



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

28-JUL-2006

Reference No.
10163774

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City STOCKBRIDGE State GA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

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 18-APR-00 Dealer's Name and Telephone Number *Jim Burke Jaguar (205) 324-3371* Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City *Birmingham, AL* State *AL* Zip Code *35203*
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 103500 POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LIN Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 23 DEC-2004 Failure Mileage 66700 Failure Speed 35 *Park on incline in drive way to retrieve mail, car would not move, so, I rcked it back and forth*

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

Crash Yes No Fire Yes No Number of Persons Injured 1 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, THE GEAR SHIFT WOULD NOT RELEASE FROM THE PARK POSITION WHEN PARKED ON AN INCLINE. THE MANUFACTURER SUGGESTED ROCKING THE VEHICLE TO RELEASE THE VEHICLE FROM PARK. THE CONTACT WAS INJURED, ON ONE OCCASION, WHILE ROCKING THE VEHICLE AS INSTRUCTED. THE MANUFACTURER SUGGESTED USING THE HAND BREAK BEFORE PLACING THE VEHICLE INTO PARK. WHEN ACCELERATING THE AUTOMATIC TRANSMISSION SLIPPED FROM 1ST GEAR INTO NEUTRAL AND WOULD NOT SHIFT INTO 2ND GEAR. THE TRANSMISSION FUNCTIONED PROPERLY WHEN THE VEHICLE WAS RESTARTED. A SERVICE DEALER INSPECTED THE VEHICLE, AND COULD NOT DUPLICATE THE PROBLEM. THE VEHICLE COULD NOT PASS EMISSIONS TESTING DUE TO PROBLEMS WITH THE VEHICLE. *I have been treated for muscle strains relating to this car for approx. 4 years by my medical doctor. The worst incident occurred December, 2004 when I had to seek emergency treatment. The car has been sitting in my garage for over a year. I drive a leased car because I can not get a tag for the Jaguar. The body is nearly new, the tires are new, but it does not stay in gear.*

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 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.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

NVS-216 aaj

As a result of your recent report to the **Vehicle Safety Hotline (VSH)**, we have recorded that report on the enclosed **Vehicle Owner's Questionnaire (VOQ)** form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Georgia Vehicle Emissions Inspection Report

The Georgia Emission Test Program is helping to clean up Atlanta's air - and you are doing your part. Motor vehicles are driven over 115 million miles each day in Atlanta and are responsible for half of the pollutants in Atlanta's air. Keeping your vehicle tuned up and in good running condition is the most important thing you can do to keep our air clean and protect the health of all our citizens.

Overall Test Result: FAIL

CERTIFICATE NUMBER: EM451715

Test Date/Time: 07/26/2004 @ 15:23 Test Type: Initial Test Fee: \$25.00

Vehicle Information

License:	██████████	State:	AL	VIN:	SAJDA01	██████████
Year:	2000	Make:	JAGUAR	Model:	S-TYPE	
Cylinders:	6	Engine Size:	3.0 liters	Transmission:	Automatic	
Odometer:	56545	Body Type:	Sedan	Stds Type:	Passenger	
GVWR:	N/A	VRT Record:		Test ID:		

OBD Test Results Pass

On-Board Diagnostic Codes Read - 0

MIL Status
Bulb Check: Pass
MIL Command: Pass
OBD Readiness: Pass

Fuel Cap Test
Fuel Cap 1 Test: Fail
Fuel Cap 2 Test: ----

DRANGEW/
white
A-29

Station Number: GA001900
Carnett's Car Wash
1356 Hwy. 138 N.E.
CONYERS, GA 30012
Telephone Number: 770-761-5225

Inspector Name: PHILIP NEAL
Inspector Number: AA012381
Software Version: 0303
GAS Unit Number: HT002202

I certify that this test was conducted in accordance with all applicable Georgia test requirements.

Inspector's Signature: *Philip Neal*

THIS EMISSION REPAIR FORM MUST BE COMPLETED BEFORE RETESTING

In order to have your vehicle re-inspected (free or paid), this *Emission Repair Form* **MUST** be completed and presented to the inspector. Under no circumstances is a vehicle to be re-inspected without a completed form. It is a violation for the inspector to re-inspect vehicles without a completed form.

Before any repairs are paid for, you should make certain your mechanic will complete this form so you can receive your re-inspection.

For each paid inspection performed on your vehicle you are entitled to one **FREE** re-inspection, if you return to the same inspection station within 30 days.

Note: The initial test date is day 1.

EMISSION STATION OWNERS MUST RETAIN THIS COMPLETED FORM AND SUBMIT TO GCAF.

VEHICLE OWNERS ARE TO RETAIN REPAIR RECEIPTS.

Test Date: 07/26/2004 @ 15:23	Certificate Number: EM451715	
Station Name: Carnett's Car Wash	Station Number: GA001900	
License: ESPL50	State: AL	VIN: SAJDA01C1 [REDACTED]
Year: 2000	Make: JAGUAR	Model: S-TYPE
Cylinders: 6	Engine Size: 3.0 liters	Transmission: Automatic
Odometer: 56545	Body Type: Sedan	Stds Type: Passenger
GVWR: N/A	VRT Record:	Test Weight:

Section A: REPAIR SHOP INFORMATION

The Repair Shop Technician is to complete Sections A & B.

Repair Shop Phone #: _____

Total Cost of Parts: \$ _____ .00 (enter whole dollars only)

Total Cost of Labor: \$ _____ .00 (enter whole dollars only)

Check if other emission related repairs were recommended but not performed.

Repair Technician Signature: _____

Section B: REPAIR CATEGORIES (Date and circle all that apply)

Repair Categories	Repair Date: _____
1 Ignition Repairs	6 Sensors, Switches and Computer
2 Intake/Fuel Induction System Repair	7 Catalytic Converter / Exhaust System
3 Engine Diagnostics	8 Air Injection System Repair
4 Fuel - Cap/Tank/Evaporative System	9 Internal Engine Repairs
5 EGR System	10 Other ASM or OBD related repairs

Section C: OWNER SELF-REPAIR

For self-repairs, the Owner is to complete Sections B & C.

Total Cost of PARTS ONLY \$ _____ .00 (enter whole dollars, NO labor allowed)

Vehicle Owner's Signature: _____

I choose to have my vehicle re-inspected WITHOUT making any repairs.

Georgia's Clean Air Force Consumer Hot Line # 1-800-449-2471

016 - Porter, Ellen M

From: Jaguar Cars [ask@jaguar.com]
Sent: Wednesday, March 30, 2005 3:23 PM
To: [REDACTED]
Subject: Re: 2000 S-Type (KMM5052546V13792L0KM)

Dear [REDACTED]

Thank you for contacting Jaguar Cars.

Please respond with the vehicle identification number with mileage, servicing dealership, and your best daytime contact information. Once I am in receipt of your response, I will forward your file to the Customer Relationship Center, where someone will research your situation and follow up with you shortly.

If you have any questions or require additional information, please feel free to contact us at 1-800-4-JAGUAR, option 9, or by e-mail.

Sincerely,

Margie Picinic
Jaguar Cars

Original Message Follows:

I have been a Jaquar owner for 5 years. My son, a professional football player, purchased a new 2000 S-Type for my birthday in April, 2000 at a Birmingham,Alabama dealer. He paid \$50,000 cash for this car because he liked the body style. At the time of the purchase, I had been driving a Q45 Infiniti. I am sad to say that my Jaquar has given me numerous problems since I received it. I have had problems with getting the car in gear whenever I park on an incline. I was told by Jaquar, and I quote, " Get out and push it back and forth until it jumps in gear!" I have had to seek medical attention many times for a pulled muscle in my back. This is not the issue. Today, I was told that I needed a new transmission, which costs \$4700. I am appalled at this assessment of my car. I have approximately 69,000 miles on this car! The transmission does not last any longer than 60,000 miles? I had superb service with all my other cars- Toyota, Infiniti, Cadillac. Since I have had this car, I have had multiple services performed that were costly. I really thought that I was receiving a top-of-the-line car, but in actuality, it is only a high priced Ford!

I do plan to notify the Better Business Bureau and possibly hire a lawyer. I am very depressed about this situation.

[REDACTED]

1-800-4-Jaguar

Jaguar Cars,
Attention: Customer
Relationship Center

555 MacArthur
Blvd
Mahwah, NJ 07430-
2327

Re RE 2000 S-Type (KMM5060247V69910L0KM)
From: Jaguar Cars [ask@jaguar.com]
Sent: Thursday, April 07, 2005 4:08 PM
To: 016 - [REDACTED]
Subject: Re: RE: 2000 S-Type (KMM5060247V69910L0KM)

Dear [REDACTED]

Thank you for your reply.

To better assist you, I have forwarded your information to the Customer Relationship Center, where someone will research your situation and follow up with you shortly.

If you have any questions or require additional information, please feel free to contact us at 1-800-4-JAGUAR, option 9, or by e-mail.

Sincerely,

Margie Picinic
Jaguar Cars

Original Message Follows:

Dear Jaquar Representative,
Thank you for your speedy reply. My VIN number is SAJDA01C1YFL46124 and the mileage is 67,480 miles. The servicing dealerships are Hennessey Jaquar of Gwinnett, Georgia and Jim Burke Jaquar of Birmingham, Alabama, where my car was purchased. My cell phone number is 205 249-6407. My doctor is Dr. Emmanuel Odi, Birmingham, AL and Henry County Emergency, Stockbridge, Georgia. My address is 3203 Brigadier Way, Stockbridge, Georgia 30281. Ellen L. Porter-Levert -----Original Message-----
From: Jaguar Cars [mailto:ask@jaguar.com]
Sent: Wednesday, March 30, 2005 3:23 PM
To: 016 - Porter, Ellen M
Subject: Re: 2000 S-Type (KMM5052546 [REDACTED])

Dear Ellen,
Thank you for contacting Jaguar Cars.
Please respond with the vehicle identification number with mileage, servicing dealership, and your best daytime contact information. Once I am in receipt of your response, I will forward your file to the Customer Relationship Center, where someone will research your situation and follow up with you shortly.
If you have any questions or require additional information, please feel free to contact us at 1-800-4-JAGUAR, option 9, or by e-mail. Sincerely,
Margie Picinic
Jaguar Cars

Original Message Follows:

I have been a Jaquar owner for 5 years. My son, a professional football player, purchased a new 2000 S-Type for my birthday in April, 2000 at a Birmingham, Alabama dealer. He paid \$50,000 cash for this car because he liked the body style. At the time of the purchase, I had been driving a Q45 Infiniti. I am sad to say that my Jaquar has given me numerous problems since I received it. I have had problems with getting the car in gear whenever I park on an incline. I was told by Jaquar, and I quote, "Get out and push it back and forth until it jumps in gear!" I have had to seek medical attention many times for a pulled muscle in my back. This is not the issue. Today, I was told that I needed a new transmission, which costs \$4700. I am appalled at this assessment of my car. I have approximately 69,000 miles on this car! The transmission does not last any longer than 60,000 miles? I had superb service with all my other cars- Toyota, Infiniti, Cadillac. Since I have had this car, I have had multiple services performed that were costly. I really thought that I was receiving a top-of-the-line car, but in actuality, it is only a high priced Ford!

Re RE 2000 S-Type (KMM5060247 [REDACTED])

I do plan to notify the Better Business Bureau and possibly hire a lawyer. I am very depressed about this situation.

[REDACTED]

Thank you for contacting Jaguar Cars (KMM509793 [REDACTED])
From: Jaguar Cars [ask@jaguar.com]
Sent: Tuesday, April 12, 2005 12:30 PM
To: 016 - Porter, Ellen M
Subject: Thank you for contacting Jaguar Cars (KMM5097938 [REDACTED])

This is an automatic reply from Jaguar Cars to acknowledge your message has been received. This acknowledgement is not a confirmation that your inquiry has been processed. You will receive a response from a Jaguar Cars Representative within two business days. Thank you for contacting Jaguar Cars.

Jaguar Cars

Re RE RE 2000 S-Type (KMM5107005 [REDACTED])
From: Jaguar Cars [ask@jaguar.com]
Sent: Thursday, April 14, 2005 11:00 AM
To: 016 - [REDACTED]
Subject: Re: RE: RE: 2000 S-Type (KMM5107005 [REDACTED])

Dear [REDACTED]

Thank you for your reply.

To better assist you, I have forwarded your information to the Customer Relationship Center, where someone will research your situation and follow up with you shortly.

If you have any questions or require additional information, please feel free to contact us at 1-800-4-JAGUAR, option 9, or by e-mail.

Sincerely,

Margie Picinic
Jaguar Cars

Original Message Follows:

Dear Jaquar Rep,

The actual mileage on my car is 64,340 not 67,480. I have not had transportation for two weeks now. The only request that I am making is to have Jaquar replace my transmission, which has always had a defect because the car would not shift gears on a hill or even a small incline, such as my driveway. Although I have have problems from the beginning, I was told to wait until Jaquar recalled this model/year S-Type because many owners were experiencing the same problem with their cars' transmissions. Also, I have a couple of medical bills, which I incurred after trying to push the my car back and forth to get it to shift into drive so that I could get to my destination. Those severe strains on my back resulted in emergency room treatments as well as regular treatments with my physician. These total a few thousand dollars that need to be paid. I am anxiously awaiting your speedy response. Ellen L. Porter-Levert -----Original Message-----

From: Jaguar Cars [mailto:ask@jaguar.com]
Sent: Thursday, April 07, 2005 4:08 PM
To: 016 - [REDACTED]
Subject: Re: RE: 2000 S-Type (KMM5060247 [REDACTED])

Dear Ellen,

Thank you for your reply.

To better assist you, I have forwarded your information to the Customer Relationship Center, where someone will research your situation and follow up with you shortly.

If you have any questions or require additional information, please feel free to contact us at 1-800-4-JAGUAR, option 9, or by e-mail. Sincerely,

Margie Picinic
Jaguar Cars

Original Message Follows:

Dear Jaquar Representative,

Thank you for your speedy reply. My VIN number is SAJDA01C [REDACTED] and the mileage is 67,480 miles. The servicing dealerships are Hennessey Jaquar of Gwinnett, Georgia and Jim Burke Jaquar of Birmingham, Alabama, where my car was purchased. My cell phone number is 205 249-6407. My doctor is Dr. Emmanuel Odi Birmingham, AL and Henry County Emergency, Stockbridge, Georgia. My address is [REDACTED] Stockbridge, Georgia 30281. Ellen L. Porter-Levert -----Original Message-----

From: Jaguar Cars [mailto:ask@jaguar.com]
Sent: Wednesday, March 30, 2005 3:23 PM
To: 016 - [REDACTED]
Subject: Re: 2000 S-type (KMM5052546 [REDACTED])

Dear [REDACTED]

Re RE RE 2000 S-Type

(KMM5107005 [REDACTED])

Thank you for contacting Jaguar Cars.

Please respond with the vehicle identification number with mileage, servicing dealership, and your best daytime contact information. Once I am in receipt of your response, I will forward your file to the Customer Relationship Center, where someone will research your situation and follow up with you shortly.

If you have any questions or require additional information, please feel free to contact us at 1-800-4-JAGUAR, option 9, or by e-mail. Sincerely, Margie Picinic
Jaguar Cars

Original Message Follows:

I have been a Jaquar owner for 5 years. My son, a professional football player, purchased a new 2000 S-Type for my birthday in April, 2000 at a Birmingham, Alabama dealer. He paid \$50,000 cash for this car because he liked the body style. At the time of the purchase, I had been driving a Q45 Infiniti. I am sad to say that my Jaquar has given me numerous problems since I received it. I have had problems with getting the car in gear whenever I park on an incline. I was told by Jaquar, and I quote, "Get out and push it back and forth until it jumps in gear!" I have had to seek medical attention many times for a pulled muscle in my back. This is not the issue. Today, I was told that I needed a new transmission, which costs \$4700. I am appalled at this assessment of my car. I have approximately 69,000 miles on this car! The transmission does not last any longer than 60,000 miles? I had superb service with all my other cars- Toyota, Infiniti, Cadillac. Since I have had this car, I have had multiple services performed that were costly. I really thought that I was receiving a top-of-the-line car, but in actuality, it is only a high priced Ford!

I do plan to notify the Better Business Bureau and possibly hire a lawyer. I am very depressed about this situation.

[REDACTED]

Thank you for contacting Jaguar Cars (KMM5045453 [REDACTED])
From: Jaguar Cars [ask@jaguar.com]
Sent: Tuesday, March 29, 2005 10:45 AM
To: 016 - [REDACTED]
Subject: Thank you for contacting Jaguar Cars (KMM5045453 [REDACTED])

This is an automatic reply from Jaguar Cars to acknowledge your message has been received. This acknowledgement is not a confirmation that your inquiry has been processed. You will receive a response from a Jaguar Cars Representative within two business days. Thank you for contacting Jaguar Cars.

Jaguar Cars

Re 2000 S-Type (KMM505254 [REDACTED])
From: Jaguar Cars [ask@jaguar.com]
Sent: Wednesday, March 30, 2005 3:23 PM
To: 016 - [REDACTED]
Subject: Re: 2000 S-Type (KMM505254 [REDACTED])

Dear Ellen,

Thank you for contacting Jaguar Cars.

Please respond with the vehicle identification number with mileage, servicing dealership, and your best daytime contact information. Once I am in receipt of your response, I will forward your file to the Customer Relationship Center, where someone will research your situation and follow up with you shortly.

If you have any questions or require additional information, please feel free to contact us at 1-800-4-JAGUAR, option 9, or by e-mail.

Sincerely,

Margie Picinic
Jaguar Cars

Original Message Follows:

I have been a Jaquar owner for 5 years. My son, a professional football player, purchased a new 2000 S-Type for my birthday in April, 2000 at a Birmingham,Alabama dealer. He paid \$50,000 cash for this car because he liked the body style. At the time of the purchase, I had been driving a Q45 Infiniti. I am sad to say that my Jaquar has given me numerous problems since I received it. I have had problems with getting the car in gear whenever I park on an incline. I was told by Jaquar, and I quote," Get out and push it back and forth until it jumps in gear!" I have had to seek medical attention many times for a pulled muscle in my back. This is not the issue. Today, I was told that I needed a new transmission, which costs \$4700. I am appalled at this assessment of my car. I have approximately 69,000 miles on this car! The transmission does not last any longer than 60,000 miles? I had superb service with all my other cars- Toyota, Infiniti, Cadillac. Since I have had this car, I have had multiple services performed that were costly. I really thought that I was receiving a top-of-the-line car, but in actuality, it is only a high priced Ford!

I do plan to notify the Better Business Bureau and possibly hire a lawyer. I am very depressed about this situation.

[REDACTED]

Thank you for contacting Jaguar Cars (KMM505663) [REDACTED]
From: Jaguar Cars [ask@jaguar.com]
Sent: Thursday, March 31, 2005 1:33 PM
To: 016 - [REDACTED]
Subject: Thank you for contacting Jaguar Cars (KMM5056632) [REDACTED]

This is an automatic reply from Jaguar Cars to acknowledge your message has been received. This acknowledgement is not a confirmation that your inquiry has been processed. You will receive a response from a Jaguar Cars Representative within two business days. Thank you for contacting Jaguar Cars.

Jaguar Cars

**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).**