



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

2008 MAY 20 AM 7:37  
01-MAY-2008

Reference No.  
10226411

**OWNER INFORMATION (Type or Print)**

Name

Address

City MERRICK

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Signature of Owner

Date 5/12/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
SALSF25446A

Make  
LAND ROVER

Model  
RANGE ROVER SPORT

Model Year  
2006

Date Purchased

Dealer's Name and Telephone Number

Engine:  
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code  
012000 STEERING: COLUMN

Cruise Control

Multiple Failure:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
19-APR-2007

Failure Mileage  
5635

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

0

0

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2006 LAND ROVER RANGE ROVER SPORT. WHENEVER THE CONTACT TURNS THE VEHICLE, HE FEELS AND HEARS A GRINDING NOISE COMING FROM THE STEERING COLUMN. THE GRINDING WORSENS IN HOT WEATHER OR AFTER DRIVING FOR A LONG PERIOD OF TIME. THE DEALER ADVISED HIM TO BRING IN THE VEHICLE AND THEY CHANGED THE STEERING SHAFT. THE VEHICLE HAS BEEN TO THE DEALER APPROXIMATELY 7 TIMES FOR THE SAME FAILURE, BUT THERE HAS BEEN NO SUCCESSFUL REMEDY. THE VEHICLE IS CURRENTLY AT THE DEALER HAVING THE RACK AND PINION CHANGED. THE TECHNICIAN STATED THAT THE REPAIR TO THE RACK AND PINION WOULD ONLY BE A TEMPORARY REPAIR UNTIL THE MANUFACTURER COULD PROVIDE A BETTER REMEDY. THE SPEED WAS UNKNOWN. THE FAILURE MILEAGE WAS 5,635.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

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HISTORY LISTING

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CUSTOMER NAME : [REDACTED] SERIAL NO. : SALSF25446  
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R.O NO. : [REDACTED] R.O DATE : 02/11/2008 R.O TYPE : S  
MILEAGE : 15220 ADVISOR NO. : 7094

JOB NUMBER : 1 OPERATION 95LRZ OP. DESC. ROAD TEST/WASH CAR  
SALE TYPE : C TECHNICIAN NO(S). 8693  
COMPLAINT : TECH CHECK:NYS DUE AT.....AC TEMP AT.....DEG.  
COOLANT GOOD TO.....ROAD TEST AND WASH CAR  
CAUSE : NYSI DUE AT 10/08  
CORRECTION : SERVICES COMPLETED

JOB NUMBER : 2 OPERATION 95LRZDAMAGE OP. DESC. PRE-EXISTING DAMAGE  
SALE TYPE : C TECHNICIAN NO(S). 59  
COMPLAINT : THE FOLLOWING PRE-EXISTING DAMAGE WAS NOTICED ON VEHICLE  
BEFORE COMING INTO SHOP:  
CORRECTION : PLATE COVER IS CRACKED, SCRATCHES ON HOOD, SCRATCHES ON  
PASSENGERSIDE AND DRIVERSIDE

JOB NUMBER : 3 OPERATION 96LRZ OP. DESC. OPEN RECALLS  
SALE TYPE : C TECHNICIAN NO(S). 59  
COMPLAINT : C/S CHECK VEHICLE FOR OPEN RECALLS IN DCS  
CORRECTION : NO OPEN RECALLS ON VEHICLE

JOB NUMBER : 4 OPERATION 01LRF01000 OP. DESC. DO NOT USE  
SALE TYPE : C TECHNICIAN NO(S). 8693  
COMPLAINT : PERFORM LAND ROVER MULTI-POINT INSPECTION  
CAUSE :  
COMPLETE

JOB NUMBER : 5 OPERATION 76LRZ OP. DESC. ALL BODY  
SALE TYPE : C TECHNICIAN NO(S). 8693  
COMPLAINT : C/S DRIVERSIDE DOOR HANDLES STAY STUCK OPEN INTER  
WHEN COLD HANDLES STAYS OUT  
CORRECTION :  
LUBED ALL OUTSIDE DOOR HANDLES

JOB NUMBER : 6 OPERATION 11LRZ-RRS22.5K OP. DESC. L713 SPORT 22,500  
SALE TYPE : W TECHNICIAN NO(S). 8693  
COMPLAINT : C/S PERFORM COMPLEMENTARY 22,500 MILE SERVICE  
ON RANGE ROVER SPORT  
CORRECTION : SERVICE COMPLETED AS LISTED ON MENU  
NEXT COMPLIMENTARY SERVICE IS DUE AT 30,000 MILES

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] L713

JOB NUMBER : 7 OPERATION 74LRZ OP. DESC. ALL WHEEL & JACK  
SALE TYPE : C TECHNICIAN NO(S). 8693  
COMPLAINT : C/S TIRE PRESSURE LIGHT IS

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CORRECTION :

SET TIRE PRESSURE

JOB NUMBER : 8 OPERATION 01LRZTECH OP. DESC. RECOMMENDATIONS  
SALE TYPE : C TECHNICIAN NO(S) . 8693  
COMPLAINT : TECHNICIAN RECOMMENDS  
CAUSE :

CORRECTION : NEEDS FRONT BRAKE PADS \$266.00, FRONT BRAKE ROTORS \$256.00  
FRONT BRAKE SENSORS \$85.00, REPLACE REAR BRAKE PADS \$234.00  
REPLACE REAR BRAKE ROTORS \$316.00  
REAR BRAKE SENSORS \$86.00  
ROTATION, BALANCE AND 4 WHEEL ALIGNMENT \$376.00

COMMENTS : LOANER/GIECO/SERVICE

R.O NO. :

R.O DATE : 12/11/2007  
MILEAGE : 13430

R.O TYPE : S  
ADVISOR NO. : 7252

JOB NUMBER : 1 OPERATION 01LRF01000 OP. DESC. DO NOT USE  
SALE TYPE : C TECHNICIAN NO(S) . 1231  
COMPLAINT : PERFORM LAND ROVER MULTI-POINT INSPECTION  
CORRECTION : DONE

JOB NUMBER : 2 OPERATION 95LRZ OP. DESC. ROAD TEST/WASH CAR  
SALE TYPE : C TECHNICIAN NO(S) . 1231  
COMPLAINT : TECH CHECK: NYS DUE AT.....AC TEMP AT.....DEG.  
COOLANT GOOD TO.....ROAD TEST AND WASH CAR  
CORRECTION : SERVICES COMPLETED  
NYSI DUE 10/08, COOLANT GOOD TO -34 DEGREES.

JOB NUMBER : 3 OPERATION 95LRZDAMAGE OP. DESC. PRE-EXISTING DAMAGE  
SALE TYPE : C TECHNICIAN NO(S) . 1231  
COMPLAINT : THE FOLLOWING PRE-EXISTING DAMAGE WAS NOTICED ON VEHICLE  
BEFORE COMING INTO SHOP:  
CORRECTION : SCRATCHES BOTH FRONT A-PILLERS, CHIP RIGHT  
FRONT BUMPER.

JOB NUMBER : 4 OPERATION 96LRZ OP. DESC. OPEN RECALLS  
SALE TYPE : C TECHNICIAN NO(S) . 1231  
COMPLAINT : C/S CHECK VEHICLE FOR OPEN RECALLS IN DCS  
CORRECTION : NONE

JOB NUMBER : 5 OPERATION 02LRZLRGC OP. DESC. LOANER CAR  
SALE TYPE : C TECHNICIAN NO(S) . 1231  
COMPLAINT : LOANER/RENTAL PROVIDED BY.....  
LOANER #68  
CORRECTION : LOANER DAYS @ \$40.00 PER DAY  
LOANER CAR PROVIDED BY THE SERVICE DEPARTMENT.

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JOB NUMBER : 6 OPERATION 86LRZ0DIAG OP. DESC. DIAG ELECTRICAL PROB  
SALE TYPE : C TECHNICIAN NO(S). 1231  
COMPLAINT : CUSTOMER STATES THAT NAV SYSTEM WILL GROW VERY DIM  
WHILE DRIVING, WORSE AT NIGHT.  
CORRECTION :  
RE-SET SCREEN BRIGHTNESS TO BRIGHTER COLOR TO COMPENSATE  
FOR TINTED WINDOWS.

JOB NUMBER : 7 OPERATION 91LRZ OP. DESC. DETAIL  
SALE TYPE : C TECHNICIAN NO(S). 1231  
COMPLAINT : COURTESY ESTIMATE FOR COMPLETE DETAIL ..\$149.99 PLUS TAX

COMMENTS : LOANER/NAV FADING??

R.O NO. : \_\_\_\_\_ R.O DATE : 10/15/2007 R.O TYPE : S  
MILEAGE : 11658 ADVISOR NO. : 2809

JOB NUMBER : 1 OPERATION 95LRZ OP. DESC. ROAD TEST/WASH CAR  
SALE TYPE : C TECHNICIAN NO(S). 5898  
COMPLAINT : TECH CHECK:NYS DUE AT.....AC TEMP AT.....DEG.  
COOLANT GOOD TO.....ROAD TEST AND WASH CAR  
CORRECTION : NYSI DUE 10-08, AC AND COOLANT GOOD, ROAD TEST AND WASH CAR

JOB NUMBER : 2 OPERATION 95LRZDAMAGE OP. DESC. PRE-EXISTING DAMAGE  
SALE TYPE : C TECHNICIAN NO(S). 59  
COMPLAINT : THE FOLLOWING PRE-EXISTING DAMAGE WAS NOTICED ON VEHICLE  
BEFORE COMING INTO SHOP:  
CORRECTION : SCRATCHES--L/R 1/4, L/R DOOR, L/F DOOR, L/F FENDER

JOB NUMBER : 3 OPERATION 96LRZ OP. DESC. OPEN RECALLS  
SALE TYPE : C TECHNICIAN NO(S). 5899  
COMPLAINT : C/S CHECK VEHICLE FOR OPEN RECALLS IN DCS  
CORRECTION : NO OUTSTANDING CAMPAIGNS IN SYSTEM AT THIS TIME

JOB NUMBER : 4 OPERATION 01LRF01000 OP. DESC. DO NOT USE  
SALE TYPE : C TECHNICIAN NO(S). 5899  
COMPLAINT : PERFORM LAND ROVER MULTI-POINT INSPECTION  
CORRECTION : INSPECTION COMPLETED

JOB NUMBER : 5 OPERATION 01LRZ-SAFETY OP. DESC. SAFETY INSPECTION  
SALE TYPE : C TECHNICIAN NO(S). 5899  
COMPLAINT : C/S NEW YORK STATE SAFETY INSPECTION  
CORRECTION : INSPECTION COMPLETED  
12200821

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JOB NUMBER : 6 OPERATION 57LRZ OP. DESC. ALL STEERING  
SALE TYPE : W TECHNICIAN NO(S). 5899  
COMPLAINT : CUSTOMER STATES NOISE FROM STEERING  
CORRECTION : REMOVE COLUMN COVERS TO CHECK FOR NOISES=FOUND NOISE COMING  
FROM DUST BOOT IN FIREWALL INSTALLED IMPROPERLY. REMOVE  
STEERING COLUMN COUPLER TO REMOVE DUST BOOT. INSTALL  
PROPERLY, REINSTALL COUPLER AND COLUMN COVERS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
574000

JOB NUMBER : 7 OPERATION 02LRZLRGC OP. DESC. LOANER CAR  
SALE TYPE : C TECHNICIAN NO(S). 5899  
COMPLAINT : ALTERNATE TRANSPORTATION SUPPLIED BY....  
CORRECTION : LAND ROVER GLEN COVE LOANER #42

JOB NUMBER : 8 OPERATION 44LRZ OP. DESC. ALL AUTO TRANS  
SALE TYPE : W TECHNICIAN NO(S). 5899  
COMPLAINT : VEHICLE BANGS ON ACCELERATION AFTER DECEL  
CORRECTION : CHECK IDS FOR CODES=NONE IN PCM OR TCM. DOWNLOAD SOFTWARE  
FOR TCM, RESET ADAPTATIONS. COMPLETE DRIVE CYCLE RECHECK FOR  
CODES=NONE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
449007 187212-B 189027

JOB NUMBER : 9 OPERATION 90LRZGAS OP. DESC. DO NOT USE  
SALE TYPE : I TECHNICIAN NO(S). 59  
COMPLAINT : FILL GAS TANK=SEE SUBLET BELOW  
CORRECTION : \$35.00

JOB NUMBER : 10 OPERATION 99LRZ-OVERNIGHT OP. DESC. OVERNIGHT ROAD TEST  
SALE TYPE : C TECHNICIAN NO(S). 59  
COMPLAINT : I HEREBY AUTHORIZE LAND ROVER GLEN COVE TO ROAD TEST MY  
VEHICLE OVERNIGHT. I AM AWARE THAT MY VEHICLE MAY BE DRIVEN  
UP TO 125 MILES

CAUSE : TRANS BANGS ON RE-ACCEL AFTER DECEL  
CORRECTION : CUSTOMER APPROVAL BY PHONE 10-17-07 10:55AM. CUSTOMER  
SUPPLIED LAST 4 OF SSN FOR VERIFICATION

COMMENTS : LOANER/NYSI/STEERING NOISE

R.O NO. : R.O DATE : 10/02/2007 R.O TYPE : S  
MILEAGE : 11099 ADVISOR NO. : 7094

JOB NUMBER : 1 OPERATION 95LRZ OP. DESC. ROAD TEST/WASH CAR  
SALE TYPE : C TECHNICIAN NO(S). 3957  
COMPLAINT : TECH CHECK:NYS DUE AT.....AC TEMP AT.....DEG.  
COOLANT GOOD TO.....ROAD TEST AND WASH CAR

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CAUSE : NYSI DUE AT 10/07,AC TEMP AT 40 DEGREES,COOLANT GOOD TO -34  
DEGREES  
CORRECTION : SERVICES COMPLETED

JOB NUMBER : 2 OPERATION 95LRZDAMAGE OP. DESC. PRE-EXISTING DAMAGE  
SALE TYPE : C TECHNICIAN NO(S). 59  
COMPLAINT : THE FOLLOWING PRE-EXISTING DAMAGE WAS NOTICED ON VEHICLE  
BEFORE COMING INTO SHOP:  
CORRECTION : SMALL CHIPS IN WINDSHIELD

JOB NUMBER : 3 OPERATION 96LRZ OP. DESC. OPEN RECALLS  
SALE TYPE : C TECHNICIAN NO(S). 59  
COMPLAINT : C/S CHECK VEHICLE FOR OPEN RECALLS IN DCS  
CORRECTION : NO OPEN RECALLS ON VEHICLE

JOB NUMBER : 4 OPERATION 01LRF01000 OP. DESC. DO NOT USE  
SALE TYPE : C TECHNICIAN NO(S). 1231  
COMPLAINT : PERFORM LAND ROVER MULTI-POINT INSPECTION  
CORRECTION : COMPLETE

JOB NUMBER : 5 OPERATION 86LRZ OP. DESC. ALL ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 1231  
COMPLAINT : C/S CRUISE CONTROL NOT AUTH INTER COMES ON WHILE DRIVING BEL  
LS GO ON AND WHEN STARTED  
CORRECTION : OPEN CIRCUIT CLOCK SPRING CC NOT PERMITTED-RE OLD AND PRINTE  
D DTCS NONE FOUND. R&R ROTARY COUPLIN ROAD TEST

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
76748940 186022-A 767420  
020202

JOB NUMBER : 6 OPERATION 11LRZ-RRS15K OP. DESC. L712 SPORT 15,000  
SALE TYPE : W TECHNICIAN NO(S). 1231  
COMPLAINT : PERFORM COMPLIMENTARY 15K SERVICE ON  
RANGE ROVER SPORT  
CORRECTION : SERVICE COMPLETED AS LISTED ON MENU  
NEXT COMPLIMENTARY SERVICE IS AT 22500 MILES

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
L712

JOB NUMBER : 7 OPERATION 02LRZLRGC OP. DESC. LOANER CAR  
SALE TYPE : C TECHNICIAN NO(S). 59  
COMPLAINT : LOANER/RENTAL PROVIDED BY.....  
LOANER #4  
CORRECTION : COMPLETE

COMMENTS : LOANER/RATTLE IN REAR /SERVICE/CRUISE CONTROL INOP

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R.O NO. : R.O DATE : 07/05/2007 R.O TYPE : S  
MILEAGE : 8128 ADVISOR NO. : 4450

JOB NUMBER : 1 OPERATION 01LRF01000 OP. DESC. DO NOT USE  
SALE TYPE : C TECHNICIAN NO(S) . 784  
COMPLAINT : PERFORM LAND ROVER MULTI-POINT INSPECTION  
CORRECTION : PERFORMED

JOB NUMBER : 2 OPERATION 95LRZ OP. DESC. ROAD TEST/WASH CAR  
SALE TYPE : C TECHNICIAN NO(S) . 784  
COMPLAINT : TECH CHECK:NYS DUE AT.....AC TEMP AT.....DEG.  
COOLANT GOOD TO.....ROAD TEST AND WASH CAR  
CORRECTION : SERVICES COMPLETED  
NYSI DUE 11-07

JOB NUMBER : 3 OPERATION 95LRZDAMAGE OP. DESC. PRE-EXISTING DAMAGE  
SALE TYPE : C TECHNICIAN NO(S) . 784  
COMPLAINT : THE FOLLOWING PRE-EXISTING DAMAGE WAS NOTICED ON VEHICLE  
BEFORE COMING INTO SHOP:

JOB NUMBER : 4 OPERATION 96LRZ OP. DESC. OPEN RECALLS  
SALE TYPE : C TECHNICIAN NO(S) . 784  
COMPLAINT : C/S CHECK VEHICLE FOR OPEN RECALLS IN DCS  
CORRECTION :  
NO OPEN RECALLS AT THIS TIME

JOB NUMBER : 5 OPERATION 02LRZ OP. DESC. ALTERNATE TRANSPORT  
SALE TYPE : C TECHNICIAN NO(S) . 784  
COMPLAINT : \$50.00/DAY AND 13.5% TAX CHARGED IF LOANER/RENTAL NOT  
RETURNED WITHIN 24 HRS. OF NOTIFIED COMPLETION OF MY VEHICLE  
LOANER #16  
CORRECTION : LOANER #16

JOB NUMBER : 6 OPERATION 70LRZ OP. DESC. ALL BRAKES  
SALE TYPE : C TECHNICIAN NO(S) . 784  
COMPLAINT : CUSTOMER STATES BRAKES ARE SQUEEKING  
CORRECTION : CLEANED OOT BRAKE DUST FROM BRAKES-ROAD TESTED NO  
MORE NOISE

JOB NUMBER : 7 OPERATION 86LRZ OP. DESC. ALL ELECTRICAL  
SALE TYPE : C TECHNICIAN NO(S) . 784  
COMPLAINT : CUSTOMER STATES CRUISE CONTROL NOT PERMITTED WARNING LIGHT  
IS ON DASH  
CORRECTION : FUNCTION TESTED SYSTEM NO CODES IN SYSTEM,ROAD TESTED NO  
WARNING LIGHTS ON DASH,TESTED CRUISE CONTROL-SYSTEM IS  
OPERATING AS DESIGNED

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JOB NUMBER : 8 OPERATION 76LRZ OP. DESC. ALL BODY  
SALE TYPE : W TECHNICIAN NO(S) . 784  
COMPLAINT : CUSTOMER STATES THERE IS A RATTLE ON PASSENGER REAR SIDE OF  
CAR WHILE DRIVING AND OVER BUMPS  
CORRECTION : FOUND PASSENGER SIDE RAER SEAT NOT LATCHING PROPERLY  
ADJUSTED SEAT LATCH AND RE-TESTED NO MORE RATTLE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
781000

COMMENTS : LOANER/CRUISE INOP/RATTL FROM REAR

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R.O NO. : R.O DATE : 04/24/2007 R.O TYPE : S  
MILEAGE : 5635 ADVISOR NO. : 1042

JOB NUMBER : 1 OPERATION 57LRZ-STRAIGHT OP. DESC. STEER NOT STRAIGHT  
SALE TYPE : C TECHNICIAN NO(S) . 4261  
COMPLAINT : C/S STEERING WHEEL NOT STRAIGHT  
CORRECTION : DROVE CAR REMOVED STEERING WHEEL, STRAIGHEND IT OUT P.K.

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R.O NO. : R.O DATE : 04/19/2007 R.O TYPE : S  
MILEAGE : 5635 ADVISOR NO. : 1042

JOB NUMBER : 1 OPERATION 95LRZ OP. DESC. ROAD TEST/WASH CAR  
SALE TYPE : C TECHNICIAN NO(S) . 689  
COMPLAINT : TECH CHECK:NYS DUE AT.....AC TEMP AT.....DEG.  
COOLANT GOOD TO.....ROAD TEST AND WASH CAR  
CORRECTION : SERVICES COMPLETED

JOB NUMBER : 2 OPERATION 95LRZDAMAGE OP. DESC. PRE-EXISTING DAMAGE  
SALE TYPE : C TECHNICIAN NO(S) . 59  
COMPLAINT : THE FOLLOWING PRE-EXISTING DAMAGE WAS NOTICED ON VEHICLE  
BEFORE COMING INTO SHOP:

JOB NUMBER : 3 OPERATION 01LRF01000 OP. DESC. DO NOT USE  
SALE TYPE : C TECHNICIAN NO(S) . 4261  
COMPLAINT : PERFORM LAND ROVER MULTI-POINT INSPECTION  
CORRECTION : COMPLETED

JOB NUMBER : 4 OPERATION 96LRZ OP. DESC. OPEN RECALLS  
SALE TYPE : C TECHNICIAN NO(S) . 4261  
COMPLAINT : C/S CHECK VEHICLE FOR OPEN RECALLS IN DCS

JOB NUMBER : 5 OPERATION 02LRZLRGC OP. DESC. LOANER CAR  
SALE TYPE : C TECHNICIAN NO(S) . 4261  
COMPLAINT : LOANER/RENTAL PROVIDED BY.....

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#5  
CORRECTION : LOANER DAYS @ \$40.00 PER DAY  
LOANER CAR PROVIDED BY THE SERVICE DEPARTMENT.

JOB NUMBER : 6 OPERATION 76LRZ OP. DESC. ALL BODY  
SALE TYPE : W TECHNICIAN NO(S). 4261  
COMPLAINT : C/S R/R RIM IS DAMAGED  
CORRECTION : CHECKED WITH PAUL, DAMAGED THE LINE AND RIM BOTH OK THEY HIT  
SIDE WALK OR CURB, REPAIRED DAMAGED RIM.  
GOOD WILL AS PER MARY B #29293 4/19/07

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 7 OPERATION 57LRZ OP. DESC. ALL STEERING  
SALE TYPE : C TECHNICIAN NO(S). 4261  
COMPLAINT : C/S STEERING WHEEL IS NOT ON STRAIGHT  
CORRECTION : DROVE CAR STEERING OFF TO THE RIGHT, CAR PULLS TO THE LEFT  
NEEDS WHEELS ALIGNMENT.

JOB NUMBER : 8 OPERATION 18LRZ OP. DESC. ALL ENGINE MANAGE  
SALE TYPE : W TECHNICIAN NO(S). 4261  
COMPLAINT : C/S BLACK SMOKE COMES OUT OF EXHAUST WHEN VEHICLE IS START  
ED IN THE MORNING WHEN IT IS COLD.  
CORRECTION : CHECKED FOR CODES NO CODES FOUND, CHECKED OIL LEVEL O.K.  
ASKED MIKE HE SAIL IT IS NORMAL ON THIS VEHICLE.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
189004

COMMENTS : LOANER/RIM DAMAGED BY US/WHEEL CROOKED/SMOKE ON START U

R.O NO. : 168748 R.O DATE : 03/22/2007 R.O TYPE : S  
MILEAGE : 4943 ADVISOR NO. : 2809

JOB NUMBER : 1 OPERATION 95LRZ OP. DESC. ROAD TEST/WASH CAR  
SALE TYPE : C TECHNICIAN NO(S). 3957  
COMPLAINT : TECH CHECK:NYS DUE AT.....AC TEMP AT.....DEG.  
COOLANT GOOD TO.....ROAD TEST AND WASH CAR  
CORRECTION : NYSI DUE 11-07, HEAT AND COOLANT GOOD, ROAD TEST AND WASH  
CAR

JOB NUMBER : 2 OPERATION 95LRZDAMAGE OP. DESC. PRE-EXISTING DAMAGE  
SALE TYPE : C TECHNICIAN NO(S). 59  
COMPLAINT : THE FOLLOWING PRE-EXISTING DAMAGE WAS NOTICED ON VEHICLE  
BEFORE COMING INTO SHOP:

JOB NUMBER : 3 OPERATION 96LRZ OP. DESC. OPEN RECALLS





LONG ISLAND AUTOMOTIVE GROUP, INC.  
D/B/A LAND ROVER GLEN COVE

70 CEDAR SWAMP ROAD GLEN COVE, NY 11542  
(516) 674-8500

DEALER NUMBER 122

NYS REPAIR SHOP NO. 7088924

www.landroverli.com www.drivepoint.com



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JESSE BEDNARIK</b>	6628	TAG # [REDACTED]	INVOICE DATE <b>05/02/08</b>	INVOICE NO. <b>LGCS204389</b>
[REDACTED]	LABOR RATE <b>112.00</b>	LICENSE NO.	MILEAGE <b>17,592</b>	COLOR <b>ZERMATT SIL</b>	STOCK NO.
<b>MERRICK, NY</b>	YEAR / MAKE / MODEL <b>06/LAND ROVER/RR SPORT HSE/SUBN</b>	DELIVERY DATE <b>10/31/06</b>		DELIVERY MILES <b>13</b>	
[REDACTED]	VEHICLE I.D. NO. <b>S A L S F 2 5 4 4 6 A</b>	SELLING DEALER NO. <b>122</b>		PRODUCTION DATE <b>06/22/06</b>	
[REDACTED]	F. T. E. NO.	P. O. NO.		ROD # [REDACTED]	
[REDACTED]	COMMENTS <b>1</b>		ROD # [REDACTED]		

LABOR & PARTS  
**J# 1 95LRZ** ROAD TEST/WASH CAR HOURS: 0.00 TECH(S):545 0.00  
 TECH CHECK:NYS DUE AT.....AC TEMP AT.....DEG.  
 COOLANT GOOD TO.....ROAD TEST AND WASH CAR  
 SERVICES COMPLETED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 1 TOTAL PARTS 0.00  
 JOB # 1 TOTAL LABOR & PARTS 0.00

**J# 2 95LRZ1-MPI** MPI HOURS: 0.00 TECH(S):545 0.00  
 LAND ROVER MULTI-POINT VEHICLE INSPECTION.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 2 TOTAL PARTS 0.00  
 JOB # 2 TOTAL LABOR & PARTS 0.00

**J# 3 95LRZDAMAGE** PRE-EXISTING DAMAGE HOURS: 0.00 TECH(S):545 0.00  
 THE FOLLOWING PRE-EXISTING DAMAGE WAS NOTICED ON VEHICLE  
 BEFORE COMING INTO SHOP:

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 3 TOTAL PARTS 0.00  
 JOB # 3 TOTAL LABOR & PARTS 0.00

**J# 4 60LRZ-ABERSUSP1 A-B** TECH SUSPENSION1 HOURS: TECH(S):545 WARRANTY  
 C/S WHEN MAKING TURNS-ROADTEST WITH PAUL ROCCO  
 FOUND NOISY PINION SEAL AT RACK, REPLACED RACK AND PINION  
 PERFORMED ALIGNMENT: DONE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 4 TOTAL PARTS WARRANTY 0.00  
 JOB # 4 TOTAL LABOR & PARTS 0.00

**J# 5 93LRZ-1B** LOANER CAR HOURS: 0.00 TECH(S):59 0.00  
 LOANER/RENTAL PROVIDED BY.....  
 LOANER DAYS @ \$40.00 PER DAY  
 LOANER CAR PROVIDED BY THE SERVICE DEPARTMENT.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 5 TOTAL PARTS 0.00  
 JOB # 5 TOTAL LABOR & PARTS 0.00

**J# 6+12LRZ** ALL ENGINE REPAIR HOURS: TECH(S):545 WARRANTY  
 REMOVE OIL FILTER FOR ACCESS TO STR SEE LINE 4  
 REPLACED OIL FILTER, DUE TO REMOVING FOR ACCESS TO REPLACE  
 STEERING RACK; SEE LINE 4

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**X**  
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Thank You  
 for this opportunity to serve you.



LONG ISLAND AUTOMOTIVE GROUP, INC.  
D/B/A LAND ROVER GLEN COVE

70 CEDAR SWAMP ROAD GLEN COVE, NY 11542

(516) 674-8500

DEALER NUMBER 122

NYS REPAIR SHOP NO. 7088924

www.landoverli.com www.drivepoint.com



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JESSE BEDNARIK</b>	6628	TAG NO. [REDACTED]	INVOICE DATE <b>05/02/08</b>	INVOICE NO. <b>LGCS204389</b>
[REDACTED]	LABOR RATE <b>112.00</b>	LICENSE NO.	MILEAGE <b>17,592</b>	COLOR <b>ZERMATT SIL</b>	STOCK NO.
<b>MERRICK, NY</b>	YEAR / MAKE / MODEL <b>06/LAND ROVER/RR SPORT HSE/SUBN</b>	VEHICLE I.D. NO. <b>S A L S F 2 5 4 4 6 A [REDACTED]</b>		DELIVER DATE <b>10/31/06</b>	DELIVERY MILES <b>13</b>
[REDACTED]	F. T. E. NO.	P. O. NO.	SELLING DEALER NO. <b>122</b>	PRODUCTION DATE <b>06/22/06</b>	[REDACTED]
[REDACTED]	BUSINESS PHONE	COMMENTS	R.O. DATE <b>04/25/08</b>	MO: 17592	

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 6	1	LR007160	FILTER ASSY - 0		
				JOB # 6 TOTAL PARTS	0.00
				JOB # 6 TOTAL LABOR & PARTS	0.00

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ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

**LIMITED EXPRESS WARRANTY**  
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 SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

WE WANT YOU HAPPY BECAUSE WE WANT YOU BACK.....  
 IF THIS SERVICE VISIT WAS LESS THAN EXCELLENT PLEASE CALL YOUR SERVICE ADVISOR AT 516-674-8500.  
 ON A SCALE OF 1 TO 4, ALL OF US AT LAND ROVER GLEN COVE WANT TO BE NUMBER ONE!!!!!!  
 \*\*\*\*\*  
 HELP US EFFECTIVELY HELP YOU, PLEASE CALL SERVICE IN ADVANCE FOR A REGULAR SCHEDULED SERVICE APPOINTMENT AT 516-674-8500 BETWEEN 8-12:30 AND 1:30-6  
 \*\*\*\*\*

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

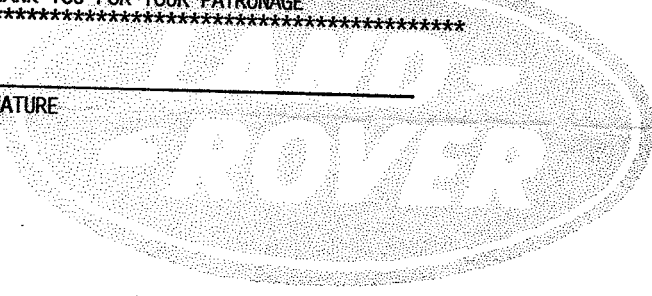
CASH [ ] CHECK [# ] M/C [ ] VISA [ ] AMEX [ ]

TERMS: CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

THANK YOU FOR YOUR PATRONAGE  
 \*\*\*\*\*

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

CUSTOMER SIGNATURE \_\_\_\_\_



Thank You  
 for this opportunity to serve you.