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

2008 OCT 28 PM 3:48

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 ☐
19-SEP-2008	Reference No. 10242908

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City YORBA LINDA	**State** CA	**Zip Code**	

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 10/ 07/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
SAJEA71C84S	JAGUAR	XJ8	2004

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
6/7/03	PENSKE JAGUAR 626-967-4211	8	

Original Owner	Dealer's City	State	Zip Code
☒	WEST COVINA	CA	91791

Transmission Type		Powertrain	Vehicle Component Code
AUTO	☒ Antilock Brakes ☒ Cruise Control		020000 SUSPENSION Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
27-JUL-2007	50000	65	FRONT END AIR SUSPENSION SYSTEM LEAKED AIR CAUSING THE ENTIRE FRONT END TO REST ON THE FRONT TIRES MAKING IT IMPOSSIBLE TO STEER

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2004 JAGUAR XJ8. WHILE DRIVING 65 MPH, THE FRONT END OF THE VEHICLE LOWERED AND BEGAN BOUNCING UP AND DOWN. THE VEHICLE EXPERIENCED A LOSS OF SUSPENSION, WHICH CAUSED THE DRIVER TO LOSE CONTROL OF THE VEHICLE. A FEW WARNING LIGHTS ILLUMINATED ON THE INSTRUMENT PANEL, TWO OF WHICH STATED "VEHICLE TOO LOW" AND "ERROR SUSPENSION FAULT". THE VEHICLE WAS TOWED TO A JAGUAR DEALER AND THEY STATED THAT THE FAILURE WAS DUE TO THE SUSPENSION RELAY. THE VEHICLE WAS REPAIRED AND DROVE NORMALLY FOR APPROXIMATELY 500 MILES. THE FAILURE RECURRED AND THE VEHICLE WAS TOWED BACK TO THE DEALER. THEY REPLACED THE FRONT DRIVER'S SIDE STRUT, WHICH WAS LEAKING AIR. THIS IS WHAT CAUSED THE FRONT OF THE VEHICLE TO DROP DOWN. THERE HAD BEEN NO FURTHER OCCURRENCES; HOWEVER, THE CONTACT IS CONCERNED THAT THE PASSENGER SIDE WILL EXPERIENCE THE SAME SUSPENSION FAILURE. THE FAILURE MILEAGE WAS 50,000 AND CURRENT MILEAGE WAS 52,000.
IF THIS OCCURS AGAIN IT COULD RESULT IN SERIOUS INJURY OR DEATH. WHEN THIS OCCURS THE VEHICLE CANNOT BE STEERED AS THE FRONT END FALLS DOWN ON THE TIRES. MY WIFE AND I ARE VERY CONCERNED FOR OUR SAFETY AND THE SAFETY OF OUR KIDS AND GRANDKIDS

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.

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

FIRST INCIDENT, AFTER PASSING A VEHICLE ON A TWO LANE HWY AT APPROXIMATELY 65 MPH THE FRONT END BEGAN TO RIDE HARD, BOUNCE AND VIBRATE. THE VEHICLE WAS ALMOST IMPOSSIBLE TO STEER AS THE FRONT END TIRES WERE INSIDE OF THE WHEEL WELL AND THE FRONT END OF THE VEHICLE WAS RESTING ON THE TIRES.
SECOND INCIDENT – TRAVELING DOWN A RATHER STEEP HILL THE VEHICLE AGAIN BECAME UNOPERABLE AND VERY DANGEROUS. THE VEHICLE COULD NOT BE CONTROLLED. FORTUNATELY I WAS TRAVELING AT A VERY SLOW SPEED, THANKFULLY AVOIDING AN ACCIDENT

ATTACH ADDITIONAL SHEETS IF NECESSARY

THIS SITUATION MUST BE INVESTIGATED AS MY WIFE AND I ARE AFRAID TO DRIVE IT. WE PAID A LOT FOR THIS VEHICLE AND I EXPECT MORE CONCERN ON THE PART OF JAGUAR.

