



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

22-JUL-2009

Repository

Reference No.
10277901

OWNER INFORMATION (Type or Print)

Name

Address

City

CASTLE ROCK

State CO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

SAJEA01U93H

Make

JAGUAR

Model

S-TYPE

Model Year

2003

Date Purchased

7/6/02

Dealer's Name and Telephone Number

Steinsson Imports 303-794-3550

Engine:

No: Cylinders

8

Fuel Type:

Premium

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Multiple Failure:

Incident Date(s)

14-JUL-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES

1XR853051 Latch-Door

Failure Mileage

54000

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 2003 JAGUAR S-TYPE. WHILE ATTEMPTING TO ENTER THE VEHICLE, THE CONTACT NOTICED THAT THE REAR PASSENGER SIDE DOOR WOULD NOT UNLOCK. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE CURRENT AND FAILURE MILEAGES WERE 54,000.

The sales manager said this problem of doors self-locking was not uncommon and that they did not know what the cause was. The mechanics had no answer why this happened.

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)

The door opened when we put items in. When we tried to take the items out it would not open with the remote or manually from the inside or from controls within the car.

The driver or any passenger could be trapped inside the car if there was an accident where the car was on fire or had gone off the road into a body of water or was caught in a flash flood. Escape could become impossible.

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



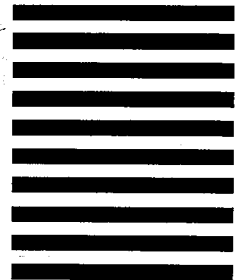
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

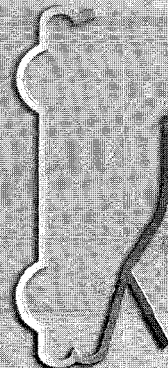
POSTAGE WILL BE PAID BY ADDRESSEE

16

**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



DENVER CO 802
08 AUG 2009 PM 4 1

1-800-452-4827

National Highway Traffic Safety Administration also provides recall and crash test information, but does not handle complaints.

CUSTOMER #: 101788

156261

JAGUAR

IMPORTS INC.

5500 So. Broadway - Littleton, CO 80121
Phone: 303-794-3550

INVOICE



CASTLE ROCK, CO

COPYRIGHT-2001 - #1 PAGE & CAR LOANS

HOME: [REDACTED] CONT: N/A Privacy Policy About Us Contact Us Other Informative Auto Sites Add URL

BUS: [REDACTED] CELL [REDACTED] SERVICE ADVISOR: 28 NICK EICHHORN

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PLATINUM	03	JAGUAR	S-TYPE 4.2	SAJEA01U93H	[REDACTED]	54305/54305	T1041
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL02 IS							
06JUL02 DD	20MAR02	05JUL2006	WATT 17JUL09		0.00	CASH	17JUL09
R.O. OPENED	READY	OPTIONS: STK:J30007 DLR:00078					
09:09 17JUL09	10:12 17JUL09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A SYNTHETIC OIL AND FILTER CHANGE, CHECK/FILL FLUID LEVELS, CHECK/ADJUST TIRE PRESSURE							
LOFJS SYNTHETIC OIL AND FILTER CHANGE, CHECK/FILL FLUID LEVELS, CHECK/ADJUST TIRE PRESSURE							
	12	CJ1				24.60	24.60
	7	5/30S Q HORSEPOWER SYNTH OIL			6.95	6.95	48.65
	1	C2N3587 FILTER-OIL			18.95	18.95	18.95
	1	AJ83017 PLUG-DRAIN			7.75	7.75	7.75
PARTS:	75.35	LABOR:	24.60	OTHER:	0.00	TOTAL LINE A:	99.95

54305 0.50 LOF

B CLIENT STATES CHECK COOLANT LEVEL. TSTAT HOUSING FOUND LEAKING LAST VISIT.

200 COOLANT LEVEL OK, SMALL LEAK FORM TSTAT HOUSING. CLIENT DECLINED REPAIR AT THIS TIME.

	12	CJ1				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

54305 DECLINED

C PERFORM COMPLIMENTARY JAGUAR MULTI-POINT INSPECTION

99P PERFORM COMPLIMENTARY JAGUAR MULTI-POINT INSPECTION

	12	CJ1				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

54305 0.10 COMP. INSP

D CUSTOMER NOTED THAT THE PASSENGER SIDE REAR DOOR WILL NOT ULOCK USING THE KEY OR MANUALLY

SOP ORDERED RR DOOR LATCH

	12	CJ1				0.00	0.00
--	----	-----	--	--	--	------	------

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		DESCRIPTION	TOTALS
	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.		LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
		LESS INSURANCE		
		SALES TAX		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		

CUSTOMER COPY

CUSTOMER #: i01788

1 5 6 3 3 5



STEVINSON

IMPORTS INC.

