

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)



National Highway Traffic Safety Administration

DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

FOR AGENCY USE ONLY 100148

Date Received 10-JUN-2022

Repository Reference No. 11468595

OWNER INFORMATION (Type or Print)

Name Address City Stoughton State MA ZIP Code

Daytime Telephone Number Evening Telephone Number E-mail Address

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.

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SADC2BN2H MAKE JAGUAR Model F-PACE Model Year 2017 Date Purchased Dealer's Name and Telephone Number Jaguar Norwood 8772822069 Engine: No: Cylinders Fuel Type: Original Owner Dealer's City Norwood STATE MA ZIP Code 02062 Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 15-MAR-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 060000 ENGINE (PWS) Failure Mileage 85000.0 Failure Speed

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: DOTM1AL 9ABC036) Original Requirement 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), Injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2017 Jaguar F-Pace. The contact stated that extra travel time was needed for the vehicle to come to a complete stop with an abnormal, screeching sound coming from the vehicle without warning. The contact took the vehicle to the dealer and had the braking system repaired; however, the failure persisted. In addition to the brake failure, the contact stated that the vehicle began to shut off while driving at various speeds as an unknown warning light appeared on the instrument panel. The vehicle was taken back to the dealer and remained at the dealer without being diagnosed or repaired for 6 whole months with no calls or follow up. The manufacturer was notified of the failure. The failure mileage was approximately 85,000.

Now at 99,000 there is a new failure

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.