

INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148			
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				Date Received FEB 22 2013 08-FEB-2013		Repository ☐ Reference No. 10496847	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address	
Name				Evening Telephone Number			
Address							
City FORESTVILLE		State CA	Zip Code				
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 SAJDA42815				Make JAGUAR	Model XK RCV	Model Year 2005	
Date Purchased 11-26-07	Dealer's Name and Telephone Number Jaguar of Marin 415-460-4600			Engine: No: Cylinders	Fuel Type: Super		
Original Owner ☐	Dealer's City Corte Madera		State Calif	Zip Code 94925			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure: No		Incident Date(s) 09-JAN-2013		
	☐ Cruise Control						
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: ENGINE (PWS) oil cooler line ruptured					Failure Mileage 61000	Failure Speed 65	
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 2005 JAGUAR XKR. THE CONTACT STATED THAT THE OIL LIGHT ILLUMINATED WHILE DRIVING AT 65 MPH. THE VEHICLE WAS MOVED TO THE SHOULDER WHERE OIL WAS ADDED TO THE ENGINE. UPON ADDING, THE CONTACT NOTICED THAT THE OIL HAD LEAKED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS FOUND THAT THE OIL COOLER FEED PIPE HOSE LINE HAD FAILED AND THE CYLINDERS WERE DAMAGED BY THE LACK OF OIL. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 61,000.							
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 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.							

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2-20-13

US Dept of Transportation
National Highway Traffic
Admin - Wash DC 20590

Attn: Randy Reid Chief
Correspondence Records Div
Office of Defects Investigation
Enforcement
Ref: 10496847

Randy -

I just mailed Fed Ex additional
information in regards to Ref #
10496847 overnight air -

I failed to make a copy of the
cover letter so I'm not sure
whether I mentioned that my
Jaguar dealer is presently putting
a rebuilt engine together at
a cost to me of 13,900.

Thank you

202-366-1767



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216r

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