5500 So. Broadway - Littleton, CO 80121
Phone: 303-794-3550

INVOICE



PORSCHE

PAGE 1

CASTLE ROCK, CO
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 28 NICK EICHHORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PLATINUM	03	JAGUAR S-TYPE 4.2	SAJEA01U93H [REDACTED]	[REDACTED]	54454/54455	T3962	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
06JUL02 IS							
06JUL02 DD	20MAR02	05JUL2006	16:30 21JUL09		0.00	CASH	21JUL09

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:J30007 DLR:00078

10:04 21JUL09 17:08 21JUL09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A RENTAL CAR

CAUSE: RENTAL CAR

LNR RENTAL CAR

98 WLNR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B CLIENT STATES RR DOOR WONT UNLOCK WITH FOB OR INTERNAL LOCKS. SOP IN RR DOOR LATCH.

500 REPLACED R/R DOOR LATCH

12 CJ1

1 XR853051 LATCH-DOOR

437.00 437.00

307.47 307.47 307.47

PARTS: 307.47 LABOR: 437.00 OTHER: 0.00 TOTAL LINE B: 744.47

54455 3.80 REMOVED DOOR PANEL WITH DOOR CLOSED, GET DOOR OPEN. REPLACED THE PASS. SIDE REAR DOOR LATCH

C CLIENT STATES THE BRAKE PEDAL IS MAKING NOISE SINCE LAST VISIT, WHEN LETTING UP ON BRAKES

NPF UNABLE TO VERIFY CLIENTS CONCERN AT THIS TIME

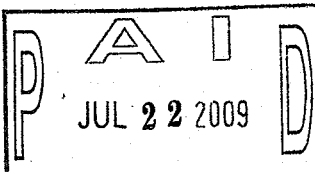
12 CJ1

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

54455 COULD NOT DUPLICATE AT THIS TIME

EST: 795.00 21JUL09 13:57 SA: 28



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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
LESS INSURANCE			
SALES TAX			
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 101788

1 5 6 3 3 5



STEVINSON

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INC.

5500 So. Broadway - Littleton, CO 80121
Phone: 303-794-3550

INVOICE



PORSCHE

PAGE 2

CASTLE ROCK, CO

HOME: CONT: N/A

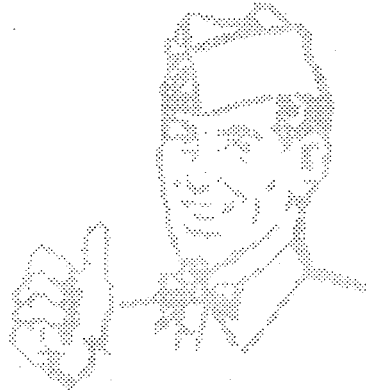
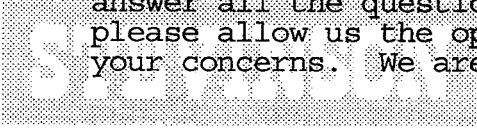
BUS: CELL:

SERVICE ADVISOR: 28 NICK EICHHORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PLATINUM	03	JAGUAR S-TYPE 4.2	SAJEA01U93H		54454/54455	T3962	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
06JUL02 IS							
06JUL02 DD	20MAR02	05JUL2006	16:30 21JUL09		0.00	CASH	21JUL09
R.O. OPENED	READY	OPTIONS: STK:J30007 DLR:00078					
10:04 21JUL09	17:08 21JUL09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank you for allowing us to service your vehicle. Your satisfaction is very important to us. You may be receiving a survey from the manufacturer. If for any reason you cannot answer all the questions Completely Satisfied please allow us the opportunity to address your concerns. We are here to help you !



SPECIALTY SERVICE

STEVINSON IMPORTS
5500 S. BROADWAY
LITTLETON, CO 80101
303-794-3500

TERMINAL I.D.: 05502621

AMEX
XXXXXXXXXXXX
SALE
BATCH: 000274 INVT: 8
DATE: JUL 22, 09 TIME: 11:43:00
AUTH NO: 526048

TOTAL \$767.07
GENERAL MERCHANDISE 00
IRA W HOLROVD

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

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 THIS 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	437.00
		PARTS AMOUNT	307.47
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	744.47
		LESS INSURANCE	0.00
		SALES TAX	22.60
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	767.07

CUSTOMER COPY

SOR NUMBER
156261

DATE
ORDERED
17JUL09

DATE
CLOSED

CUST PO #

DATE
PRINTED
20JUL09

OF
LINES
1

CUSTOMER INFO:

████████████████████
████████████████████
CASTLE ROCK, CO ██████████

PAGE 1

SERVICE ADVISOR: EICHHORN, NICK

VIN NUMBER
SAJEA01U93H ██████████

CUSTOMER NUMBER
████████████████████

HOME PHONE NBR
████████████████████

WORK PHONE NBR

QTY	PART NUMBER	DESCRIPTION	BIN	ORD NBR	REC DT	EMP
1	XR853051	LATCH-DOOR	500	0717VRA	20JUL09	MIKE

This was on the package the replacement part came in to the dealer.

COMMENTS:

PARTS TAG LABEL



This is the
replacement part
shipped to dealer
I have it in my possession.