


CORRECTED FORM & ATTACHMENTS

(11 pgs total)

Form Approved OMB No. 2127-0002

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
	<p>Date Received <b>APR 30 2010</b> 05-MAR-2010</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10317111</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>				
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>
<p>Address</p>		<p>Evening Telephone Number</p>		
<p>City SAN JOSE</p>	<p>State CA</p>	<p>Zip Code</p>		
<p>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).</p>				
<p><b>VEHICLE INFORMATION</b></p>				
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SAJDA23C5YL</p>		<p>Make JAGUAR</p>	<p>Model XJ</p>	<p>Model Year 2000</p>
<p>Date Purchased Nov 12, 2009</p>	<p>Dealer's Name and Telephone Number Sport Leasing aka: Ron Kardos 800-367-7678</p>		<p>Engine: No: Cylinders 8</p>	<p>Fuel Type: Premium 9250 Line</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Foster City, CA</p>	<p>State CA</p>	<p>Zip Code 94404</p>	
<p>Transmission Type AUTOMATIC</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure: YES - T.C GUIDES, T.CHAIN, ETC. - SEE RECORD</p>	<p>Incident Date(s) 16-JAN-2010</p>
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>				
<p>Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE TIMING CHAIN GUIDES/TENSIONERS THAT THEY CAUSED TIMING CHAIN TO BREAK AND JAM INTO A GEAR AND PISTONS TO SMASH INTO VALVES</p>			<p>Failure Mileage 93000</p>	<p>Failure Speed 0</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>				
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>				
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>		
<p>Seat Type:</p>		<p>Installation System:</p>		
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>		
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>				
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>
<p>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).</p>				
<p>TL*THE CONTACT OWN A 2000 JAGUAR XJ. THE CONTACT STATED THAT THE DRIVER ATTEMPTED TO START THE VEHICLE THAT WAS PARKED IN HIS GARAGE. THE VEHICLE WOULD NOT START. THE CONTACT STATED THAT THE DRIVER AND PASSENGER SMELLED A SLIGHT BURNING ODOR AFTER TRYING TO START THE VEHICLE. THE VEHICLE WAS TOWED TO A PERSONAL MECHANIC ON JANUARY 20, 2010. THE MECHANIC STATED THAT THE TIMING CHAIN FAILED. THE MECHANIC TOOK PICTURES OF THE TIMING CHAIN. THE CONTACT STATED THAT THE VEHICLE WAS STILL AT THE MECHANIC AT THE TIME OF THE COMPLAINT THE APPROXIMATE FAILURE AND CURRENT MILEAGES WAS 93,000.</p>				
<p>THE TIMING CHAIN GUIDES/TENSIONERS FAILED FIRST, THEN... THE BROKEN PLASTIC PARTS OF THE ORIGINAL PARTS PLASTIC TIMING CHAIN GUIDES/TENSIONERS AND... Note: Car was still under warranty in 2006.</p>				
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>				
<p>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.</p>				

[REDACTED]  
[REDACTED]  
[REDACTED]  
San Jose, CA [REDACTED]

tel./fax: [REDACTED]

email: [REDACTED]

29 April, 2010

re: Additional information and documents to CORRECTED "Vehicle Owner's Questionnaire"  
Ref. No. 10317111; Jaguar XJ8L, 2000, VIN: SAJDA23C5YL [REDACTED]

attn: Randy Reid, Complaint Correspondence and  
The Director of the Office of Defects Investigation  
National Highway Traffic Safety Administration  
Department of Transportation  
Washington, DC

Dear Director and Mr. Reid:

I can't believe how much trouble it has been to get this complaint properly filed. First, I tried to file it on-line with your website in January and the form appeared to be accepted, but I received no confirmation number or anything. Then I called in early March, not having received any acknowledgement, to inquire what happened, and found it had apparently not actually gotten through your website to any real live person. At the time of my March call, your staff took the complaint then, by phone. I made it very clear to "Robert" what had happened—that FIRST the cheap plastic original timing chain GUIDES/TENSIONERS (the latter is the British-English term) FAILED, literally flying apart and into the engine and that this failure caused the timing chain to come out of its track, break and part of it jammed into the engine, which then caused two pistons to slam into two valved, damaging the valves. It was a SERIES of catastrophic events—STARTED BY the failure of the GUIDES/TENSIONERS of the Timing Chain. In addition to filing our complaint TWICE at this point, I'd also sent the NHTSA a large packet of additional information with a cover letter which repeated exactly what I said over the phone and in the form that disappeared through your website. The cover letter had our name, address, the details of the vehicle including its VIN all at the top and in additional documents of the packet. There should have been no reason for this package to not end up in the complete file, along with the form you prepared and sent to us by email—well after the Post Office tracking system indicates you received that packet.

This packet also included the documentation of the COMPLETE bulletin of Jaguar NOT sent to all owners and dealers, consistently,—or even to the NHTSA, at all, that specifically warned that the timing chain tensioners noise, usually preceded FAILURE of the TENSIONERS which directly led to failure of the timing chain and pistons smashing into valves, etc.. Your agency

was only sent part of the Jaguar bulletin—and you apparently never realized this, right up to the present day. You, and thousands of Jaguar customers have been HAD!

What makes this especially nasty is that Jaguar KNEW as early as 1998/99 that its attempt to lower weight and increase fuel economy by designing the timing system with cheap plastic guides/tensioners was a mistake and that these cheap plastic parts were ALREADY failing and causing catastrophic engine failure when they did so. In 1999, an upgrade kit was made to replace these parts but the original owners/dealers were NOT notified consistently. This upgrade itself, being also plastic did not last even through the typical warranty period. Thus, in 2004, Jaguar created a SECOND upgrade kit—with METAL components.

In 1998 Jaguar issued a bulletin about “noise” in the engine from the timing chain guides, implying they needed to be “adjusted.” and sent this bulletin to the NHTSA. This was pure deceit. They already knew that any noise indicated these parts were about to fail and cause catastrophic engine failure—and that this could happen in stop-and-go traffic, as well as when a car was started in a parking lot or garage. It happens when you put your foot on the accelerator to give the car gas. This is a potential accident, if it happens in traffic—as it did to friend of ours at nearly the same time our Jaguar failed. Her Jaguar failed at about 86,000 miles—in traffic, and she narrowly escaped being hit by another car. She is likely to be witness in our lawsuit against Jaguar, which we are filing probably next week, since we have no idea when the NHTSA is even going to get our complaint right, much less do anything with or about it.

Attached is the Jaguar bulletin cited in a damning warning about this problem by a Jaguar dealer, Continental Imports of Fremont, California, who became disgusted by Jaguar and tried to provide the full information to its customers that Jaguar would not. Please note that the bulletin citations in this warning starts out reading very much like the bulletin that Jaguar sent your agency back in 1998, but it continues past what Jaguar sent to you to warn that this noise precedes timing chain tensioner failure—which will cause catastrophic engine failure.

In other words, the problem was much more serious than Jaguar led your agency to believe. It is a continuing problem because Jaguars are held and used by owners much longer than say a lower-echelon Chevy or Ford. People expect higher cost cars to last longer, far longer than 100,000 miles. There are still thousands of these Jaguar XJ8's and XJR's on the road, many of which are likely to still be ticking time bombs with these defective original components. These parts were failing at anywhere from under 40,000 miles to about 95,000 miles—well within—and after—most people's warranties, and yet the owners were being forced to pay all or part of the costs of this original design and manufacture defect. Jaguar was—and still is—making money off of its own failure—and putting people's lives and property at risk..

Worse, Jaguar itself owned our particular vehicle from 2000, until January, 2003—well within the warranty period and had ample opportunity to replace these defective original components (see Maryland-Texas title reports). It then sold the car to the current entity who is co-owner with us,

Sport Leasing, Inc. in Texas, and NEVER notified Sport Leasing about this potential failure from Jaguar's own original defective parts. (See the letter from Sport Leasing).

We believe this is criminal negligence and criminal fraud. We are also complaining about this to the California DMV in the next week or so (we're waiting for one last item to come in from Maryland, and have been told it's on its way), which can fine Jaguar and can also suspend this company's right to do business in the state, if it feels there have been enough incidents and lack of cooperation and fair-dealing by the company.

We've been given three different verbal and e-mail "lines" by the company as to why they never notified Sport Leasing about this defect. Jaguar has also refused to answer the question as to why it did not replace these defective parts during the two plus years Jaguar itself was the title holder and registered owner of the vehicle. In fact, Jaguar's spokesperson tried to say Jaguar was not the original owner, which is shown to be a lie by both Texas and Maryland records. I'm also curious at this point as to why Jaguar itself moved the car from Maryland to Texas to sell it in auction to Sport Leasing. We've had nothing but deceit, lies and stonewalling by the executive offices of Jaguar, NA. You've had nothing but deceit from Jaguar in this matter and that should be of concern to your staff—as well as the fact that Jaguar was, through this deceit, deliberately concealing an original design and manufacturing defect that could—and did—lead to catastrophic engine failure, and put people's lives and property at risk when this happened in stop-and-go traffic, or in proceeding from traffic lights, etc..

Then, after all of this, our complaint first got lost in your agency's website and then bungled by the NHTSA after we called the NHTSA—and finally as far as we know, you also lost the package we mailed you, otherwise you could have cross checked what you put on the enclosed, now CORRECTED form, and realized you had apparently not gotten the events fully put down as they occurred—and were so stated as to have occurred—several times. Then when I tried to correct the form sent by PDF, I could not obtain an editable version. I had to go into surgery and recover while both my husband and I tried to figure out how to correct this form and send it back by email (we concluded it was not possible). This is not encouraging, especially on top of the number of years—and deaths—before your agency concluded there was something seriously, really wrong with Toyotas and forced the recent well-publicized recalls.

Please don't lose track of this corrected form and our second group of attachments. While we were dealing with my surgery (not an optional one—and followed by an injury afterward which took additional healing time), we also received Texas, and the first of Maryland, documents that further support our complaint. They clearly show the 2 plus years of ownership of this vehicle by Jaguar itself. Please consider our complaint carefully and take a darned good look at what Jaguar has REALLY been doing to its customers and the NHTSA.

Sincerely,



February 1, 2010

RE: 2000 Jaguar XJB VIN# SAJDA23C5YL [REDACTED]

Sport Leasing purchased this vehicle at the beginning of 2003; the lien date stated on the Texas title was January 3, 2003.

To the best knowledge of Sport Leasing's personnel, no TSA bulletin or letter regarding any design defect was ever received from Jaguar.

When Sport Leasing receives a recall notice, it is our policy to forward the original to the lessee of the vehicle, keep a copy for our records, and make a note in our leasing software of the occurrence. There is no note in our system of any recall notice for the above vehicle.

A handwritten signature in cursive script that reads "Kathy Lei".

Kathy Lei

Director of Operations



Texas Department of Transportation  
TITLE APPLICATION RECEIPT



0151 1137 6611 6313 71

COUNTY: BEXAR  
STICKER NO: 10118203WE  
PLATE NO: [REDACTED]  
DOCUMENT NO: 01511137661163137

TAC NAME: SYLVIA S. ROMO, CPA, ETA  
DATE: 02/11/2003 EFFECTIVE DATE: 02/11/2003  
TIME: 04:31PM EXPIRATION DATE: 1/2004  
EMPLOYEE ID: RP001TD TRANSACTION ID: 01511137661163137

OWNER NAME AND ADDRESS  
SPORT LEASING (LESSOR)  
[REDACTED] (LESSEE)  
SAN ANTONIO, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/BOL 6000  
PLATE TYPE: PASSENGER PLT  
STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: SAJDA21C5V1 [REDACTED] VEHICLE CLASSIFICATION: PASS  
YR/MAKE: 2000/JAGU MODEL: XBL BODY STYLE: 4D UNIT NO:  
EMPTY WT: 4000 CARRYING CAPACITY: 0 GROSS WT: 4000 TONNAGE: 0.00 TRAILER TYPE:  
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH/WIDTH: 0  
PREV OWNER NAME: BARRETT JAGUER PREV CITY/STATE: SAN ANTONIO, TX

INVENTORY ITEM(S) YR  
WINDSHIELD STICKER 2004  
PASSENGER PLT

VEHICLE RECORD NOTATIONS  
RELEASE OF PERSONAL INFO RESTRICTED  
ACTUAL MILEAGE

FEES ASSESSED	
TITLE APPLICATION FEE	\$ 13.00
SALES TAX FEE	\$ 2,544.49
WINDSHIELD STICKER	\$ 50.80
REFLECTORIZATION FEE	\$ 0.20
CNTY ROAD BRIDGE ADD-ON FEE	\$ 10.00
CHILD SAFETY FUND	\$ 1.00
AUTOMATION FEE (LARGE CNTY)	\$ 1.00
<b>TOTAL</b>	<b>\$ 2,620.79</b>

ODOMETER READING: 18620 BRAND: A  
OWNERSHIP EVIDENCE: OUT-OF-STATE TITLE  
1ST LIEN DATE: 01/03/2003  
SPORT LEASING  
P.O. BOX 9286  
FOSTER CITY, CA 94404

SALES TAX CATEGORY: SALES/USE

Sales Tax Date:	01/29/2003
Sales Price	\$ 43,711.87
Less Trade In Allowance	\$ 3,000.00
Taxable Amount	\$ 40,711.87
Sales Tax Paid	\$ 2,544.49
Less Other State Tax Paid	\$ 0.00
Tax Penalty	\$ 0.00
<b>TOTAL TAX PAID</b>	<b>\$ 2,544.49</b>

2ND LIEN

3RD LIEN

Batch No: 1113766201 Batch Count: 23

**MARYLAND CERTIFICATE OF TITLE**  
 DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR VOIDS

210399

117

S585928

**NAME AND ADDRESS OF REGISTERED OWNER:**  
 JAGUAR CREDIT  
 14237 DISPLAY COURT  
 ROCKVILLE MD 20850

**DUPLICATE OR CORRECTED COPY "01"**

**ODOMETER CODES**  
 A Actual Mileage  
 B Exceeds Mechanical Limits  
 C Not Actual Mileage

**CONTROL NO.**  
 (This is not a Tax No.)  
 S585928

THE UNDERWRITER HEREBY CERTIFIES THAT AN APPLICATION FOR CERTIFICATE OF TITLE HAS BEEN MADE FOR THE VEHICLE DESCRIBED HEREON PURSUANT TO THE PROVISIONS OF THE MOTOR VEHICLE LAWS OF THIS STATE AND THE APPLICANT NAMED ON THE FACE HEREOF HAS BEEN DEEMED AS THE LEGAL OWNER OF SAID VEHICLE.

THE ADMINISTRATION WILL NOT BE RESPONSIBLE FOR FALSE OR FRAUDULENT ODOMETER STATEMENTS MADE IN THE ASSIGNMENT OF THE CERTIFICATE OF TITLE OR FOR ERRORS MADE IN RECORDING BY THE ADMINISTRATION.

**NAME AND ADDRESS OF SECURED PARTY IN RECORDED ORDER:**  
 JAGUAR CREDIT  
 10440 LITTLE PAYUXENT PKWY  
 COLUMBIA MD 21044

**LIEN RELEASE**

**MVA USE ONLY**  
 OFFICIALLY ISSUED ON THE DATE SET FORTH ABOVE

*[Signature]*  
 ADMINISTRATOR OF MOTOR VEHICLES  
 CONTROL NO.  
 (This is not a Tax No.)  
 S585928



[info@jagservice.com](mailto:info@jagservice.com)

[Contact Continental](#)

(925)285-0783

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**▲** If upon start-up you notice a rattling sound from your 1997-2000 Jaguar V8 engine, or unusually rough running, turn off the engine immediately and **DO NOT** restart it. Have the car towed to a Jaguar specialist service facility for inspection.



The secondary tensioner (red) for each cylinder bank is visible when the valve cover is removed.



This tensioner is cracked in the typical way first-generation tensioners fail. Cracked tensioners can break apart, causing severe engine damage.

