



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

11-AUG-2008

Repository

Reference No.
10237693

OWNER INFORMATION (Type or Print)

Name

Address

City

OAKLAND GARDENS

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
 In the absence of an authorized signature, please print your name or address to the vehicle manufacturer. YES NO
 Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
SAJHY174XNC666008

Make
JAGUAR

Model
SOVEREIGN

Model Year
1992

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code
150000 SEAT BELTS

Cruise Control

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-JUL-2008

Failure Mileage
56592

Failure Speed
0

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

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).

TL*THE CONTACT OWNS A 1992 JAGUAR SOVEREIGN. THE CONTACT STATED THAT THE SEAT BELT IS AUTOMATIC ON THE DRIVER'S SIDE. ONCE SEATED IN THE DRIVER'S SEAT, THE BELT WILL AUTOMATICALLY CLOSE OVER HIS SHOULDER. THE FAILURE IS DUE TO A BELT WINCH ASSEMBLY. NHTSA CAMPAIGN ID NUMBER 93V179000 (SEAT BELTS) WAS REFERENCED. THE CONTACT WENT TO THE DEALER TO HAVE THE SEAT BELT REPAIRED AND THEY STATED THAT THE PARTS WERE UNAVAILABLE AND WOULD TAKE THREE WEEKS TO ARRIVE. IT HAS BEEN LONGER THAN THREE WEEKS AND THE DEALER IS NOT COMMENTING ON WHEN THE SEAT BELT WILL BE REPAIRED. THIS IS A SAFETY HAZARD BECAUSE THE CONTACT CANNOT DRIVE WITHOUT THE SEAT BELT. THE FAILURE MILEAGE WAS 56,592.

Please see attached sheets

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.

Sept 1, 2008

Frank S. Borris II Acting Chief
Correspondence Research Division
Enforcement

It is now going on seven weeks since I brought my car to the dealer for the seat belt warranty repair (See attached invoice) I got no commitment from the dealer as to when the repair ~~was~~ would be made because he said the part was not available. So, I went to Jaguar Cars Inc. at 555 Mac Arthur Blvd. Mahwah N. J. 07436 Tel 201 818-8500 They have been very courteous and polite, but to no avail. I'm told that they contacted the dealer and came back with the same story that I originally got from the dealer (end result - nothing). I also made suggestions for a temporary repair until they got the part from Jaguar in England. I located the part on the Internet. Gave them details, They said they had to get approval from their Legal Department which after 2 weeks they did. Then they were suppose to tell the dealer to buy the part. This was 2 ~~and~~ weeks later. I have still heard nothing.

2. I also suggested having a real mechanic instead of a parts changer make a temporary repair if possible. I have heard nothing.

I have the feeling that Jaguar is doing nothing because I have heard that Ford the owner, is trying to sell Jaguar to TATA of India.

I am being deprived of the use of my car because of this safety issue. Doesn't the US Department of Transportation have the authority to force Jaguar to help me by imposing a financial penalty that would, I believe, would make things happen.

Sincerely

Oakland Gardens NY

4649499

1 2 9 2 2 5

JAGUAR OF GREAT NECK / ROSLYN

INVOICE

Division of Hempstead Auto Company, Inc.

1900 NORTHERN BLVD.
ROSLYN, NY 11576
(516) 484-2500

PAGE 1

NYS REPAIR SHOP NO. 7089001

BAYSIDE, NY
HOME:

BUS:

SERVICE ADVISOR: 530 SUSAN CHERNICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	92	JAGUAR XJ6 LWB	SAJHY174XNC		56592/56592		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08SEP92 IS		07SEP1996	WAIT 22JUL08			CASH	22JUL08
R.O. OPENED	READY	OPTIONS: DLR: ENG:4.0 Liter					
07:39 22JUL08	08:12 22JUL08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S DRIVERS SEATBELT NOT LOCKING AND MOVING PROPERLY, ICON ON THE DASH IS ALWAYS ON

SOP NEEDED PARTS HAVE BEEN PLACED ON SPECIAL FOR YOUR CAR - CHECK WITH ADVISOR FOR DETAILS

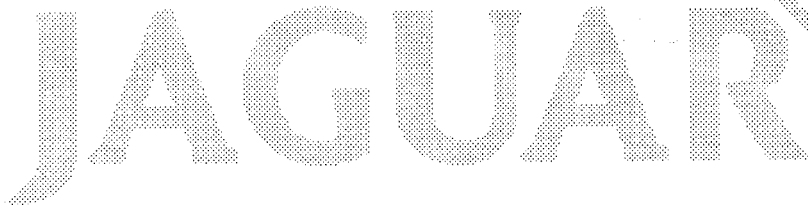
130 IPS 0.00 (N/C)
56592 SOP MOTOR WINCH ASSEMBLY

B 27 POINT FULL SERVICE INSPECTION AT NO CHARGE

27PT RECOMMENED SERVICES, MAJOR MAINTENANCE, BRAKE FLUSH, COOLANT FLUSH

130 IPS 0.00 (N/C)

NYS REPAIR #R1300903



WE DO EXPERT BODY WORK

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE