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OFFICE OF DEFECTS  
INVESTIGATION



JAGUAR CARS  
565 MacArthur Boulevard  
Mahwah, NJ 07430 USA

WWW.JAGUAR.COM

February 21, 2005

Ms. Kathleen C. DeMeter, Director  
Office of Defects Investigation Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

Dear Ms. DeMeter:

Subject: PE04-081:NVS-212p00

The Jaguar Cars (Jaguar) response to the agency's January 19, 2005 letter requesting certain information regarding the side air bag system in 2001-2003 model year Jaguar vehicles for comparative assessment is attached. The only vehicles that Jaguar produced for sale in the United States that meet the defined subject peer vehicle criteria are the 2002-2003 model year X-TYPE vehicles with manual transmissions. The attached information will confirm the excellent performance of the side air bag systems in these vehicles.

If you have any questions or concerns you can reach me directly at 201-818-8171.

Sincerely,

C. Dianne Black-Nixon, Manager  
Product Legislation and Compliance

Attachment

JAGUAR CARS (JAGUAR) RESPONSE TO PE04-081

Jaguar's response to this peer vehicle information request was prepared pursuant to a diligent search for the information requested. While we have employed our best efforts to provide responsive information, the breadth of the agency's request and the requirement that information be provided on an expedited basis make this a difficult task. We nevertheless have made every effort to provide thorough and accurate information, and we would be pleased to meet with agency personnel to discuss any aspect of this peer vehicle information request.

The scope of Jaguar's investigation conducted to locate responsive information focused on Jaguar employees most likely to be knowledgeable about the subject matter of this inquiry and on review of Jaguar files in which responsive information ordinarily would be expected to be found and to which Jaguar ordinarily would refer, as more fully described in this response. Jaguar notes that although electronic information was included within the scope of its search, Jaguar has not attempted to retrieve from computer storage electronic files that were overwritten or deleted. As the agency is aware, such files generally are unavailable to the computer user even if they still exist and are retrievable through expert means. To the extent that the agency's definition of Jaguar includes suppliers, contractors and affiliated enterprises for which Jaguar does not exercise day-to-day operational control, we note that information belonging to such entities ordinarily is not in Jaguar's possession, custody or control. Jaguar has construed this request as pertaining to vehicles manufactured for sale in the United States, its protectorates and territories.

Answers to your specific questions are set forth below. As requested, after each numeric designation, we have set forth verbatim the request for information, followed by our response. Unless otherwise stated, Jaguar has undertaken to provide responsive documents dated up to and including January 19, 2005, the date of your inquiry.

Request 1

State, by model and model year, the number of subject peer vehicles Jaguar has manufactured for sale or lease in the United States. If there are multiple side air bag system designs or versions for a given subject peer vehicle, please identify under section "e." Separately, for each model subject vehicle manufactured to date by Jaguar, state the following:

- a. Vehicle identification number (VIN);
- b. Make;
- c. Model;
- d. Model Year;
- e. Airbag system model version (if more than one),
- f. Date of manufacture;
- g. Date warranty coverage commenced; and
- h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA."

Answer

Jaguar records indicate that the 2002-2003 model year X-TYPE vehicles equipped with manual transmissions were the only vehicles Jaguar sold in the United States that meet the subject peer vehicle curb weight specifications. Side air bags are standard on X-TYPE vehicles, and all of the subject peer vehicles were equipped with the same version airbag system design. The approximate total number of 2002 through 2003 model year Jaguar X-TYPE vehicles sold in the United States (the 50 states and the District of Columbia) and its protectorates and territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and Virgin Islands) is 5,507. The number of X-TYPE vehicles sold in the United States by model year is shown below:

2002 MY Vol.	2003 MY Vol.
3288	2219

The requested data, to the extent it is available, for each subject vehicle is provided electronically in Appendix A (filename: 2005-02-21\_Appendix A—Production Data) on the enclosed CD.

Request 2

State the number of each of the following, received by Jaguar, or of which Jaguar is otherwise aware, which relate to, or may relate to, the subject condition in the subject peer vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Property damage claims (including own vehicle); and
- e. Third-party arbitration proceedings where Jaguar is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Jaguar is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint). Identify reports that have a duplicate with either other mfg reports/claims or with ODI.

In addition, for items "b" through "f," provide a summary description of the alleged problem and causal and contributing factors and Jaguar's assessment of the problem, with a summary of the significant underlying facts and evidence along with any photographs and airbag control module diagnostic result/readout/printout (along with explanation/description). For items f and g, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

**Answer**

For the purpose of identifying reports of incidents potentially involving inadvertent side air bag deployments and any related documents, Jaguar has gathered "owner reports" and "field reports" maintained by its Customer Service Division and claim and lawsuit information maintained by Jaguar's International Office of the General Counsel (OGC).

Descriptions of the owner and field report systems and the criteria used to search each of these are provided electronically in Appendix B (filename: 2005-02-21\_Appendix\_B) on the enclosed CD.

The following categorizations were used in the review of reports located in each of these searches:

**Category A:** Allegations of any inadvertent, non-crash or low speed crash deployment of a side air bag, or any other unwanted or inappropriate side air bag deployment (the alleged defect).

**Category B:** Allegations that are ambiguous as to whether they pertain to the alleged defect.

**Owner Reports:** The search and review of the Jaguar Customer Assistance Tracking System (CATS) database records, as described in Appendix B, identified no reports in the subject peer vehicles that appear to relate to allegations of inadvertent air bag deployments in the subject peer vehicles. Please note that CATS contains some dealer and employee field reports and goodwill warranty data as well as customer complaints. All of these reports were searched.

**Field Reports:** The search and review of the Jaguar Electronic Product Quality Reports (EPQR) and Plant Critical Concerns Database (PGCD) records, as described in Appendix B, identified no reports that appear to relate to allegations of inadvertent air bag deployments in the subject peer vehicles.

The search and review of the Ford Common Quality Information System (CQIS) database, as described in Appendix B, identified no reports that appear to relate to the alleged defect.

**Reports of Crash/Injury/Fatality:** For purposes of identifying alleged accidents or injuries potentially related to the alleged defect, Jaguar has reviewed responsive (i.e., not ambiguous) owner and field reports, lawsuits and claims, and warranty claims. Based on a reasonable and diligent search, Jaguar located no reports that contain allegations of accidents, injuries or fatalities that relate to an inadvertent side air bag deployment in the subject peer vehicles.

**Claims, Lawsuits, and Arbitrations:** For purposes of identifying incidents potentially related to inadvertent air bag deployments, Jaguar has gathered claim and lawsuit information maintained by Jaguar's International OGC. Jaguar's International OGC is responsible for handling product liability lawsuits, claims, and consumer breach of warranty lawsuits and arbitrations against the Company.

Based on a reasonable and diligent search, Jaguar located no lawsuits, no claims, no consumer breach of warranty lawsuits, and no arbitrations that appear to relate to allegations of inadvertent air bag deployments in the subject peer vehicles.

Request 3

State, by model and model year, the number and total count for all of the following categories of claims, collectively, that have been paid by Jaguar to date that relate to, or may relate to, the subject condition in the subject peer vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Provide this information in Microsoft Excel table, or a compatible format, entitled "WARRANTY DATA COUNT."

Answer

In responding to this information request, Jaguar electronically searched its AWS for all claims meeting the criteria described in Appendix B. The resulting claims were then reviewed individually for allegations that may relate to the alleged defect. This search and review of the AWS database records identified no warranty reports that appear to relate to inadvertent air bag deployments in the subject peer vehicles.

Request 4

Describe in detail the search criteria used by Jaguar to identify the claims identified in response to Request No. 3, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the subject condition in the subject peer vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Jaguar on the subject peer vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered) and if it covers inadvertent side-airbag deployments (without an actual side crash, but sensors did sense a shock pulse). Describe any extended warranty coverage option(s) that Jaguar offered for the subject peer vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty and if it covers inadvertent side-airbag deployments.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Answer

The search criteria used by Jaguar to identify responsive claims is described in the AWS section of Appendix B.

All 2002 to 2003 model year Jaguar X-TYPE vehicles include the following warranty coverages:

- 12 month/12,500 miles: wiper blades, light bulbs, wheel alignment/balancing, remote handset batteries
- 48 month/50,000 mile bumper-to-bumper (including Xenon headlamp bulbs and fascia; instrumentation illumination)

- 72 month/unlimited miles corrosion (perforation only)

Further, all "Select Edition" certified pre-owned vehicles are warranted for 72 months / 100,000 miles. The table below contains the numbers of X-TYPE vehicles sold under this program. The information is for all X-TYPE vehicles i.e., it is not limited to the subject peer vehicles.

Model Year	2002	2003
Vehicles (All X-TYPE)	264	1,585

No extended coverage options were offered by Jaguar for the subject peer vehicles.

Jaguar dealers offer exceptional levels of customer service and will always seek to ensure that customers are not charged for repairs that may be covered through the terms of our warranty. In cases where any degree of uncertainty exists, dealers often seek guidance from Jaguar so that fair and reasonable decisions may be achieved.

#### Request 5

Provide a table showing the following information concerning the side-impact airbag systems in the subject peer vehicles by model and model year.

- type of side air bag system (thorax, head, curtain or combination thereof);
- location of each seating position at which a side air bag system is installed;
- the number of side air bags at each of those seating positions; and
- bag location (seat mounted, door mounted, etc.)

#### Answer

The vehicles are equipped with both thorax bags and side curtain air bags. The table below describes the locations of the where the bags are located:

Seating Position	Thorax Bag Fitted?	Thorax Bag Location	Side Curtain	Location
Front left hand	Yes	Seat mounted	Yes	
Rear Left hand outboard Seating position	No	N/A	Yes*	Centrail-*single curtain left-hand for front and rear seats
Front right hand	Yes	Seat mounted	Yes	
Rear Right hand outboard Seating position	No	N/A	Yes*	Centrail-*single curtain left-hand for front and rear seats
Rear center seating position	No	N/A	No	N/A

Request 6

For each model, model year of the subject peer vehicles, identify the supplier of the side-impact crash sensing system and electronic restraint module. Please provide a complete street address, contact name, and telephone number for each supplier identified.

Answer

The supplier is Autoliv Safety & Restraints Electronics. The UK contact address is

Autoliv Safety & Restraints Electronics  
The Manor,  
Haseley Business Centre,  
Haseley,  
Warwickshire,  
England  
CV35 7LS  
Tel 02476537000

Our UK Program Management team contacts are John Gutsell and Colin Porter.

**Owner Reports:** As the agency is aware, within the Jaguar Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Jaguar Cars. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Jaguar vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as CATS (Customer Assistance Tracking System). Note that the CATS system contains some dealer and employee field reports and goodwill warranty data as well as customer contacts.

The CRC assigns to each contact report a code that generally reflects the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Jaguar's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although CATS contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis

In responding to this information request, Jaguar electronically searched CATS using the following criteria:

**Model year(s):** 2002-2003

**Subject Vehicle(s):** Jaguar X-TYPE

**Search cut-off date:** January 1, 2001 through January 19, 2005

**Types of contacts:** all, including suspended data, canceled contacts and inquiries

**Word Search Filter:** air bag, airbag, curtain

The reports located using the search criteria described above were then manually reviewed for allegations of inadvertent side air bag deployment.

**Field Reports:** Within Central Service Operations, there is a Product and Market Support Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Jaguar of vehicle concern information originating from Jaguar dealerships, field personnel, national sales companies and other sources. From August, 2000, this information has been maintained in a database known as the Electronic Product Quality Reports (EPQR) system. The EPQR database includes reports compiled from service technicians worldwide providing what is intended to be a comprehensive concern identification resource. EPQR reports are assigned a "customer concern code" that generally reflects the nature of the concern.



Central Service operations also maintains a database of white alerts and grey alerts that report a potential critical safety concern or regulatory compliance concern in the Plant Critical Concern Database (PCCD). White alerts are submitted by Jaguar National Sales Companies or Regional Offices; grey alerts are submitted by company employees. The database contains Jaguar records from June 2001 to the present.

