANTY	07-Jun-2003	50000
PAINT WARRANTY	07-Jun-2003	50000
SERVICE ITEMS WARRANTY	07-Jun-2000	12500
STANDARD FACTORY WARRANTY	07-Jun-2003	50000

Open Field Service Actions

Code FSA	Message
S126 REPLACE VACUUM ROUTING LABEL	
S142 REPLACE RR WINDOW REGULATORS	For US vehicles, this campaign applies to specific States only. Please check Service Action bulletin for which States are affected.
S144 LOW PRESSURE IN FUEL SYSTEM	
S158 ENGINE BREATHER ELBOW DEGRADATION	

Claimed Field Service Actions

Code Actioned	By
S114	Howard Orloff Jaguar/Volvo (888) 820-3227
S139	Howard Orloff Jaguar/Volvo
1999	03-Jun-1999 Howard Orloff Jaguar/Volvo