




 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

COPIED
POSTED

FOR AGENCY USE ONLY

Date Received

 RECEIVED
00 SEP 11 PM 12:40

Oid_or

 QC
up_itr

Reference No.

554475

OWNER INFORMATION (Type or Print)

 Name _____
Street _____
City _____

Daytime 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

9/4/01

VEHICLE INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <i>(Located at bottom of windshield on driver's side)</i>										Make		Model		Year								
S	A	J	T	W	4	8	4	7	M	C	1	7	7	4	9	7	Jaguar		XJ-S		1991	
Purchased Date Feb. 1996			Dealer's Name AC Imports					Engine Size (CID/CC/L) 5.3L		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection												
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used			Dealer's City Palatine, IL			State IL		Zip Code 60067		No. Cylinders 12												
Manufacture Date (on driver's door or plate) 11/90		Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic		Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt			Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other <u>Coupe</u>									

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Front Crossmember		Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear		Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement		Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
-----------------------------------	--	--	--	--	--	---	--

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand		Tire Name		Complete Tire Size	
No. of Failures		Date(s) of Failure(s)		Failed Part(s) Available?	
		Mileage at Failure(s)		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		Vehicle Speed at Failure(s)		NHTSA Previously Contacted?	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 0		Number of Fatalities 0		Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
--	--	---	--	--------------------------------	--	---------------------------	--	---	--

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies) _____ Vehicle mileage at the time of the incident -

approximately 63,000. When braking hard at a low speed, a loud thunk was heard from the left front suspension. Investigation showed that the top of the front crossmember where the upper control arm attaches, had broken away. The inner end of the control arm was no longer attached to the car. If this breakage had occurred at a higher speed, it may have resulted in a spin and/or a crash.

Subsequent investigation during the repair showed that the installation of the control arm bushings (Original) had allowed water into the bushings and rusted them solid. The wheel and control arm movements applied through the solid bushings resulted in a large torque

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

being applied to the upper crossmember through the control arm mounting bar. This torque literally tore apart the metal of the upper crossmember area. Rust was not a factor in this failure, ie. rust of the crossmember.

Jaguar has used the same basic design of suspension in all their cars since the early 70s. I do not know whether the bushing design or installation has changed during that period.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline