



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

Repository ☐

Reference No.
10163486

2006/07/14 PM 3:45
26-JUL-2006

OWNER INFORMATION (Type or Print)

Name
Address
City DEERFIELD BEACH State FL Zip Code
Daytime Telephone Number E-mail Address
Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized representative, 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
SAJDA42B0 Make JAGUAR Model X-TYPE Model Year 2006

Date Purchased 17-OCT-05 Dealer's Name and Telephone Number ALPINE JAGUAR 9545987900 Engine: No: Cylinders 8 Fuel Type: Gas

Original Owner ☒ Dealer's City FORT LAUDERDALE State FL Zip Code 33309

Transmission Type ☒ AUTOMATIC Antilock Brakes ☒ Powertrain REAR WHEEL DRIVE Vehicle Component Code 135100 VISIBILITY:REARVIEW MIRRORS/DEVICES:INTERIOR
Cruise Control ☒ Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-FEB-2006 Failure Mileage 2000 Failure Speed

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: DOTM19ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police N

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

DT*: THE CONTACT STATED THAT THE PLACEMENT OF THE REARVIEW MIRROR CREATES A BLINDSPOT IN THE FORWARD VIEWING AREA OF THE WINDSHIELD. THE CONFIGURATION OF THE VEHICLE WINDSHIELD, REARVIEW MIRROR, AND FRONT SEATS MAKE IT DIFFICULT TO VIEW OBSTACLES IN FRONT OF THE VEHICLE. THE MANUFACTURER WAS CONTACTED ON 02/11/06 AND DETERMINED THAT THE VEHICLE WAS BUILT TO ACCORDING TO MANUFACTURER SPECIFICATIONS AND THAT THIS IS NOT A SAFETY ISSUE.

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.

August 7, 2006

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

Regarding: VIN: SAJDA42B0 [REDACTED]

Gentlemen:

I have attached herewith, a copy correspondence with the manufacturer in regards to the safety issue. Additionally, I have elaborated on the condition as it exists.

The condition in the vehicle that has created my concern for the safety is as follows:

I am what I would consider an average size person. I am 5 foot 11 inches tall. When operating the vehicle I operate it with the seat in the lowest and furthest back position. Even in this position when sitting in an erect position the top of my head is such that it is in contact with the headliner. Respectively, the top of the windshield is basically at a location parallel to my viewing field, but above the horizon and though inconvenient for viewing traffic signals is not my objection in this matter. The placement of the rear view mirror is below the top of the windshield and approx. center of the width. Sitting in the drivers seat my field of view through the left half of the windshield is acceptable and does not have any significant obstructions. However, from the driver side viewing through the windshield to the right has the mirror placed directly in the field of view. This obstruction of the mirror as placed, obstructs approx. 30/% of the total viewing area through the windshield and is located to the right of the centerline. Converging traffic from the right is totally obstructed in that field.

Approaching an intersection I have had numerous close calls due to the obstruction I consider a blind spot. A couple weeks ago a almost hit a cyclist and would have had it not been for the passenger alerting me to the condition.

As you can see by the enclosed correspondence, I have contact the manufacturer numerous times and there position is the vehicle is manufactured to their specifications and no safety issue exists. I took to the dealer for examination of the condition. The dealers rep. observed the significant blind spot when viewed from height position that I observe. There response was that my concerns would need to be taken up with the manufacturer.

Sincerely:

[REDACTED]

Incident 272711

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☐ **Wednesday, July 05, 2006 4:44 PM**

Subject : Re: Customer Relationship Center [REDACTED]

Dear Raymond Crawford,

Thank you for contacting Jaguar Cars.

Andrea Kelly has thoroughly reviewed your concerns. Your vehicle is operating to manufacturer

Please be assured that your concerns have been documented in our records.

Sincerely,

**Colleen Hogan
Jaguar Cars**

If you have any questions or require additional information, please feel free to contact us at 1-800-4-A-JAGUAR.

☐ **Wednesday, July 05, 2006 4:27 PM**

Subject : Re: Customer Relationship Center

Andrea:

I am following up on our continued conversation on the safety issue that I have attempted to bring to the dealer as requested twice. I had as directed, the service writer and the service manager look at the blind spot, but stated that any modifications would have to be as directed by Jaguar. You test the vehicle. However since I did not have an appointment for that, the examinations did not count.

I have called again and will take it to the designated parties with an appointment which is set for the Jaguar shuffle that started early this year.

You have stated that if the car is built to Jaguar's specifications that no safety issue exists. The people who brought this to the attention have looked at this and they are amazed that Jaguar is showing no presence.

Shame on Jaguar/Ford for their lack of concern and the fact that no party other than Andrea has been involved on the Ford Pinto.

I wanted to send you a picture of the view that is created in the vehicle based on the placement of the seat.

Sincerely:

[REDACTED]

☐ **Friday, June 30, 2006 2:18 PM**

Subject : Re: Customer Relationship Center <<#51361-272711#>>

Dear Raymond Crawford,

Thank you for contacting Jaguar Cars.

Your concerns have been forwarded to Andrea Kelly. She will be in contact with you shortly.

Sincerely,

**Colleen Hogan
Jaguar Cars**

If you have any questions or require additional information, please feel free to contact us at 1-800-4-A-JAGUAR.

☐ **Thursday, June 29, 2006 2:28 PM**

Subject : Re: Customer Relationship Center

Andrea:

Thanks for taking the time to continue the discussion on my safety concerns on the vehicle. As I understand, the vehicle is within Jaguar's design criteria and specifications, that no safety issue exists. As you requested, I have taken the vehicle to the dealer twice and had both my service writer and the service manager stop in as directed, does not count unless I call ahead and make an appointment. I will go back as the issue.

Andrea, I am safety oriented and do not want to have any opportunity for anyone to get hurt. I have no issue or concern if the car is as designed by Jaguar.

I have a genuine concern for my safety, the safety of passengers, and the safety of other parties.

Ray Crawford

☐ **Tuesday, June 27, 2006 2:35 PM**

Subject : Re: Customer Relationship Center <[REDACTED]>

Dear [REDACTED]

Thank you for contacting Jaguar Cars.

To better assist you, I have forwarded your information to a Customer Relationship Representative who will follow up with you shortly.

Sincerely,

**Colleen Hogan
Jaguar Cars**

If you have any questions or require additional information, please feel free to contact us at 1-800-4-A-JAGUAR.

☐ **Tuesday, June 27, 2006 2:26 PM**

Subject : Re: Customer Relationship Center

I followed up to the previous message and the request for the dealer information by on that day. The situation and issue. They said that the correction of the issue would have to be directed by the dealer.

The party also promised me a letter from Jaguar stating that there is no existing condition with the vehicle.

disagree with Jaguars position in this matter. Accordingly I continue to go on record of disagree in a normal manner. Should an incident occur resultant from what I consider to be a blind spot show my objections to Jaguars expert opinion and position in this matter.

Sincerely:

[REDACTED]

☐ **Tuesday, June 27, 2006 2:21 PM**

Subject : Re: Customer Relationship Center

I followed up to the previous message and the request for the daler information by on that day the situation and issue. They said that they correction of the issue would have to be directed by

☐ **Tuesday, February 14, 2006 10:02 AM**

Subject : Re: Customer Relationship Center <<#51361-272711#>>

Dear Raymond Crawford,

Thank you for contacting Jaguar Cars.

Please follow up with the name of the servicing dealership. Once I am in receipt of your respon

Sincerely,

**Colleen Hogan
Jaguar Cars**

If you have any questions or require additional information, please feel free to contact us at 1-1

☐ **Tuesday, February 14, 2006 10:33 AM**

Subject : Re: Customer Relationship Center

In your continued desire to ignore the issue of saftey and concern that I have brought on the v and see the issues that a few others have noted.

http://forums.roadfly.com/forums/jaguar/jaguar_xk8 [REDACTED]

Ray

☐ **Tuesday, February 14, 2006 10:02 AM**

Subject : Re: Customer Relationship Center <<#51361-272711#>>

Dear [REDACTED]

Thank you for contacting Jaguar Cars.

