

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
FOR AGENCY USE ONLY 100148



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

Date Received 28-MAY-2010	Repository <input type="checkbox"/>
	Reference No. 10332661

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: MINDE State: NV Zip Code: [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SAJEA51C12W [Redacted]	Make JAGUAR	Model X-TYPE	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number Bardine Jag 702 284-7000	Engine: 3.0 No: Cylinders 6	Fuel Type: Prem. Gas
Original Owner <input type="checkbox"/>	Dealer's City Las Vegas	State NV	Zip Code 89117
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Yes	Multiple Failure: Yes
		Incident Date(s) 21-MAY-2010	unsure of slipping

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 10000 POWER TRAIN, 103000 POWER TRAIN: AUTOMATIC TRANSMISSION	Failure Mileage 64000	Failure Speed 45
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2002 JAGUAR X-TYPE. THE CONTACT STATED THAT WHILE DRIVING AT 45 MPH ON MAY 21, 2010, THE TRANSMISSION FAILED AND THE VEHICLE LOST POWER; A LIGHT INDICATING GEAR BOX FAULT ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TOWED TO A REPAIR SHOP. THE CONTACT CALLED THE DEALERSHIP AND WAS TOLD THAT BECAUSE THE VEHICLE WAS NO LONGER UNDER WARRANTY, HE WOULD BE RESPONSIBLE FOR REPAIR EXPENSES. THE CONTACT CALLED THE MANUFACTURER WHO STATED THAT THERE WAS NO FAILURE WITHIN THE VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 64,000. UPDATED 11/03/10. *LJ

On 3 prior occasions, when still under warranty, car was taken to Sacramento Jag for transmission problems. Would not shift (esp from reverse) and kept slipping while

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.

driving. See Jag found nothing wrong on all 3 occasions



Arrow Automotive Transmission Spec.

1995 Vassar Street, Reno, NV 89502

Phone: (775) 827-4900



RO#: 1014896

Invoiced: 07/08/2010

Page: 1

Customer:



Schurz NV
Pn:

Vehicle:

2002 Jaguar X-type AWD
 Engine: V6-181 3.0L DOHC
 Trans: jf506e
 Mileage In: 111 Out:
 Lic: NONE St: NV
 VIN: SAJEA51C12W

Repair Order:

Service Writer: A Lenzi
 PO Number:
 Date In: 06/29/2010
 Date Out: 07/08/2010
 Vehicle Driver: Gamet Craig

Automatic Transmission: Major

Customer Concern: Transmission failed C/A
Diagnosis: Pump Whine
 No forward or reverse motion.
 Needs transmission overhaul Price for Transmission overhaul complete with 3 year 50K Warranty 3600.00

Labor:	Description	Extended
	36 MONTH 50,000 MILE WARRANTY TOWING NOT COVERED. This warranty covers parts and labor only. This warranty is only extended to the customer named on this invoice. It dose not cover such things as towing, rental cars, loss of use, loss of earnings, personal damages, per diem expenses, or any other consequential or incidental damages. Warrantor's obligation under this warranty is limited to replacing or repairing defective parts and correcting defectively furnished labor. Not to exceed the cost of original repair. Arrow Automotive must be contacted before any repairs can be reimbursed if you are not able to bring the vehicle back to us for warranty consideration. Please call (775) 827-4900 for warranty authorization.	0.00
	REMOVE TRANSMISSION. Remove transmission pan to drain fluid. Remove rear driveline and cross member. Disconnect linkage, transmission cooler lines and electrical connections. Unbolt torque converter and bell housing bolts. Remove transmission and hot flush transmission cooler.	392.00
	REBUILD TRANSMISSION. Disassemble complete transmission and valve body. Replace clutch discs, sealling rings, bushings, bands, filter, torque converter, seals and gaskets. If necessary: electronic solenoids, steels, shims, bearings, snap rings, gear traing and valve body components.	588.00
	REINSTALL TRANSMISSIONS. Reconnect transmission to engine, torque converter to flex plate, cooler lines to transmission case and all electrical connections. Install crossmember and driveline. Fill with fluid. Road test and re-rack vehicle and re-check work performed.	392.00
Labor Sub Total:		1372.00