In responding to this information request, Jaguar electronically searched EPQR and PCCD reports dated through January 19, 2005 for Jaguar X-TYPE vehicles with symptom codes as described below.

S38	AIR BAG (SRS) TROUBLES
S39	AIR BAG WARNING LIGHT TROUBLES
S40	OTHER RESTRAINT TROUBLES

The reports located using the search criteria described above were then reviewed for allegations of inadvertent side air bag deployment.

Jaguar also uses the Ford Common Quality Information System (CQIS) database system as the repository for employee field reports on management lease vehicles. CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Jaguar electronically searched CQIS using the following criteria:

Model Year(s) and Subject Vehicles: 2002-2003 Jaguar X-TYPE with manual transmissions

Date Parameters: January 1, 2001 through January 19, 2005 (date of the inquiry)

Symptom Code(s):

SIDE AIR BAG SYSTEMS	OTHER	104600
	FUNCTION	104650
	DEPLOYMENT (UNINTEND)	104657
	NON-DEPLOYMENT	104658
	NOISE	104697

Word Searches: \_air, bag, alrbag, curtain

Warranty: Jaguar performed a search of its Analytical Warranty System (AWS) for potentially responsive reports using the search criteria shown below:

Vehicle Line: Jaguar X-TYPE with Manual Transmission

Model Years: 2002-2003

Country Sold: USA

**Base Part Numbers:**

Side Crash Sensor	C2C13799
Restraints Control Module	C2S17120
Side Airbag Module	C2S17331
Side Airbag Module	C2S17332
Restraints Control Module	C2S20398
Restraints Control Module	C2S20901
Restraints Control Module	C2S30534
Restraints Control Module	C2S31697
Restraints Control Module	C2S34431
Restraints Control Module	C2S34432
Side Airbag Module	C2S7149
Side Airbag Module	C2S7150

The reports located using the search criteria described above were then reviewed for allegations of inadvertent side air bag deployment.

**AWS Customer Concern Codes - Jaguar**

A02	Reception Quality
A04	Audio Sound Quality
A06	Speaker Troubles
A07	Other Audio Troubles
A16	CD Player Troubles
A17	Cassette Player Troubles
A18	Family Entertainment System Troubles
A25	Automatic Speed/Cruise Control - Engagement
A26	Automatic Speed/Cruise Control - Disengagement
A27	Automatic Speed/Cruise Control Doesn't Maintain Consistent Speed
A34	Horn Troubles
A35	Compass/thermometer troubles
A37	Speedometer Troubles
A40	Tyre Pressure Monitoring Troubles
A59	Trip Computer/Navigation System troubles
A60	Satellite Digital Audio Rec Sys Troubles
A85	Other Electrical Accessory Troubles
A86	Cellular Phone Troubles
A87	Cigarette Lighter/Powerpoint Troubles
A88	Wiring Troubles
A99	Administrative/maintenance/misbuilt
B01	Body panel dents, dings
B02	Body panel fits poorly
B05	Body panel hard to open
B06	Bumper Dents, Dings
B07	Bumper Fits Poorly
B09	Body panel/hinge squeak/rattle
B15	Body panel hard to close
B19	Other Body Panel Troubles (coded sheet metal)

B43	Loose, Poor Fit, Warped, Wrinkled - Door Panel
B44	Tears, Snags, Cracks - Door Panel
B45	Faded,Discolored - Door Panel
B47	Blistered/Bubbled/Peeled - Door Panel
B50	Split Seams - Door Panel
B53	Loose, Poor Fit, Warped, Wrinkled IP/Dashboard
B54	Loose,Poor Fit,Warped,Wrinkled-Centre Floor Console
B62	Mouldings,Exterior Trim Corroded
B63	Mouldings, Exterior Trim Loose.Missing
B64	Mouldings, Exterior Trim Poorly Aligned or Fit
B65	Wheel/Hubcap troubles
B66	Other Exterior Trim Troubles
B69	Other Bumper Troubles
B73	Loose, Poor Fit, Warped, Wrinkled -Headliner
B74	Loose, Poor Fit, Warped, Wrinkled- Carpet/Floor Mat
B75	Loose,Poor Fit,Warped,Wrinkled-Trunk & Cargo Interior
B78	Interior Odor
B81	Tears, Snags, Cracks - IP/Dashboard
B82	Faded,Discoloured- IP/Dashboard
B84	Blistered/Bubbled/Peeled - IP Dashboard
B85	Glovebox Door Gaps,Fits Poor, Difficult to open/close
B91	Tears, Snags, Cracks - Centre Floor Console
B92	Faded, Discoloured - Centre Floor Console
B94	Blistered/Bubbled/Peeled - Centre Floor Console
B95	Other Instrument Panel/Console Troubles
C01	A/C Slow to Cool
C02	A/C Not Cold Enough
C03	Heater-Slow to Heat
C04	Heater-Not Hot Enough
C05	A/C Does Not Work
C07	Heater-Does Not Work
C09	Heater, Defroster or A/C Noise
C12	W'Shield Defrost/Defogging Does Not Work
C15	Side Window Defrost/Defogging Does Not Work
C19	Register/Vent Adjustment Troubles
C20	Other Temperature Control Troubles
C21	windshiled slow to clear/uneven clearing
C22	Side window slow to clear/uneven clearing
C23	Back window defrosting/defogging troubles
C24	A/C Water Leak/Condensation Troubles
C25	Dead Battery
C26	Weak or Low Electrical Power
C27	Power Supply Troubles
C30	A/C heater/defroster odor
C50	Other Steering/Handling and Ride Troubles
D02	Engine Would Not Start
D03	Engine Difficult or Slow to Start
D10	Engine Idles Too Slow
D11	Engine Idles Too Fast

D13	Engine Idles Rough
D21	Engine Stalls
D35	Excessive Fuel Consumption
D36	Engine Hesitates/Surges When Accelerating
D41	Engine Hesitates/Surges At Steady Speed
D42	Poor Performance/Lacks Power
D50	Other Engine Troubles
E19	Engine belt slipping/squealing
E20	Engine belt off/frayed/coming apart/broken
E23	Engine Overheats/Radiator Troubles
E26	Excessive Oil Consumption
E29	Check Engine Light troubles      For use by North America only
E40	Electronic Module Troubles
E41	Unusual exhaust system odor
E42	Unusual exhaust system noise
E43	Exhaust system rust/corrosion/appearance
E65	Slow Fuel Tank Fill/Spitback
E66	Fuel Leak/Odor
E69	Low Oil Pressure
F04	Thin/No Paint
F05	Sags/Runs In Paint
F06	Peeled Paint
F07	Bubbles/Blisters in Paint
F10	Paint Spray Over Body Finish
F11	Body Rust/Corrosion
F12	Stained/Spotted Paint
F13	Faded/Dull Paint
F15	Detail Paint or Tape Stripe troubles
F19	Chipped/Scratched Paint
F20	Dirt In Paint
F25	Rust Perforation
F30	Uneven Colour/Colour Different Between Body Panels
F33	Bumper Faded/Dull Paint
F34	Bumper Sags/Runs In paint
F35	Bumper thin/no paint
F36	Bumper Stained/Spotted Paint
F37	Bumper dirt in paint
F38	Uneven colour/colour differences between bumper panels
F39	Bumper Rust/Corrosion
F41	Bumper Peeled Paint
F99	Inefficient Fluid
G02	Glass Broken/Chipped/Cracked/Distorted
G05	Window opening, closing troubles - manual
G07	Window Opening, Closing Troubles - Power
G09	Window squeak/rattle/scrape
G29	Other Indicator/Warning Light Troubles
G30	Odometer Troubles
G31	Engine Temp Gauge Troubles
G32	Inst Clust/Message Centre Troubles

