



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

25-JAN-2002

Ord. or
rt. dt
pd. rt
up. hr

Reference No.

757329

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side door) SAJEA51C82WC47652	Vehicle Make JAGUAR	Vehicle Model JAGUAR	Vehicle Year 2002	Current Odometer Reading
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Purchase Date 01-JAN-2002	Dealer's Name _____	Engine Size (CID/CC/L) 3.0L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15602000	Part Name(s) EQUIPMENT: CAR PHONE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failure 500	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CAR IS EQUIPPED WITH A TOUCH SCREEN PANEL TO CONTROL PHONE, NAVIGATION, RADIO, CLIMATE CONTROL- THE TOUCH PAD DOES NOT OPERATE PROPERLY AND CAN BE DISTRACTING TO DRIVER WHICH MAY CAUSE AND ACCIDENT. THE SYSTEM HAS AN ERROR RATE OF APPROXIMATELY 50-80% . JAGUAR CORPORATE HAS BEEN WORKING WITH ME SINCE AUGUST OF 2001 TO FIX THE SYSTEM. THEY JUST REPLACED THE VEHICLE WITH A NEW ONE HOWEVER THIS UNIT HAS THE SAME PROBLEM AS DID THE ONE I DROVE FROM THAT THE FACTORY TECHNICIAN HAD. THE PROBLEM IS THE SYSTEM HAS A DESIGN FLAW THAT IS GOING TO GET PEOPLE KILLED. FOR EXAMPLE YOU PRESS THE #1 AND YOU GET THE # 2, SOMETIMES YOU CAN'T HANG UP ON A PHONE CALL WHICH MAKES YOU OPEN THE HANDREST W

CONTINUE ON REVERSE

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.



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Work Number 973 535 1519

Home Number

OWNER INFORMATION (Type or Print)

NEIL RAYNOR 736101
8 CANOE BROOK DRIVE
LIVINGSTON NJ 07039

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