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

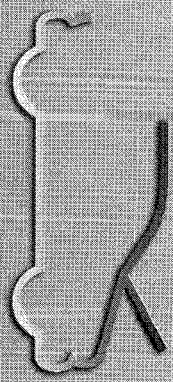
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382

safercar.gov

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

NHTSA
www.nhtsa.gov

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

4SG03121J 60262

INVOICE

PAGE 1

LAND ROVER JAGUAR

LAND ROVER JAGUAR ANAHEIM HILLS
5425 E. LA PALMA AVENUE
ANAHEIM, CA 92807
(714) 693-4646
FAX (714) 693-5577

BAR # AJ212899 EPA # CAL000221468

YORBA LINDA, CA
HOME: BUS:

SERVICE ADVISOR: 347 LYDIA KIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE	04	JAGUAR XJ8	SAJEA71C84S		50388/50388	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
17JUN03 IS			17:00 28JUL08		0.00	CASH	29JUL08

R.O. OPENED	READY	OPTIONS:
17:40 25JUL08	13:46 29JUL08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VEH TOW IN: SUSPENSION FAULT MSG ON IN DISPLAY			
S160 FRONT SUSPENSION			
189 CLJ		287.50	287.50
1 C2P11192 RELAY	9.22	9.22	9.22

PARTS: 9.22 LABOR: 287.50 OTHER: 0.00 TOTAL LINE A: 296.72

50388 C2302 LEVELLING PLAUSIBILITY ERROR 2.50 PERFOMED AIR SUSPENSION DAIG AND TESTED AIR COMP ASSY, COMP TESTED GOOD ,TRACED DOWN TO COMP RELAY. FOUND RELAY CONTACTS BURNT REPLACE RELAY AND PERFORMED AIR SUSPENSION CALIBRATION AND ROAD TESTED OK.

****

B RENTAL VEHICLE
RENTAL RENTAL VEHICLE
699 ISPJ (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

EST: 115.00 25JUL08 17:40 SA: 347

FIRST SERVICE

MIS-DIAGNOSED AS A RELAY PROBLEM

VEHICLE WAS TOWED 100 MILES. TO THIS DEALER

WARNING
Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touchup paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon you request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink of eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

NOTICE TO CONSUMER:
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. CUSTOMER ACKNOWLEDGES RECEIOPT OF A COPY HEREOF NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

ORIGINAL ESTIMATE $ _____ AUTHORIZED REVISED ESTIMATE $ _____

I acknowledge notice and oral approval of an increase in the original estimated price.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	287.50
PARTS AMOUNT	9.22
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	296.72
LESS INSURANCE	0.00
SALES TAX	0.71
PLEASE PAY THIS AMOUNT	297.43

CUSTOMER COPY

CUSTOMER #:

17181

INVOICE

MASERATI OF SACRAMENTO
JAGUAR SACRAMENTO
LAND ROVER SACRAMENTO

2052 Fulton Ave.
Sacramento, California 95825
Jaguar Land Rover: 916-483-2886
Maserati: 916-488-7788
www.niello.com

YORBA LINDA, CA

PAGE 1

HOME:
BUS:
CONT:N/A
CELL:

BAR # AC250717 E.P.A. # CAL000319582

SERVICE ADVISOR: 688 KERRY SAUNDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE	04	JAGUAR XJ 8	SAJEA71C84S		51104/51120	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN03 DD		16JUN2007	17:00 12AUG08		135.00	CASH	12AUG08

R.O. OPENED	READY	OPTIONS:
07:55 08AUG08	13:37 12AUG08	DLR:05724 ENG:4.2_Liter

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A ******VEHICLE TOWED TO SHOP******
TOW ******VEHICLE TOWED TO SHOP******
99 CPJ 0.00 0.00
****

B TOWED IN - AIR SUSPENIONF FAULT, VEHICLE IS SITTING VERY LOW, WAS IN OTHER DEALERSHIP IN LA AREA AND THEY HAD REPLACED RELAY OR CONNECTOR, - CHK AND ADV
S16 SUSPENSION
678 CPJ 135.00 135.00
1 C2P11192 RELAY 8.62 8.62 8.62

