



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

335

Date Received

20-NOV-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

875212

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) _____ (located at front of vehicle left of driver's seat)	Vehicle Make JAGUAR	Vehicle Model XJR	Vehicle Year 1997	Current Odometer Reading
SAJHX624XVC793414				

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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorized ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Sport Vlt Truck Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 01300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC STEERING:POWER ASSIST	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 2	Dates of Failure(s) _____ Mileage at Failure(s) <u>45770</u> Vehicle Speed at Failure(s) <u>3</u>	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT 10 MPH AND MERGING ONTO ANOTHER LANE, CONSUMER NOTICED STEERING WAS NOT WORKING PROPERLY. VEHICLE STALLED TWICE BEFORE AUTOMATIC TRANSMISSION LIGHT CAME ON. AFTER THIRD STALLING, CONSUMER FELT LIKE IT MAY BE AN ACCIDENT IF IT KEPT STALLING."AK

CONTINUE ON BACK IF NEEDED

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.

 U.S. Department of Transportation National 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 335 Date Received: <u>20 NOV 2000</u> OFFICE OF DEFECTS INVESTIGATION Reference No. <u>875212</u> Work Number <u>[REDACTED]</u> Home Number <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) [REDACTED] 656434				Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, or name and address to the vehicle manufacturer. Signature of Owner: [REDACTED] Date <u>12/2/00</u> ☒ YES ☐ NO	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) SAJHX624XVC793414		Vehicle Make JAGUAR		Vehicle Model XJR XJ6L	
Vehicle Year 1997		Current Odometer Reading 46,500			
Purchase Date <u>Sept. 2000</u> ☐ New ☒ Used		Dealer's Name <u>Chesapeake Jaguar</u> City <u>Cockeysville</u> State <u>MD</u> Zip Code <u>21030</u>		Engine Size (CID/CC/L) <u>4.0L</u> No. Cylinders <u>6?</u> ☐ Turbo Diesel Gas ☒ Fuel Injection	
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 ☐ Sport Utv ☐ 2-Door ☐ Van ☐ Truck ☒ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 07306000 01300000		Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC STEERING:POWER ASSIST		Location ☐ Left ☐ Right ☐ Front ☐ Rear	
No. of Failures X 4		Date(s) of Failure(s) <u>20-NOV-2000</u> Mileage at Failure(s) <u>45770</u> Vehicle Speed at Failure(s) <u>0</u>		Failed Part(s) Available? ☐ Yes ☐ No	
NHTSA Previously Contacted? ☐ Yes ☒ No		Bought it used? ☐ Original ☐ Replacement			
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 0	
Number of Fatalities 0		Estimated Property Damage 0		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHILE DRIVING AT 10 MPH AND MERGING ONTO ANOTHER LANE, CONSUMER NOTICED STEERING WAS NOT WORKING PROPERLY. VEHICLE STALLED TWICE BEFORE AUTOMATIC TRANSMISSION LIGHT CAME ON. AFTER THIRD STALLING, CONSUMER FELT LIKE IT MAY BE AN ACCIDENT IF IT KEPT STALLING.*AK <i>she noticed</i>					
I am concerned it may happen again, and leave us either stranded for the day as it did on the day of this incident, or worse, stall out while on the road and leave us in a vulnerable position, capable of being hit by another driver.					
CONTINUE ON BACK IF NEEDED					
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.					

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)

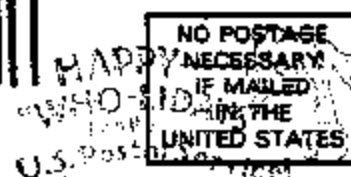
1 1/2 wks prior to incident noticed electronic seats not functioning - drivers seat moved itself to its forward position allowing minimal access for driver to enter - I was driving the car with my face practically on the windshield, and my knees pushed up to my chin, as there was no way to get the seat to move back or recline. 1 day prior to my service appt. for the seats, they began to function properly again. I started the car, relieved to be comfortable & safe again, but after backing out of the driveway the car stalled. I restarted it, confused, and got as far as the stop sign at the end of our street. I pressed the accelerator to continue, & noticed it had stalled again. That's when I took a look at the dashboard & noticed the automatic transmission light was on, and stayed on after re-starting the vehicle. It stalled a 3rd time at a merge sign (I was afraid I would be rear ended) and then a 4th time at the turn-in to my kids' school. When the dealer came & got the car, I explained the seat problem, another minor item (heated seat in rear wouldn't turn off at touch of the button) and the automatic transmission problem. Upon my return, I was told nothing was done, since they couldn't find anything wrong. I was told the seat has 3 parts that control it, & they wouldn't replace anything unless they knew which part was faulty; they did nothing about the auto transmission, also!

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

Official Business
Penalty for Private Use \$300



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U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
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Washington, DC 20590

