

1998 Jaguar XJ8 XJ-8 from North America - Comments

22nd May 2007, 22:56

Just to add in here, our XJ8 with 68,000 miles pulled the old won't start game, and yes it was the timing chain. I would like to put my name on any list and lend my support for a class action suit. This known defect, that can be fixed, is costly people thousands of dollars, Mine ended up with new engine and \$5,800 thanks to a good deal I found. Jaguar told me how sorry they were to hear about my problem, but too bad. Below to show support is the letter I sent: Rob2240@verizon.net

In December of 2002 I purchased a "Select Edition" 1998 XJ8 Jaguar from Jaguar of South Bay. While having the car serviced in Anaheim Hills the service manager referred to it as a "simple used car with a name". After the experience that I have had these past two days, I think I know who was right.

I am writing this note and regardless of the answers Jaguar responds with, I feel that it is important that this situation is acknowledged.

Two days ago, my wife went to the store with her 1998 XJ8. After 15 minutes of shopping she returned to the car and the car failed to start.

She called a tow truck and had the vehicle towed to a Jaguar repair shop. This was not a dealership and so I called Bauer Jaguar in Santa Ana to get some help and advise as to what I should do. They said I could bring it in, however the warranty expired 8/04, so I would have to make my own arrangements. I asked the repair shop where the car was located to give me a diagnosis, they hooked the car to a computer line and said the reading was the Timing Chain. I called back down to Bauer Jaguar and told them what the diagnosis was and they told me since the car was out of warranty it would be a minimum \$7,000 to repair. I do understand how

the limits and time-line on a warranty works and what I bought in Dec of 02' was supposed to be a car that Jaguar was willing to stand behind, I am sure these statements will look familiar:

Select Edition Certified Pre-Owned Jaguars

Every Jaguar makes a unique statement. Select Edition Certified Pre-Owned Jaguar cars particularly so, having been hand picked as the very best. Their singular character and quality set them apart in a sea of automotive conformity. And, thanks to the value of Select Edition, it is all more attainable than you might ever have imagined.

Best Certified Pre-Owned Inspection* Select Edition's rigorous 140-point process, recognized by IntelliChoice® as "Best Certified Pre-Owned Inspection"* in the Luxury class for the second year in a row, has been designed to create an inventory of certified pre-owned Jaguars of the highest cosmetic and mechanical quality.

At the time of purchase the vehicle had 54,655 miles in it, Two days ago at the time it broke down, it had 68,421. In the almost two years we have had the car, we have only driven close to 14,000 miles. The Warranty was for a 2 year 50,000 mile extension on the original 4 year 50,000 mile factory warranty, but it is not from the time we purchased the vehicle, it is from the date the vehicle was originally sold.

However, Jaguar will cover up to 100,000 miles. That must mean you are confident that this car should last 100,000 miles more than less.

Given the fact that I live 60 miles from the nearest Jaguar dealer, I was afraid of the extremely high \$7,000 dollar cost, so I called JaguarUSA to see if I could get any assistance. I spoke with Nicole at 1-800-4-Jaguar, she told me that if the car is out of warranty, but that she would review my situation and get back to me in 2 working days. I expressed that we are very upset about this whole situation and really could not wait 2 more days to even make a decision, Nicole said she would do what she could, but would make no promises. I then received a call from the shop the car was at, his price was a quote of \$4,000 if the engine could be saved or up \$9,000 to put a new Used engine into the car. I have only had this car for 2 years and 14,000 miles and now I may need to replace the entire engine!...This was bad news, so I called Nicole back to give her some news and see if she had any answers for me.

I left a message and she did return my call and I asked her if I needed to have the car sent anywhere for inspection, she said that I told her it was at Bauer, I told her that I said I have spoken with Bauer, but I never said the car was there, she was upset with me, why?. My wife then got on the phone and was very emotional,... Then Nicole claimed that we had 3 strikes against us:

1. An old Car
2. A High Mileage Car

3. Out of Warranty

You know that it is ironic that 23 months ago, the Jaguar Dealer told me I was buying a car that would last a lifetime and for a 4 year old car it had very low miles, and the XJ8 style is timeless and will never look old.

Why was the car a low mileage "Select Edition" only 14,000 miles ago and now those same things that sold me on the car are strikes against me?!!!

Bottom line is I needed to get the car fixed, but I was really having a hard time with the fact that it was going to cost me 50% of what I owe on the car. So I started to do some research to see what my options were. I was absolutely amazed to find that my problem was not uncommon at all and in fact Jaguar has redesigned some parts to avoid this problem. A simple repair would save jaguar owners thousands of dollars not to mention the safety issues. The links below are just a small example, however they will show different angles and articles on this known problem. It seems to be top secret for Jaguar. Why was I never told of this problem, In the 2 years I have owned this car I have had to send it in for repair 5 different times, one to Penske Jaguar, who are now out of business, once to Jaguar in Anaheim Hills and 3 times to Bauer Jaguar. I was never advised of this potential problem.

HOW CAN JAGUAR NOT ACKNOWLEDGE THIS SITUATION!!!...I FOUND IT IN ONE DAY. IF JAGUAR NEEDED TO HAVE A PART REDESIGNED, THEY MUST BE AWARE OF A PROBLEM.

If this situation was brought to my attention before hand, I could have taken my car in for a diagnostic test to avoid a catastrophic failure of the engine. this was obviously avoidable upon research! Now I find myself faced with a huge dilemma, do I pay a large tow bill to have the car taken into the dealer to pay twice the amount to repair the vehicle that the independent shop will charge, in hopes that Jaguar will face up to their obligation and fix this problem. In doing research on this problem, It is obvious that Jaguar is aware of this problem and is doing a cover up in order to avoid conflict and exposure. A timing chain should never break. Given the fact that Jaguar is spending a tremendous amount of advertising capitol on its Select edition program, this is not the time to gain bad press, your reputation is not strong, as I am sure your researchers have found. I cannot wait forever while everyone thinks about this and decides how to make us go away. I have two children that need to get to school and to scheduled appointments including one child that is enrolled in a special education class that he was forced to miss today due to the fact that our car is out if service. I need to get some action now! If Jaguar is going to take the hard stance and not help in anyway as seems to have been the history by reading message boards, then take it now, but know that I will not go away, I will get my car fixed and then pursue any and all actions needed to gain my satisfaction.
