



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  
2007 JAN 19 PM 11:03  
30-DEC-2005

Repository   
Reference No.  
10146549

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City KATY State TX 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?  
In the absence of your signature, we will use the name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 01/15/07  YES  NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
SAJDA01 [REDACTED] Make JAGUAR Model S-TYPE Model Year 2000  
Date Purchased 22-DEC-03 Dealer's Name and Telephone Number STEVE RAYMAN AUTO WAREHOUSE 770-969-1001 Engine: No. Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City UNION CITY State GA Zip Code 30291  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-DEC-2006 Failure Mileage 42,600 Failure Speed 5 MPH  
1 - XAB - 052808 \$795.96 - 2ND TIME  
3 - XAB - 017594  
7 - XAB - 002681

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTM1A3ABC036)  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 [REDACTED] Number of Deaths [REDACTED] 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 CAMPAIGN 00V359002 CONCERNING THE SUSPENSION, HOWEVER, THE RECALL DID NOT CORRECT THE PROBLEM. THE DEALER WAS CONTACTED, AND THEY EXPLAINED THE RECALL REPAIRS HAD ALREADY BEEN COMPLETED ONCE. \*AK WHEN MOMENTUM called me to SAY CAR WAS REPAIRED & ready to be picked up - TRACTION LITE WAGON & CAR NEEDED to be repaired again for ANOTHER 6 HRS!! CAR WAS DAMAGED & MOMENTUM Refused to SHOW ME the SKETCH of MY CAR when IT ARRIVED - B) Refused to return damaged parts, C) refused to give me paperwork OUTLINING ADDITIONAL OF HRS of repair!

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 responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

CAR CAME TO AN ABRUPT STOP IN PARKING LOT ON MASON RD. I had it towed to a foreign Auto Shop close by! When he looked at it he said NOT ONLY WAS the drivers ball joint broken, but he felt the front passenger side ball joint was also defective. I IMMEDIATELY CALLED JAGUAR IN NY WHO DECLINED any responsibility for the CAR even though it had only 42,000 miles. They advised me it was a recall in 4/2001 & I was NOT responsible once it is repaired. HAD I BEEN ON THE FREEWAY WHEN TIRE BROKE OFF CAR - I - and many others would be dead NOW! Also - reported other side. They do NOT CARE. I also wrote to the PRES OF FOAD - 2 letters - NEVER Recd 1 reply. Hamilton refused to return my damaged parts - I have had everything go wrong ON THIS CAR. I have only driven IT 3000 Miles. DO NOT ADD MORE STICKERS NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



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U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

**TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM**

OR

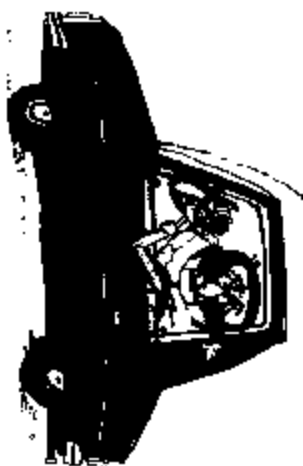
**DASH2DOT**

and dial toll free at

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

1-888-327-4236

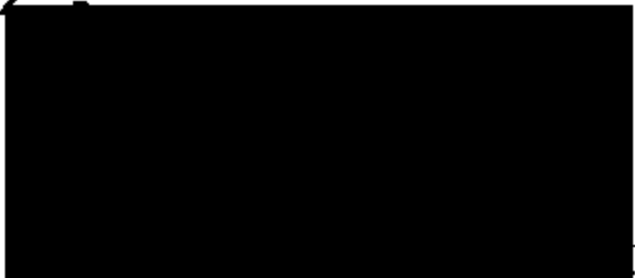
DOT Auto Safety Hotline  
(DASH) 2 DOT



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I still have the bolt that  
broke - a clean break across  
the bolt INSIDE THE BALL JOINT -  
obviously - defective! JAG SHOULD  
PAY - & all other JAGS CHECKED! IT IS

suicide driving a jaguar - FINANCIALLY  
MENTALLY & SAFETY WISE!  
I'll SAVE THE BOLT!



The drivers window & regulator & motor - needed to be replaced! They refused to cover it. The engine has overheated numerous times & upper housing replaced heat sensors & now the A/C doesn't work!! The rear sensors were defective & needed to be replaced - the rear fender is falling off the car! I have only driven this car 3000 miles in the 2 yrs I own it. I also thought that Momentum by Law - must A) return all the damaged parts that were replaced. They at first said - the trash co. removed their trash! When I reported that trash co. DO NOT WORK ON A holiday w/e - they then said - some co. removed their trash - then reversed their story again that it was placed INTO THEIR TRASH COMPACTOR! When I pointed out scratches & dents on the car that were NOT there before - they denied all resp! There is a drawing made of all IN-COMING vehicles with any scratches & dings - they refused to show me their paperwork! Then when the car was still defective after the bill was paid, it had to go back INTO service from 10:30 - 4:30 - & they refused to give me any paperwork explaining & documenting any additional work, TO THIS CAR! I am petrified to drive it AND if another

ball joint breaks when I <sup>II</sup> am on a freeway going  
60 mph & NOT 6 mph - I will definitely be killed  
as will others who SMASH INTO my Rear-end  
& who TRY TO AUDIT MY TIRE flying across  
the I-10! Jaguar NOR Momenton were  
at all concerned!

This car is a piece of TRASH!  
It only has 42,000 miles - I have  
driven cars in excess of 100,000 miles &  
NEVER had ball joints breaking as  
the problems this car has had! It  
had a clean car fax when I bought  
it in Dec. 2003 - unless someone LIED  
and the CAR HAD some HIDDEN HISTORY  
& I was LIED TO! But - for Jaguar NOT  
TO CARE ABOUT their BALL JOINTS & THIS  
MIGHT BE ON THOUSANDS OF OTHER JAGUARS  
IS UNFORGIVEABLE! & for Momenton NOT TO  
RETURN the parts & damage my CAR is I  
thought - against the LAW!!!

When I spoke to Chris, at Jaguar in N.Y. -  
he said that Jaguar Greenville in S.  
Carolina sold the car to Steve Rayman  
Chrysler Jeep 4200 Jonesboro Rd. in  
Union City, GA. 30291 - also known as  
THE AUTO WAREHOUSE. HAS IT BEEN WRECKED?

DID THE AUTO WAREHOUSE repair it - NEVER TELL  
anyone - COVER IT UP - & then re-sell it &  
got a clean carfax & I was duped  
into thinking the car was fine? They  
lied about the mileage! What else was  
fabricated? Why wouldn't JAGUAR BE  
MORE CONCERNED about a passenger's safety?  
It isn't ONLY MY SAFETY - but - every 2000  
JAGUAR S! I SAVED the BROKEN BOLT AS  
IT WAS SUCH A CLEAN BREAK! To me

it proved the BALL JOINT was either defective OR the Bolt defective!

Dec. 08/03 - car purchased.

12/03 - car delivered to me in Houston  
- INU. READ 39,601.

12/17 - I took the car to Momentum Jags for a new set of keys - & it is at least 20<sup>OR 30</sup> miles - my odometer at Momentum Read 39,433! That is a 200 mile difference - why is there even ANY difference in the odometer? How CAN IT BE LESS?

IT HAD A CLEAN CAR FAX!

REPAIR BALL JOINT	12.30.05	795.96
REPAIR RE WINDOW REGULATOR	7.19.05	457.86

OVERHEATING - NEW THERMOSTAT  
- NEW SEAL THERMOSTAT  
- AIR FILTER - COOLANT 8.19.05 450.04  
- UPPER BODY HOUSING

REPLACED REAR BUMPER SENSORS 9.13.04 OK  
PLUS OTHER REPAIRS - MORE DOLLARS SPENT IN REPAIRS THAT SHOULD HAVE BEEN COVERED BY JAGUAR! THAN MILES I HAVE DRIVEN (3000 MI. IN 2 YRS)

**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).**