

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 125

Date Received

21-JAN-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

855312

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) (Listed at front of windshield or drivers side) SAJGX2243WC027627	Vehicle Make JAGUAR	Vehicle Model XK8	Vehicle Year 1998	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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)

WHILE DRIVING AT ANY RATE OF SPEED THE VEHICLE WILL PULL TO THE RIGHT OR THE LEFT. WHEN APPYLYING THE BRAKES THE VEHICLE SEVELY PULLS TO THE RIGHT CAUSE UNKNOWN. PLEASE GIVE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK (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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Date Received

20 FEB 14
21-JAN-2000

OFFICE
DEFECTS INVESTIGATION

Odor

at 1:58

od_r

up_rtr

Reference No.

B55312

Work Number

Home Number

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
in the absence of

Signature of Owner

☒ YES

☐ NO

the vehicle manufacturer.

Date 2/6/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
dashshield on driver's side)

SAJGX2243WC027627

Vehicle Make

JAGUAR

Vehicle Model

XK8

Vehicle Year

1998

Current Odometer Reading

12,000 MILES

Purchase Date

7/13/98

Dealer's Name BENNETT JAGUAR

Engine Size

(CID/CC/L

☐ Turbo

☐ Diesel

☒ Gas

☐ Fuel Injection

☒ New ☐ Used

City ALLENTOWN State PA Zip Code 18104

No Cylinders

8

Transmission Type

☐ Manual

☒ Automatic

Antilock Brakes

☒ Yes

☐ No

Restraint System

☒ 3-Point Belt

☐ Motorbelt

☒ Driverside Airbag

☐ 2-Point Belt

☐ Passengerside Airbag

Cruise Control

☒ Yes

☐ No

Drive Train

☐ Front

☒ Rear

☐ 4-Wheel

Vehicle Type

☒ Car

☐ Van

☐ Minivan

☐ Other

☐ Sport Utility

☐ Truck

☐ Motorcycle

Body Style

☒ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☒ Other Coupe

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
02000000

Part Name(s)
SUSPENSION

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☐ Original

☐ Replacement

No of Failures

Date(s) of Failure(s) FROM 7/13/98 - CONTINUOUS -

Mileage at Failure(s) TO PRESENT

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ 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

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT ANY RATE OF SPEED THE VEHICLE WILL PULL TO THE RIGHT OR THE LEFT. WHEN APPLYING THE BRAKES THE VEHICLE SEVELY PULLS TO THE RIGHT CAUSE UNKNOWN. PLEASE GIVE ANY FURTHER DETAILS. *AK

THIS CAR WAS RETURNED AT 3,000 MILES FOR THE ABOVE PROBLEM. TIRES WERE "CHOPPED" ON INSIDE ACCORDING TO DOCUMENTATION BY DEALER - ADJUSTMENTS WERE MADE BY SERVICE TO NO AVAIL - CAR RETURNED AT 6,000 MILES (AFTER)

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

AND AT 10,000 MILES FOR SAME PROBLEM —
NOW GETTING WORSE. CAR TAKEN BACK TO
BENNETT JAGUAR & LEFT THERE ON

JAN. 28, 00. DEALERSHIP HAS NOT DECIDED
ON PLAN. OBVIOUSLY, DEALER CANNOT FIND PROBLEM
THAT HAS BEEN WITH CAR SINCE DELIVERY TO US
I CANNOT DRIVE & WILL NOT DRIVE A DANGEROUS
CAR. OWNER REFUSES TELEPHONE CALLS &
LETTERS. WILL NOT REPLACE CAR. THIS CAR
IS A LEASE WITH APPROXIMATELY 1½ YEARS LEFT.
CAR IS REGISTERED UNDER MY HUSBAND'S NAME AT ADDRESS
BELOW.

CUSTOMER #

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES