



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

02-SEP-2008

Repository

Reference No. 10240634

OWNER INFORMATION (Type or Print)

Name

Address

City EAST BERLIN

State PA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

In the absence of an authorized signature, please print your name or address to the vehicle manufacturer. Signature of Owner Date 9/11/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SAJWA44B67

Make JAGUAR

Model XK

Model Year 2007

Date Purchased 5-04-07

Dealer's Name and Telephone Number JAGUAR-HARRISBURG 717-564-5410

Engine: No: Cylinders 8

Fuel Type: 93

Original Owner

Dealer's City HARRISBURG

State PA

Zip Code

Transmission Type

Antilock Brakes Cruise Control

Powertrain

Vehicle Component Code 180000 VEHICLE SPEED CONTROL

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JUN-2007

Failure Mileage 2000

Failure Speed 2

Failure Mileage Second time - 5100 miles

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 2007 JAGUAR XK CONVERTIBLE. WHILE APPROACHING A STOP SIGN, THE CONTACT APPLIED THE BRAKES. THE VEHICLE LUNGED FORWARD INSTEAD OF STOPPING. THE BRAKE PEDAL WAS DEPRESSED, BUT THE VEHICLE KEPT MOVING FORWARD AT LESS THAN 2 MPH. THE VEHICLE DID NOT COME TO A COMPLETE STOP UNTIL IT WAS APPROXIMATELY THREE FEET INTO THE INTERSECTION. THE DEALER STATED THAT THE ISSUE WAS COMMON AND TO CONTINUE DRIVING THE VEHICLE. HE WAS ADVISED TO CALL BACK IF THE FAILURE RECURRED. THE VEHICLE WORKED NORMALLY FOR APPROXIMATELY 3,000 MILES BEFORE THE FAILURE RECURRED. IN THIS INCIDENT, THE VEHICLE LUNGED FORWARD AND STOPPED APPROXIMATELY TWO INCHES FROM THE PRECEDING VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER. THEY KEPT THE VEHICLE FOR APPROXIMATELY 24 HOURS, BUT WERE UNABLE TO FIND ANY FAILURES. THE VEHICLE WAS TOWED BACK TO THE CONTACT'S RESIDENCE; HOWEVER, HE IS SCARED TO DRIVE IT BECAUSE THE FAILURE COULD RECUR. THE FAILURE MILEAGE WAS 2,000 AND CURRENT MILEAGE WAS 5,000.

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.

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

all your data is correct except that when the car was returned it was driven, not towed-

Note correction of my ZIP - it is

Enclosed correspondence with dealer

I did not take dealer's offer of buying my car - as occurrence occurred 28 in Goodville

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 1200 New Jersey Avenue SE. Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration



[REDACTED]

From: [REDACTED]
To: [REDACTED]
Sent: Tuesday, September 02, 2008 4:40 PM
Subject: Re: 2007 xk jAGUAR PROBLEM

[REDACTED]

Thank you for the email. I had an opportunity to visit with our service manager Mike Danzi this afternoon shortly after receiving your email. I reviewed all of the information provided by yourself as well as the actions of the technician. The technical people from Jaguar were notified and communicated with regarding the issue. As you know the on board computer has registered no abnormalities and we were unable to duplicate the event. I would be happy to personally drive your car over a period of time to see if the condition presents itself. If you have any other thoughts on how to proceed with this I will be happy to consider them. Thank you and I look forward to hearing back from you. Thank you.

Sent via BlackBerry - a service from AT&T Wireless.

From: [REDACTED]
Date: Tue, 2 Sep 2008 14:47:40 -0500
To: [REDACTED]
Subject: 2007 xk jAGUAR PROBLEM

Dear Mr. Bromley:

April 30, 2007 I purchased an XK Jaguar from L.B. Smith. After driving about 2000 miles I had the following incident:

I was stopping at a traffic lite, when I applied the brake, the car instead of stopping lurched forward, I kept my foot on the brake but the car continued to inch forward and was bucking, fortunately it came to a full stop before I was in the intersection. On my return home (no further incident) I called the Jaguar service department and told them what happened, they could not figure it out as they never had that complaint before, and suggested that I continue driving and if it happened again to call them. I drove approximately another 4000 miles without incident until two weeks ago when the exact problem occurred as I was trying to stop for a traffic lite in East Berlin. Fortunately the car stopped about 2 inches from the car in front of me, the incident was an exact duplicate of my first experience. When I returned home (no further incident) I called your service department and they said they would have the car towed in at no expense to me. After they had the car for approximately 24 hours they called to tell me that they could find nothing wrong with the car and someone drove it back without any problem.

I am now hesitant about driving the car as I feel the problem can re-appear. I am positive my driving did not cause the problem, my three cars previous to the Jag was a Mercedes 500, a Volvo convertible and the last a BMW convertible which I traded in for the Jaguar (the car of my dreams), I ,therefore am familiar with driving sports cars and my foot was on the brake not the accelerator.

Now I am afraid that the car of my dreams is a potential nightmare and an accident waiting to happen. I find it hard to believe that this incident has never occured before.

I would greatly appreciate it if you would research this problem further, as I hate to think of all the problems it could cause us both.

Pin # SAJWA44B [REDACTED]

9/11/2008