Please follow up with the name of the servicing dealership. Once I am in receipt of your respon

Sincerely,

**Colleen Hogan
Jaguar Cars**

If you have any questions or require additional information, please feel free to contact us at 1-1

☐ **Tuesday, February 14, 2006 10:28 AM**

Subject : Re: Customer Relationship Center

I would like a representative of jaguar to meet and examine the condition. This is a very serious me to contact Jaguar USA. All you can do is plead ignorance and neglect to examine the validity needs to be documented in the event that an issue or injury occurs resultant or attributed to by

I have tried removing the interior rear view mirror to eliminate the obstruction, but find that the line most expensive vehicle and end up with a company that puts things through a deadend

The lack of concern or courtesy is very disappointing and alarming. I will continue to correspond examine or address the issue.

Ray

☐ **Tuesday, February 14, 2006 10:01 AM**

Subject : Re: Customer Relationship Center <[REDACTED]>

Dear [REDACTED]

Thank you for contacting Jaguar Cars.

Please follow up with the name of the servicing dealership. Once I am in receipt of your response

Sincerely,

**Colleen Hogan
Jaguar Cars**

If you have any questions or require additional information, please feel free to contact us at 1-1

☐ **Tuesday, February 14, 2006 10:13 AM**

Subject : Re: Customer Relationship Center

I must have reached the "NO" department. NO body is interested or concerned with the issue

☐ **Tuesday, February 14, 2006 8:58 AM**

Subject : Re: Customer Relationship Center <<[REDACTED]>

Dear [REDACTED]

Thank you for contacting Jaguar Cars.

I was sorry to learn of your continued dissatisfaction.

Your vehicle is operating to manufacturer's specifications at this time. Therefore, there is no de

Please be assured that your concerns have been forwarded to the appropriate parties for consid

Sincerely,

Colleen Hogan
Jaguar Cars

If you have any questions or require additional information, please feel free to contact us at 1-1

☐ **Monday, February 13, 2006 5:37 PM**

Subject : Re: Customer Relationship Center

As follow up to the correspondence received and subsequent visit to the dealer. As stated the d stated to get with the dealer.

The follow up after the visit with the dealer is that Jaguar will correct the issue on future design further investigation or research, the safety issue that I brought up is in fact not a safety issue!

I feel otherwise, but you are the experts. God help all of us if the condition presented and ignor or worse.

PS: What did I expect from a \$100,000.00 car???

Sincerely:

[REDACTED]

☐ **Monday, February 13, 2006 3:26 PM**

Subject : Re: Customer Relationship Center < [REDACTED] >

Dear [REDACTED]

Thank you for contacting Jaguar Cars.

I was sorry to learn of your dissatisfaction.

We are always receptive to customer feedback. This is one way we learn of concerns with our v information is then categorized and channeled to the appropriate department.

We suggest you contact your authorized Jaguar dealership for assistance on how to make drivin assist you with your inquiry. We are not a technical center and cannot provide the appropriate i

You can locate your closest dealership (if you have not done so already) with your zip code on

Sincerely,

Colleen Hogan
Jaguar Cars

If you have any questions or require additional information, please feel free to contact us at 1-1

☐ **Saturday, February 11, 2006 9:30 AM**

Subject : Customer Relationship Center

Other

Last Name: [REDACTED]

First Name: [REDACTED]

Last 6 characters of VIN: [REDACTED]

ZIP Code [REDACTED]

I recently leased a 2006 Jaguar XKR convertible. I enjoy operating the vehicle. However, in my safety issue. I am an average size person, height being 5 foot 11 tall. When I am in the vehicle through the windshield. My eye level is just below the top of the windshield. I have learned to c up over the windshield when the top is down. However, the issue as it exists for safety is the re order to properly operate the vehicle, I need to place the seat in the lowest and furthest back p mirror, the mirror blocks a large area of viewing that is exactly in the position for viewing conv driver. I pay attention while driving and in traffic. However, since I have been driving this vehi vehicle that was obscured from normal viewing by the layout of the vehicles wind screen, seati I am seriously concerned that the above noted configuration and design issue poses a potential would be pleased if you could respond at your earliest convenience and advise of what reasona Thanks in advance for your immediate attention and response in this matter.

Sincerely:

[REDACTED]
Phone [REDACTED]

Address: [REDACTED]

Deerfield Beach, FL
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