H02	Brakes Grab or Lock Up
H04	Parking Brake Troubles
H05	Excessive brake pedal effort required
H06	Vehicle Pulls Left While Braking
H07	Vehicle Pulls Right While Braking
H15	Brake Pedal Spongy
H16	Brakes too sensitive
H19	Brake-ABS Warning Light Troubles
H20	Other Brake Troubles
H21	Steering has excessive free play/wander
H22	Steering Requires Extra or Uneven Effort
H24	Steering wheel spokes not correctly positioned when going straight
H25	Constant Pull to Left
H26	Constant Pull to Right
H39	Traction control/advance trac warning light troubles
H44	Harsh Ride
H45	Mushy Ride
H50	Steering Gear/Pump Troubles
H62	Improper Tyre Wear
J03	Sun/Moon/Convertible/T-TOP Roof Troubles - Fits Poorly
J04	Sun/Moon/Convertible/T-Top Difficult to Oper/Close
K01	Transfer case troubles
K02	Axle whine/howl/groan
K03	Axle vibration/shake
L06	Exterior Door Lock Controls - Manual
L07	Exterior Door Lock Controls - Power
L08	Exterior Door Handle Troubles
L10	Fuel filler Door Troubles
L13	Ignition Switch Troubles
L14	Anti-Theft/Alarm System Troubles
L15	Other Lock/Mechanism Troubles
L16	Interior Door Lock Control troubles - manual
L17	Interior Door Lock Control troubles - power
L18	Interior Door Handle Troubles
L19	Door ajar warning light troubles
L20	Remote/Keyless Entry Troubles
L22	Headlamp Aim/Alignment
L23	Key Troubles
L25	Lights Not Working - Interior
L26	Lights Not Working - Exterior
L29	Other Lighting Troubles
L30	Turn Signal Troubles
L63	Brake Fluid Leak
L65	Engine Leaks Oil
L68	Power Steering Fluid Leak
L69	Fuel Guage Troubles
L72	Transmission/Clutch Fluid Leaks
L85	Undetermined engine leak
L87	Coolant Leak

L88	Front/rear axle or driveshaft leaks
M05	Exterior Mirror Troubles
M06	Interior Mirror Troubles
M10	Other Mirror Troubles
N11	Engine - Unusual Engine Noise at Idle
N12	Engine - Unusual Engine Noise While Driving
N17	Brakes Noisy
N18	Unusual Transmission Noise
N22	Vehicle Vibrates When Driving Below 45 MPH
N23	Steering Wheel vibration/shimmy below 45mph
N24	Steering Wheel Vibration/Shimmy above 45 MPH
N25	Vehicle Vibrates When Driving Above 45 MPH
N27	Vibration or Shudder while Braking
N30	Overhead Console squeak/rattle
N31	Centre Floor Console squeak/rattle
N32	Glove Box Door Squeak/Rattle
N33	Instrument Panel/Dashboard Squeak/Rattle
N40	Front Side Door Squeak/Rattle
N41	Rear Side Door Squeak/Rattle
N42	Trunk lid, squeak/rattle
N43	Sun/Moon,T-Top,Convertible Roof Squeak/Rattle
N50	Squeak/rattle vehicle exterior - front
N51	Squeak/rattle vehicle exterior - rear
N57	Steering Column/Wheel Squeak/Rattle
N58	Steering Noisy
N59	Other Squeak/Rattle
P01	Difficult to operate shift lever, change gears
P09	Other transmission troubles
P22	Clutch Clatters/Grabs/Slips/Jerks
P23	Clutch Requires Too Much or Uneven Effort
P24	Other Clutch Troubles
P31	4 Wheel/all wheel drive troubles
P66	Shifts rough or jerky while driving
P67	Shifts Occur Too Early, Too Late, Too Often
P68	Shifts rough or jerky from park
P69	Gear Changes Take Too Long to Complete
P83	No Forward/Reverse Movement In Gear
R01	Water Leak Around Windshield
R02	Water leak around front side door/window
R03	Water Leak Around Rear Side Door/Window
R04	Water Leak Around Back Window
R05	WATER LEAK AROUND SLIDING REAR WIND
R06	Water Leak Around Trunk lid/tailgate
R08	Water Leak Around Non-Sliding Rear Window
R09	Water Leak Around Sun/Moon/Convertible/T-Top Roof
R10	Other Water Leaks (sealing issues only)
R21	Wind Noise Around Windshield
R22	Wind Noise Around Front Side Door/Window
R23	Wind Noise Around Rear Side Door/Window

R24	Wind Noise Around Back Window
R25	WIND NOISE AROUND SLIDING REAR WIND
R26	Windnoise around trunk lid/tailgate
R29	WIND NOISE AROUND SUN/MOON/CONVERTIBLE/T-TOP ROOF
R30	Other Wind Noise (turbulence)
R31	Other Gasket/Sealing Troubles
S03	Front Seat Loose
S04	Rear Seat Loose
S06	Seat adjustment,operation troubles-front manual
S07	Seat adjustment troubles- rear seat
S08	SEAT LOOSE THIRD ROW
S09	Front Seat Squeak/Rattle
S15	Seat Adjustment Operation Trouble - Front Power Control
S17	Rear Seat Squeak/Rattle
S21	Seat Belt soiled/dirty
S25	Seat Belt Coil/Uncoil Troubles
S26	Seat Belt Buckle Latching Troubles
S27	Steering wheel trim appearance
S38	Air Bag (SRS) Troubles
S39	Airbag warning light troubles
S40	Other Restraint Troubles
S50	Loose, Poor Fit, Warped, Wrinkled - Seat Upholstery
S52	"TEARS, SNAGS, CRACKS - SEAT UPHOLSTERY"
S53	Faded, Discoloured - Seat Upholstery
S55	Split Seams - Seat Upholstery
S56	Heated/cooled seat troubles
T02	Head lining - Tears, snags, cracks
T03	Head lining - Faded, discolored
T12	Floor mats & Carpets - Tears, snags, cracks
T13	Floor mats & Carpets - Faded, discolored
T16	Floor mats & carpets - Split seams
T22	Trunk & Cargo lining - Tears, snags, cracks
T50	Cupholder troubles
T51	Sun visor troubles
T52	Ashtray troubles
T53	Interior moldings - loose, poor fit, warped, wrinkled
T54	Missing - interior moldings
T55	Interior fasteners - loose, missing, poor fit, warped
W03	Front washer troubles
W04	Rear Washer troubles
W05	Front Wiper Troubles
W06	Rear wiper troubles
W10	Other Wiper/Washer Troubles

<b>AWS CONDITION CODEs</b>	<b>CONDITION</b>
1	BROKEN/CRACKED
2	BENT/BUCKLED/KINKED
3	ADHESIVE FAILURE/MISSING
5	POOR METAL FINISHING
6	DENTED/DINGED
7	IMPROPERLY ADJUSTED/FITS POORLY
8	OTHER/UNKNOWN (NO APPROPRIATE COND. CODE)
10	IMPROPERLY SEWN
11	INCORRECT SIZE
12	IMPROPER ASSEMBLY
13	OUR OF ROUND
14	SURFACE ROUGH/UNEVEN
15	DEAD/WEAK BATTERY
18	INCORRECT SIZE
17	HOLE INCOMPLETE, OUT OF POSITION/OMIT
19	THREADS STRIPPED
27	FLAW IN MATERIAL
28	OPEN CIRCUIT (NOT WIRING)
29	CUT/TORN/FRAYED
30	CHAFED, EXCESSIVE WEAR, FRAYED
31	SEWING FAILURE/SPLIT SEAMS
32	SOILED/DIRTY
33	LOOSE
34	DISTORTED/WRINKLED/WAVY
36	MISALIGNED/OUT OF POSITION
38	WRONG PART
39	MISSING PART/COMPONENT
41	STICKS/BINS/GRABS
42	DOES NOT OPERATE PROPERLY
43	IMPROPERLY ROUTED
44	CONNECTOR PARTIALLY MATED
48	BURNED OUT
48	POROSITY
49	CONTAMINATED/FOREIGN
51	INSUFFICIENT FLUID (PREDELIVERY ONLY)
53	AIR IN SYSTEM
55	PLUGGED/RESTRICTED
56	NOISY OPERATION
57	LOOSE FASTENER/CLAMP
58	BROKEN FASTENER/CLAMP
59	MISSING/INCORRECT FASTENER/CLAMP
61	WELD DEFECTIVE/BROKEN
63	WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)
68	SEALER MISSING OR SKIPPED



70 NICKED/CHIPPED/SCRATCHED  
71 COLLAPSED  
75 BLISTERED/BUBBLED/PEELING  
77 FAILED GASKET/SEAL (CAUSE UNKNOWN)  
78 HARDENED/DRIED-OUT  
79 SPECIAL CODE: USE ONLY AS INSTRUCTED  
81 TARNISHED/FADED  
82 FREIGHT/POSTAGE/MAINTENANCE  
84 CORRODED/RUSTED  
85 MELTED  
87 TEETH DAMAGED  
91 BURRS, SHARP EDGES  
92 OUT OF BALANCE  
93 POOR CONTACT/POOR GROUND  
94 DISCONNECTED  
95 INSULATION DAMAGE  
96 CROSSED WIRE/CIRCUIT  
97 DAMAGED TERMINAL/CONNECTOR  
A1 DIRT IN PAINT  
A2 OVERSPRAY  
A3 THIN/NO PAINT  
A4 RUNS/SAGS/DRIPS  
A5 COLOR MISMATCHED/MOTTLED  
A6 SEALER/ADHESIVE ON PAINT SURFACE  
A7 STAINED/DISCOLORED  
A8 STONE PECKING  
A9 FADED/CHALKED/DULLED  
B1 CRACKED/CRAZED  
B2 ORANGE PEEL  
B3 SEALER/DEADENER UNDER PAINT  
B4 PINCHED/DAMAGED WIRE  
B5 BATTERY ACID/FLUID DAMAGE  
B7 EXCESSIVE TRANSIT COATING  
B8 POOR BRUSH TOUCH-UP  
B9 PEELING-COLORCOAT FROM COLORCOAT  
C1 PEELING-COLORCOAT FROM PRIMER  
C2 THREADS STRIPPED  
C5 ETCHED/ENVIRONMENTAL FALLOUT DAMAGE  
C6 METAL FILINGS IN PAINT (RUSTY SPOTS)  
C8 INDUSTRIAL/ENVIRONMENTAL FALLOUT  
D1 POROSITY  
D2 BLISTERED/BUBBLED  
D4 FLAW IN MATERIAL  
D5 PEELING-TO BARE METAL  
D7 CORROSION (PERFORATION)  
D8 FAILED GASKET/SEAL  
D9 OUT OF BALANCE  
H1 MISSING PART - FUSE, CIRCUIT BREAKER  
H2 CORROSION OR WATER ENTRY

H3	MELTED WIRE HARNESS OR CONNECTOR
H4	ELECTRICAL SCREW OR NUT NOT TIGHT
H5	OTHER OR UNKNOWN - DESCRIBE THE TYPE
LL	SERVICE LOANER REIMBURSEMENT
N1	NO PROBLEM FOUND
P1	POLISH REPAIR (PAINT)
P2	SPOT REPAIR (PAINT)
P3	SPRAY PANEL REPAIR (PAINT)
PP	LOANER CAR
RM	ESP REMANUFACTURED PART
TX	TAX ON ESP REPAIR
V1	DISCONNECTED VACUUM LINE
V2	VACUUM LINE REPAIRED
V3	KINKED/CUT/MISROUTED VACUUM LINE
W5	WHEEL ALIGNMENT WITHIN SPECIFICATION
W6	WHEEL ALIGNMENT OUT OF SPECIFICATION
X1	POOR GROUND
X2	CONNECTION POOR/NOT MADE
X3	UNLOCKED METAL TERMINAL-'PUSH OUT'
X4	DAMAGED TERMINAL
X5	WIRE IMPROPERLY CRIMPED TO METAL TERMINAL
X6	BROKEN WIRE/ BROKEN SPLICE/ WIRE CUT