## Jaguar V8 Engines 1997-2000 Preventive Tensioner Replacement

Jaguar's 4.0-liter V8, known as the AJ-V8, was the first-ever eight-cylinder engine from that manufacturer. Designed in the mid-1990s by an all-Jaguar engineering team (including employees who worked on the previous twin-cam six), it proved to be a superb combination of lightness, torque, power, and fuel efficiency, the equal of anything from BMW or Mercedes.

In their zeal to reduce the weight of the valve train and related components as a way of improving fuel efficiency, the engineers underdesigned the AJ-V8's timing gear: in particular, the cam chain tensioners. These plastic components are part of the AJ-V8's single-chain design, a weight-saving alternative to the more robust double-chain approach Jaguar has used on most of its six-cylinder engines. (The new 4.2L version of the Jaguar AJ-V8 engine has double timing chains.)

As a result of their weak design and other factors like engine overheating or poor maintenance, the plastic cam chain tensioners on 1997 to 2000 V8 Jaguars began to experience stress fractures, and so did some of the plastic guides. While the cars were under warranty, many tensioners were replaced by Jaguar service departments with improved components.

In their Technical Service Bulletin No. X303-68 of February 2005, titled "Rattle From Engine on Start-up and Idle," Jaguar states:

*This Technical Bulletin has been issued to address customer concerns of a rattle emanating from the engine on start-up and idle.*

*Cause: Failure of a primary or secondary timing chain tensioner.*

*Should a customer express concern, and the fault has been confirmed as a timing chain tensioner, new primary or secondary timing chain tensioners must be installed.*

Engines subject to this problem include XJ8/XJR engines with the last six digits of their VIN numbers between 812256-F41862, and XK8/XKR engines with the last six digits of their VIN numbers between 001001-A24195.

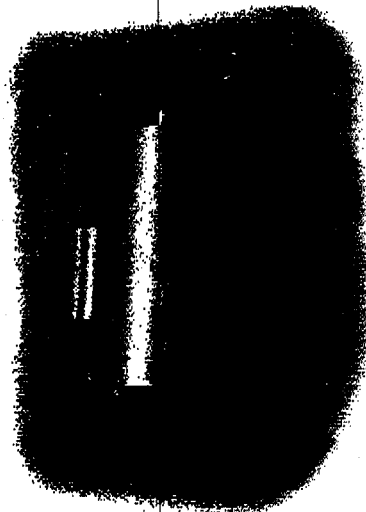
Note that late in the 1999 model year the factory began installing upgraded plastic tensioners. These second-generation units are, to the best of our knowledge, more reliable than the originals.

In 2005, Jaguar introduced a third-generation metal-based tensioner kit. (See the photos at left.) We now use the metal-based third-generation tensioners exclusively when replacing cracked first- and second-generation Jaguar V8 tensioners.

### What happens when a tensioner breaks

When a plastic tensioner shatters or wears to the point the cam chain becomes loose, a rattling around can be heard in the cam area at the front of the engine. Usually this happens on start-up, when the engine is cold.

(Note that a rattling sound does not necessarily mean broken tensioners. There can be other causes that are not as drastic but nevertheless indicate trouble.)



As of April 2005 we use Jaguar's third-generation metal replacement tensioners exclusively.

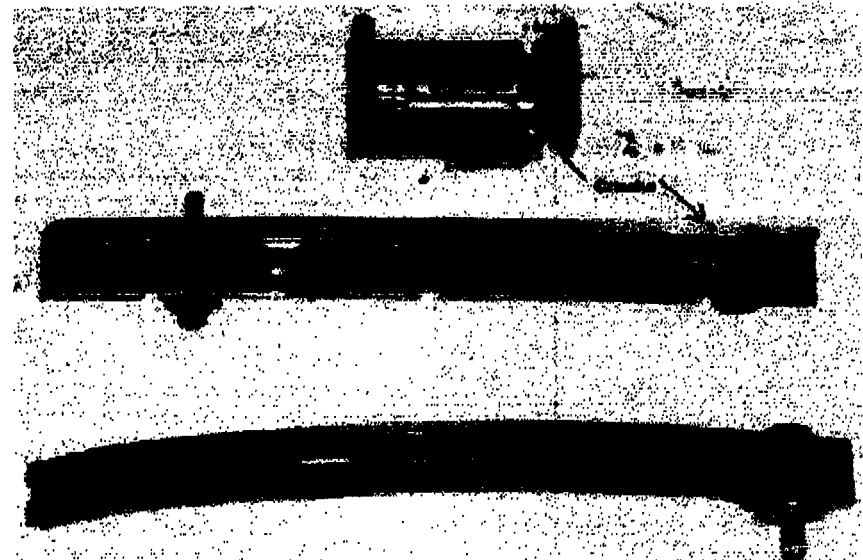


Jaguar's third-generation secondary and primary tensioners are mostly metal, not plastic. Although we have not had problems with the second-generation plastic units, as of April 2005 we are using third-generation tensioners exclusively.

Other preventive maintenance options for your late-90s Jaguar V8  
In addition to timing gear replacement, we offer package prices on refurbishment of

On some occasions there is no rattling sound to serve as a warning. As the tensioners wear, the cam chains can become loose and eventually jump one or two teeth on the cam sprockets – usually on a cold start. If the chain jumps one tooth, rough running will be experienced. If it jumps more than one tooth, the valves on one block will contact the pistons, resulting in engine failure.

**⚠** If upon start-up you notice a rattling sound from your 1997-2000 Jaguar V8 engine, or unusually rough running, turn off the engine immediately and DO NOT restart it. Have the car towed to a Jaguar specialist service facility for inspection.



Right bank secondary tensioner and guides

Though the tensioners of this 1998 XJ8 engine with 56,000 miles appeared intact on visual inspection with the valve covers removed, upon disassembly both were discovered to be badly cracked, and so was one of the main tensioner guides. A cracked tensioner can break apart and cause cam chain failure, damaging the engine severely.

#### History of tensioner failures

The A-J V8 was first installed in the XK8/XKR starting in 1997, and then in the XJ8/XJR (and Vanden Plas models) starting in 1998. Tensioner failures have been experienced by owners of V8 models through the 2000 model year.

Jaguar Cars has instructed their dealer service shops to listen for the telltale rattling sounds during routine service visits. When the cars were under warranty, rattling tensioners, or failed engines due to tensioner breakage, would be replaced with beefed-up second-generation plastic tensioners at no charge to the owner.

Jaguar Cars will NOT cover repair of the tensioners, or associated engine failures, on cars that are out of warranty – and of course all those model years are now past their factory warranty expiration.

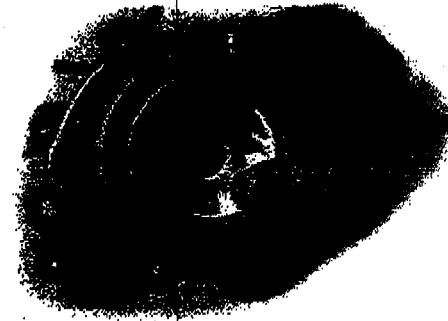
Some third-party extended warranties cover tensioner replacement and even engine rebuild on tensioner failure. Check with your warranty provider. Continental Imports is certified as a Jaguar repair facility by most third-party warranty providers. If you would like us to do a tensioner replacement under third-party warranty, please supply us with contact information about your warranty provider *before* we start the job.

What you can do if you own a 1997 - 2000 4.0L Jaguar  
We recommend that if your XJ8/XK8 has passed 35,000 miles, you take

## Jaguar V8 Secondary Tensioners - Preventive Replacement

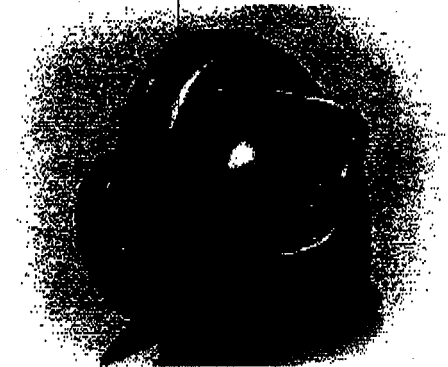
other potentially problematic areas on late-90s Jaguar V8 cars:

A cooling system overhaul is a good idea for late-90s Jaguars if it has not already been done. The original water pump was a weak design and caused overheating in many early Jaguar V8s. Its replacement (see below) is far more robust and reliable.



Jaguar's original water pump design was faulty, resulting in broken ceramic impeller blades and engine overheating. The improved unit (above) is far more reliable and highly recommended if your car still has the original.

We recommend the thermostat be replaced every two years at minimum. Often, a worn thermostat manifests itself not by overheating, but via secondary problems such as engine warning light, low coolant indicator, and other symptoms.



Thermostats should be replaced at least every two years on late-90s Jaguar V8 cars. Worn units can cause secondary problems that are not immediately traceable to the thermostat unless the technician has experience spotting the tell-tale indicators.

Another preventive maintenance item to consider: replacement spark plugs and/or ignition coils. The original units often deteriorate well before the manufacturer's 100K mile recommended

preventive action and have the tensioners inspected. If they are cracked, have them replaced before they fail.

While many cars make it to higher mileage without failure, a significant number do not. We don't know the exact number because the factory is keeping it confidential, but we are aware of the problem through extensive our service work on Bay Area V8 Jaguars, and from our discussions with parts distributors.

Jaguar dealer service departments will not replace the tensioners before failure under warranty without the engine displaying obvious symptoms (e.g., rattling noises). And if you own a 1997-2000 Jaguar, your factory warranty has expired by now.

As a preventive maintenance operation, your Jaguar service department, or Continental Imports, can replace your timing gear with improved components. At Continental, we use exactly the same parts the Jaguar dealers do, and having done so many V8 timing gear upgrades, we are highly expert and efficient at this procedure. Our parts and labor are guaranteed for one year.



Depending on your needs, we can replace only the secondary tensioners, or as shown above, the primaries, secondaries, chains and guides. At the bottom left are replacement water pump and thermostat, another weak point on early Jaguar V8s. We use the same replacement parts as are used by Jaguar dealership service departments, and we guarantee our parts and labor for one year, unlimited mileage.

Tensioner replacement of the Jaguar V8 is a prudent investment because the cost of inspection and replacement (if required) is reasonable, and the car is in almost all other respects exceptionally reliable. (Early XJ8s and XK8s have a few other, less serious, weak points that can be remedied at the same time as the tensioners. See the sidebar at left.)

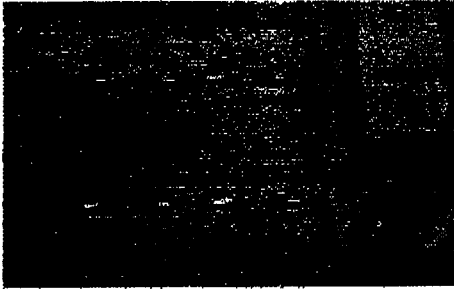
Our shop offers a special tensioner-replacement package: an all-inclusive price for replacement of the secondary tensioners alone, or for the complete replacement of secondaries, primaries, guides, all chains, and seals. We now use Jaguar's third-generation metal tensioners.

Should you elect to replace your tensioners, make an appointment and we promise 48-hour turnaround. Our 12-month, unlimited mileage warranty will apply to all parts and labor.

If you live outside the San Francisco Bay Area, or want to do the job yourself, see our [Mail Order](#) page for parts kits you can order directly from us.

## Jaguar V8 Secondary Tensioners - Preventive Replacement

replacement interval, and cause rough running and poor starting. At no cost we will inspect your plugs and, if wear indications are visible, point them out to you.



We offer replacement plugs, gaskets and other parts for your late-90s Jaguar V8. All parts are OEM quality and warranted for 12 months, unlimited mileage.

If you live outside the San Francisco Bay Area, see our **Mail Order** page or click button below.



**MONEY SAVING TIP:** If your late-90s Jaguar V8 is approaching the mileage at which the factory recommends a major service – 60K miles or 90K miles – it may be advantageous to look into a combined major service and refurbishment of components that often need replacing at higher mileage: tensioners, water pump, thermostat, plugs, valve cover gaskets, oil pan gasket, and so on.