51120 PULLED CODES AND FOUND C1830 AND C2303. CHECKED FOR POWER AT RELAY IN FRONT FUSE BOX. FOUND THAT IT WAS NOT GETTING A SIGNAL FROM THE MODULE. CHECKED POWER AND GROUNDS AT THE AIR SUSPENSION MODULE. FOUND POWER AND GROUND. THERE WAS NO OUT PUT FROM THE MODULE TO THE RELAY. REPROGRAMED THE AIR SUSPENSION MODULE AND RECHECKED FOUND THAT THE MODULE WAS SENDING A SIGNAL FROM THE MODULE TO THE RELAY. FOUND THAT THE AIR PUMP WOULD COME ON. PUMP WOULD RUN FOR THREE MIN BUT WOULD NOT RAISE THE FRONT OF THE VEHICLE UP. TURNED VEHICLE OFF AND FOUND THAT THERE IS AN AIR LEAK COMING FROM THE LEFT FRONT. PULLED WHEEL AND FINDER LINER. CHECKED ALL AIR LINES FOUND THAT ALL THE LINES WERE GOOD. STARTED VEHICLE AND LET PUMP RUN. FOUND THAT THE AIR LEAK IS COMING FROM THE LEFT FRONT STRUT. NEED TO REPLACE STRUT AND RETEST.-
****

C MEMO: CLIENT IS FROM OUT OF TOWN AND IF POSSIBLE WOULD LIKE VEHICLE BACK BY TUESDAY AT THE LASTEST
S199 MEMO - TECH INFO
99 IJ (N/C)
****

D** REPLACE LEFT FRONT AIR STRUT
S16 SUSPENSION
678 CPJ 135.00 135.00
1 C2C23699 DAMPER & SPRING- 935.55 935.55 935.55

51120 REPLACED LEFT FRONT STRUT AND ROAD TESTED. VEHICEL IS AT NORMAL RIDE HIGHT AT THIS TIME.

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

CUSTOMER COPY

CUSTOMER #

17181

INVOICE

MASERATI OF SACRAMENTO
JAGUAR SACRAMENTO
LAND ROVER SACRAMENTO
2052 Fulton Ave.
Sacramento, California 95825
Jaguar Land Rover: 916-483-2886
Maserati: 916-488-7788
www.niello.com

YORBA LINDA, CA

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HOME: CONT:N/A
BUS: CELL:

BAR # AC250717 E.P.A. # CAL000319582

SERVICE ADVISOR: 688 KERRY SAUNDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLATE	04	JAGUAR XJ 8	SAJEA71C84S		51104/51120	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN03 DD		16JUN2007	17:00 12AUG08		135.00	CASH	12AUG08

R.O. OPENED	READY	OPTIONS: DLR	ENG:4.2 Liter
07:55 08AUG08	13:37 12AUG08		

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
EST: 135.00 08AUG08 07:55 SA: 688			

EST: 1,285.00 11AUG08 16:40 SA: 688
CONTACT: RON (775)833-0778
REPLACE LEFT FRONT STRUT

ATTENTION: 9/22/08 9:15
MICHAEL AYRES
2 PAGES

SECOND SERVICE.

DIAGNOSED AS LEAKING LEFT FRONT STRUT.

VEHICLE TOWED 120 MILES FROM INCLINE VILLAGE, NV TO SACRAMENTO CA

PAID

BY: Visa

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X

DESCRIPTION	TOTALS
LABOR AMOUNT	270.00
PARTS AMOUNT	944.17
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1214.17
LESS INSURANCE	0.00
SALES TAX	73.17
PLEASE PAY THIS AMOUNT	1287.34

CUSTOMER COPY

ATTN:
NHTSA,
FYI. I AM MORE CONCERNED FOR OUR SAFETY THAN THE MONEY.
SUPERVISOR MICHAEL AYRES ADVISED ME THAT THERE WAS NOTHING HE OR JAGUAR COULD DO TO ENSURE OUR SAFETY SHOULD THIS OCCUR AGAIN OR ON THE FRONT RIGHT SIDE STRUT.
THANK YOU!!

JAGUAR

JAGUAR CARS
555 MacArthur Boulevard
Mahwah, NJ 07430 USA

T 1.800.4 JAGUAR
www.jaguarusa.com

September 30, 2008

Yorba Linda, CA

CASE:
VIN:

Dear

Please accept my sincere apologies for any inconvenience you may have experienced with your 2004 XJ. I am aware that your time is very important, and I appreciate your patience while I researched your concerns.

We at Jaguar Cars understand that an apology does little to alleviate an unpleasant experience. Per our conversation, our Accounting Department will be sending a check to you in the amount of $763.67 as a gesture of goodwill. I hope that this contribution will help reinforce your belief that Jaguar is dedicated to improving your ownership experience.

We truly value our Jaguar customers and thank you for allowing us the opportunity to be of assistance.

Sincerely,

Susan Kerner
Customer Relationship Center Representative