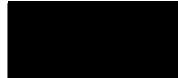


Case #



2009 APR 23



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

10-MAR-2009

Repository ☐Reference No.
10261454**OWNER INFORMATION (Type or Print)**

Name

Address

City
CHESTERState
NJ

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? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 3/31/09

VEHICLE INFORMATION

17 Digit Vehicle Identification Number (located at bottom of windshield or driver's side)

SAJGN5741VC

Make

JAGUAR

Model

XK8

Model Year

1997

Date Purchased

10/2004

Dealer's Name and Telephone Number

Tommy George Natta 54830 Shelby Ave East

Engine:

No: Cylinders

8

Fuel Type:

regular unleaded

Original Owner

Dealer's City

Detroit

State

MI

Zip Code

48178

Transmission Type

Automatic

☐ Antilock Brakes☒ Cruise Control

Powertrain

Front Engine/RWD

Multiple Failure:

Tensioner failure

Incident Date(s)

05-MAR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Tensioner/camshaft in Engine

Failure Mileage

42580
44,604

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 1997 JAGUAR XK8. THE CONTACT DROVE THE VEHICLE TO THE SHOPPING CENTER AND WHEN SHE ATTEMPTED TO RESTART IT, SHE WAS UNSUCCESSFUL. THE REPAIR SHOP INSPECTED THE VEHICLE AND FOUND THAT THE TENSION BAR FAILED, WHICH CAUSED THE ENGINE TO FAIL. THE VEHICLE WAS TOWED AWAY. THE ENGINE WILL NEED TO BE REPLACED AT THE COST OF \$18,000. A REPORT WAS FILED WITH THE MANUFACTURER AND THEY STATED THAT THE VEHICLE WAS OUT OF WARRANTY; THEREFORE, THEY WOULD NOT ASSIST WITH THE REPAIR. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 42,580. 44,604

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)

Did prior research & found that the tensioner in this model XK8 - Laguard 1997 - was defective - please refer to the following Laguard Technical Service Bulletins
Technical Service Bulletin no 303-30
Technical Service Bulletin no X303-68
I had brought my car to Manhattan Laguard & never mentioned this issue that I could have the opportunity to repair it. Also reported this defect to the following Agencies:
① Federal Trade Commission Case # [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

Department
Transportation

National Highway
Traffic Safety
Administration

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

For Business
Priority for Private Use \$300

DVD P&DC
KEARNY NJ 07030

03 APR 2000 PM 4:11

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

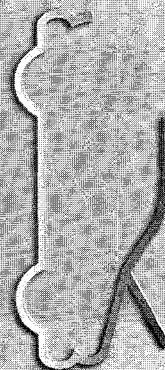
WASHINGTON, DC

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

Document : INVOICE
 Customer # : MALS2-0
 Order # : 27202
 Order Date : 03/06/09
 Salesperson : Brad Adams
 Department : 01
 PO# :
 Hand Ticket :



165 Route 206 (908) 879 - 7444
 Chester, NJ 07930 Visit us at www.americantires.net

American Tire & Auto Care CHESTER



21346

Invoice # : 21346
 Invoice Date : 03/26/09

Vehicle:

License:
 Mileage: 44604
 VIN #:
 Year: 1997
 Make: JAGUAR
 Model: XK-8
 Option: V8-3996 4.0L DOHC
 Unit ID:
 Comment:

Billing:

Chester, NJ

CELL:

Mfr Sku	Tire Size	Sub	Description	Tech	Qty	Price	FET	Extended
EST			TEST BATTERY, STARTING AND CHARGING SYSTEM	CK	1.0	\$19.95	\$0.00	\$19.95
EST1			SUPPLY WRITTEN REPORT	CK	1.0	\$0.00	\$0.00	\$0.00
BA			NEED TO JUMP START OVER AT BURGER KING BY SNOW BANK					
MP			ROAD SERVICE	CK	1.0	\$20.00	\$0.00	\$20.00
L14			LABOR	CK	2.5	\$95.00	\$0.00	\$237.50
AD			DIAGNOSTIC LABOR					
CPCB			COUPON	CK	-1.0	\$27.75	\$0.00	-\$27.75
REC			REC: PASSENGER SIDE SECONDARY TIMING CHAIN GUIDE BROKE. THIS CAUSED A PORTION OF THE GUIDE TO LODGE IN THE EXHAUST SPROCKET, WHICH IN TURN CAUSED THE SECONDARY CHAIN TO BREAK THE EXHAUST CAM STOPPED MOVING WHICH CAUSED THE PISTON TO HIT THE EXHAUST VALVE & SPARK PLUG BENDING BOTH	CK	1.0	\$0.00	\$0.00	\$0.00

I authorize the repair work set forth to be done with the necessary parts and materials. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I agree you are not responsible for vehicle damage beyond your control or any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. All parts will be discarded unless otherwise specified. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs and materials.

No disclaimer

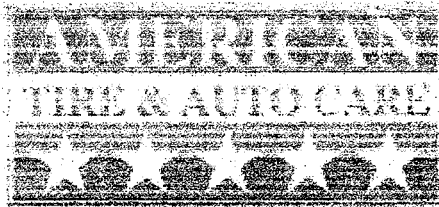
Sub Total:	\$249.70
Tax Total:	\$17.48
Total Due:	\$267.18

Payments	Amounts
Amer Express	\$267.18
Total Applied	\$267.18
Amount Paid	\$267.18
Change	\$0.00

No disclaimer

Terms	Due Dates
Paid in Full	N/A

CUSTOMER SIGNATURE: X _____

**WORK ORDER****Company/Location Name:**
American Tire & Auto Care165 Route 206
Chester, NJ 07930(908) 879 - 7444
Visit us at
www.americantires.net

MALS2-0	27202
Order Date	Inv Date
03/06/09	N/A
Store	Inv No
2	N/A

Billing Info:CHESTER
C
U
S
T
O
M
E
R
CELL: 1013
Chester, NJ**Vehicle:**License: [REDACTED]
Mileage: 44604
VIN #: [REDACTED]
Year: 1997
Make: JAGUAR
Model: XK-8
Option: V8-3996 4.0L DOHC
Unit ID:
Comment:

Salesperson: Brad Adams			Department: 01					
Mfr Sku	Tire Size	Sub	Description	Tech	Qty	Price	FET	Extended
EST			TEST BATTERY STARTING AND CHARGING SYSTEM	CK	1.0	\$19.95	\$0.00	\$19.95
EST1			SUPPLY WRITTEN REPORT	CK	1.0	\$0.00	\$0.00	\$0.00
BA			NEED TO JUMP START OVER AT BURGER KING BY SNOW BANK					
MP			ROAD SERVICE	CK	1.0	\$20.00	\$0.00	\$20.00
L14			LABOR	CK	2.5	\$95.00	\$0.00	\$237.50
AD			DIAGNOSTIC LABOR					
CPCB			COUPON	CK	-1.0	\$27.75	\$0.00	-\$27.75
REC			REC: PASSENGER SIDE SECONDARY TIMING CHAIN GUIDE BROKE. THIS CAUSED A PORTION OF THE GUIDE TO LODGE IN THE EXHAUST SPROCKET, WHICH IN TURN CAUSED THE SECONDARY CHAIN TO BREAK. THE EXHAUST CAM STOPPED MOVING WHICH CAUSED THE PISTON TO HIT THE EXHAUST VALVE AND SPARK PLUG BENDING THEM BOTH.	CK	1.0	\$0.00	\$0.00	\$0.00

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Payments	Amounts
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CUSTOMER SIGNATURE: X _____