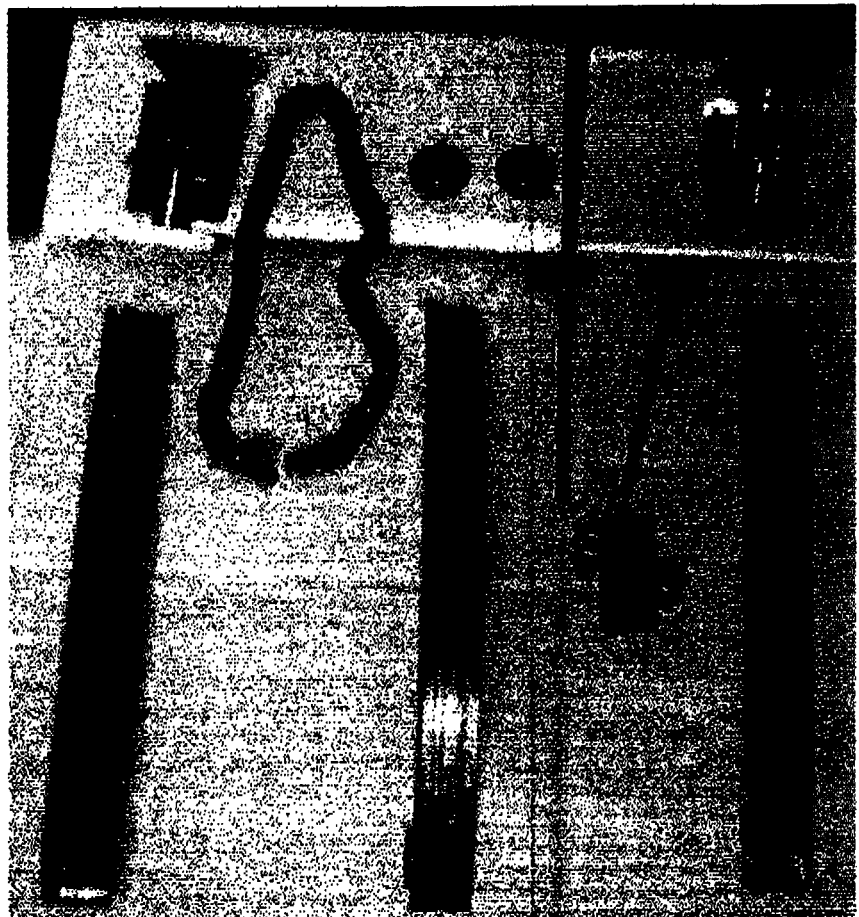
Could you experience the problem with the new tensioners after replacement is carried out? Jaguar's third-generation replacement tensioners are far more robust in design (see photos at left) and, though it is too soon to ascertain their longevity with complete certainty, we are confident that they will provide a "one-time" solution to the problem. One thing we are certain of is that all parts and labor we provide are covered under our one-year, unlimited mileage warranty.

### Precautions you can take

If your V8 Jaguar has low mileage and its original tensioners, follow these precautions to maximize original tensioner life: Avoid letting the car sit for several days if possible. (This can cause stretched chains to "sag" and then jump a tooth or two under the torque of engine start-up.) Instead, drive it daily if you can. Avoid driving short distances on a cold engine – let it warm up before shutoff by driving at least 15 minutes if possible.

Maintain the car faithfully. We recommend oil and filter changes every 5,000 miles (as opposed to the manual's 10,000 mile recommendation), using 5W30 mineral oil. (You can use synthetic if you like.)

Your original tensioners **MAY** last longer if the above precautions are taken, but due to the nature of their design, we can make no guarantees.



**When the worst happens:** This 1999 XJ6's tensioners both cracked. When the one at the top left broke, its timing chain (shown) snapped and the valves collided with the pistons. Two of the bent valves are shown in this photo. Though such damage requires significant shop time to repair, engine replacement is usually **NOT** indicated, and the parts required are reasonable in quantity and cost.

If you hear a rattle in the front of the engine, stop the car immediately and have it towed to a Jaguar service facility. Similarly, if the engine is running very roughly or refuses to start, have it towed. In either case, **DO NOT TRY TO**