Parts:	Part Num	Cond	Description:	Qty
	DA80	N	TC, JF506E JAGUAR, LOW STALL, 10.8" DIA, 1.656" DIA HUB W/	1.00
	A98010	N	FILTER, JF506E (MAZDA, JAGUAR LAND ROVER) 02-UP	1.00
	98126A	N	STEEL, JF506E HIGH 02-UP .063"	4.00
	98130	N	STEEL, JF506E REVERSE 02-UP	2.00
	D98966AK	N		1.00

I hereby authorize the repair work listed hereon, including sublet work, to be done along with necessary materials. Arrow Automotive and your employees may operate the described vehicle for purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. Arrow Automotive will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney's fees in the event default is made in payment due. If automobile is returned to customer without repair service being performed, a diagnostic and handling charge (including reassembling) will be made. Any automobile not picked up within 48 hours of repairs being completed will be charged a storage fee of \$12.50 per day.

Parts: 2388.43
Labor: 1372.00
Sublets: 0.00
Misc: 0.00
Subtotal: 3760.43
TAX 1: 184.51
TAX 2: 0.00
TOTAL: 3944.94
Balance: 0.00

Customer Signature _____



Arrow Automotive Transmission Spec.

1995 Vassar Street, Reno, NV 89502
 Phone: (775) 827-4900



RO#: 1014896
 Invoiced: 07/08/2010

Page: 2

Customer:



Schurz, NV
 Pn: [Redacted]

Vehicle:

2002 Jaguar X-type AWD
 Engine: V6-181 3.0L DOHC
 Trans: jf506e
 Mileage In: 111 Out:
 Lic: NONE St: NV
 VIN: SAJEA51C12W [Redacted]

Repair Order:

Service Writer: A Lenzi
 PO Number:
 Date In: 06/29/2010
 Date Out: 07/08/2010
 Vehicle Driver: Garnet Craig

wire harness	N	wire harness	
98740-3	N	Valve Body	1.00
ATF	N	Automatic Transmission Fluid	1.00
4891	N	Battery	6.00
			1.00

Parts Sub Total: 2388.43

Job Sub Total: 3760.43

Contact Log

As of 07/08/2010 at 5:12 pm

Date:	Time:	By:	Method:	# / Addr:	Auth By:	Additional Amt:	Revised Estimate:	
06/29/2010	1:39 pm	K Messer	Phone		Craig, Garnet	0.00	0.00	
		Informed customer of cost of repairs 3600.00						
06/29/2010	9:42 pm	K Messer	Phone		Craig, Garnet	3600.00	3600.00	
		Customer called and Aubri conformed the repair cost at 3600.00						
06/30/2010	10:47 am	K Messer	Phone		Craig, Garnet	0.00	3600.00	
		Garnet called I told him next week						

Payments

As of 07/08/2010 at 5:12 pm

Transactions:	Ledgerid:	Date:	Accepted By:	Method:	Type/Check#:	Amount:
	45195	07/08/2010	Aubrey	Credit Card	Mastercard	3944.94
				*****0132	00832P	

Cardmember agrees to perform the obligations set forth by the cardmember's agreement with the issuer.

 Cardmember Signature

C40008

11407

INVOICE

MASERATI OF SACRAMENTO
JAGUAR SACRAMENTO

2052 Fulton Ave.
Sacramento, California 95825
Jaguar: 916-483-2886
Maserati: 916-488-7788
www.maserati.niello.com
www.jaguar.niello.com



PAGE 2

BAR # AC250717

E.P.A. # CAL000319582

MINDEN NV
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 509 EARNEST HUSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	02	JAG XTYPE	SAJEA51C12W [REDACTED]		45105/45124	T206	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT	INV. DATE
28DEC01 IS			WAIT 21AUG07		124.00	CASH	21AUG07
28DEC01 DD							
R.O. OPENED	READY	OPTIONS: DLR:XXX 1)SELECT EDITION 12/27/07 100K					
08:23 21AUG07	15:45 21AUG07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		700	CPJ			86.80	86.80
		1	MT-48 INT BATT		111.06	111.06	111.06
45105 LOAD TESTED BATTERY, TO CONFIRM BATTERY IS BAD. REPLACEMENT IS RECOMMENDED. REPLACED DEFECTIVE BATTERY, WITH NEW BATTERY, RESET CLOCK.							

D** UPON INSPECTION, WATER PUMP WAS FOUND TO BE LEAKING							
S24 COOLANT LEAK NOTED FROM WATER PUMP							
		700	WJ				(N/C)
		1	C2S-43292 PUMP-WATER				(N/C)
		1	C2S-13730 GASKET-WATER PUM				(N/C)
		1	JLM-20972/3 ANTIFREEZE				(N/C)

45105 REPLACED LEAKING WATER PUMP, PRESSURE TESTED AND CONFIRMED NO OTHER COOLANT LEAKS FOUND @ THIS TIME. ROAD TESTED.

PAID
AUG 21 2007
BY: M/C [Signature]

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	221.80
		PARTS AMOUNT	158.34
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	380.14
		LESS INSURANCE	0.00
		SALES TAX	12.27
		PLEASE PAY THIS AMOUNT	392.41

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

C40008

11407

INVOICE

MASERATI OF SACRAMENTO
JAGUAR SACRAMENTO

2052 Fulton Ave.
Sacramento, California 95825
Jaguar: 916-483-2886
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MINDEN, NV
HOME:

BUS:

PAGE 1

BAR # AC250717

E.P.A. # CAL000319582

SERVICE ADVISOR: 509 EARNEST HUSTON

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for BLUE 02 JAG XTYPE, VIN SAJEA51C12W, MILEAGE 45105/45124, TAG T206.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO N, RATE, PAYMENT, INV DATE. Includes dates 28DEC01 IS, 28DEC01 DD, 21AUG07, 21AUG07.

Table with columns: R.O. OPENED, READY, OPTIONS, LIST, NET, TOTAL. Includes service items like 10-X CUSTOMER REQUESTS MAINTENANCE SERVICE, 10,000 MILE INTERVAL - X-TYPE, 700 CPJ, 1 HAZ1 HAZARDOUS WASTE OIL, 8 B5W30 CASTROL 5W30, etc.

B CUST. REPORTS WHEN REVERSING AND THEN SHIFTING TO DRIVE THERE IS A LONG DELAY AND A HARSH SHIFT INTO DRIVE. S20 TRANSMISSION SHIFT IS ROUGH. 700 WJ (N/C)

45105 ROAD TESTED VEHICLE FROM MILEGE 45105 TO 45114 VEHICLE REVERSE OPERATION APPEARS TO OPERATE AS DESIGNED. WILL HAVE SM DRIVE AFTER SERVICING. USING IDS PULLED D-4 SHIFTER CODE P1780. CHECKE D SHIFTER OPERATIONS USING GUIDED DIAGNOSTICS PROVIDED USING IDS, AND SYSTEM SHOWED OPERATING AS DESIGNED @ THIS TIME. CHECKED FLUID LEVEL, AND CONDITION, AND CONFIRMED LEVEL IS ACCEPTABLE, AND CONDITION IS ACCEPTABLE. FOUND CONNECTION @ TRANSMISSION CORRODED BY BATTERY ACID, HOWEVER FOUND NO LEAKS FROM BATTERY. INTERNAL CONNECTIONS (ELECTRICAL) @ TRNS HAD SIGNS OF CORROSION ON ONE OR MORE PINS, APPARENTLY NOT AFFECTING OPERATIONS OF TRANS @ THIS TIME, ALSO NOT LEAVEING RELATED CODES. PERFORMED ADDITIONAL ROAD TESTING WITH SHOP LEADER LUIS TO MILEGE 45123, AND VEHICLE OPERATIONS WERE AS DESIGNED.

C CUST. REPORTS BATTERY LIGHT STAYS ON AT TIMES S20 BATTERY WARNING ON

Form with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DATE, TIME, PHONE #, AUTHORIZED BY, ADDITIONAL AMOUNT, REVISED TOTAL, DESCRIPTION, TOTALS. Includes sections for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

Jaguar Multi-Point Inspection Report

The Jaguar Multi-Point Inspection is a series of thorough vehicle "health checks" and visual examinations performed by our factory-trained technicians. The focus of this complimentary service is to ensure that your Jaguar vehicle continues to perform at an optimum level, as well as to help minimize your chances of being inconvenienced while on the road. In the event that additional service is recommended on a listed item, your Service Advisor will be happy to speak with you about service options.

Jaguar GR-1 Charger V1.1
(c) Midtronics Inc. 2004

Battery Test

Rated: 640CCA

Replace Battery
12.48V 375CCA

Mode: Automatic Charge
AH: 2.9
Charge Time: 0:06:12

Customer Name _____

Year/Model _____

RO/Tag _____ Mileage _____

VIN _____

Checked and Okay at this Time

May Require Future Attention*

Rec

Check Fluid Levels and Fill

OK FILL

OK FILL

- | | |
|--|--|
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Engine Oil | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Brake Reservoir |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Windshield Washer | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Headlamp Washer |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Power Steering | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Coolant Recovery Reservoir |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Transmission (if equipped w/ dipstick) | |

Check Following Systems / Components

- Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
- Visually inspect headlamp alignment
- Windshield washer spray, wiper operation and wiper blades
- Windshield cracks and/or chips
- Heating, ventilation and air conditioning check
- Engine air cleaner filter
- Oil and/or fluid leaks
- Constant velocity (CV) drive axle boots (if equipped)
- Exhaust system (leaks, damage, loose parts)
- Steering and steering linkages
- Shocks/struts, air suspension and other suspension components for leaks and/or damage
- Brake system (including lines, hoses and parking brake)
- Engine cooling system, hoses and clamps
- Radiator, heater and air conditioning hoses for leaks / damage
- Accessory drive belt(s)
- Clutch operation (if equipped)
- State inspection due (if applicable) _____ / _____ / _____
Month Day Year
- Your last completed maintenance _____ Mileage _____ ; _____ / _____
Month Year
- Your next factory scheduled maintenance is due at _____ Mileage _____ ; _____ / _____
Month Year

Comments:

Water pump leaking Coolant.
Right wheel bearing noisy

Service Advisor: _____

Technician: 700

Customer Signature: _____

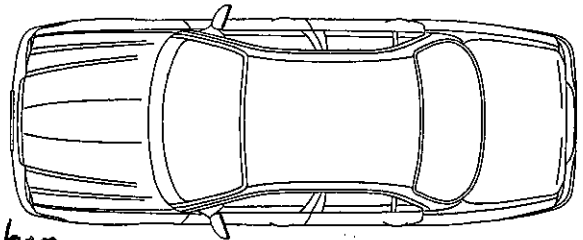
8534 10/05

Check

Good Recharge

Check
Measure Front / R

RF ^{6mm}



LF ^{6mm}

LR ^{4mm}

over 5mm or 7/32

3 to 5mm or 4/32" to 7/32"

Brake Measurements Not Taken This Service Visit

Comments:

Check Tires

LF ^{7/32}	TREAD DEPTH	RF ^{7/32}
<input checked="" type="checkbox"/> 7/32" or Greater		<input checked="" type="checkbox"/> 7/32" or Greater
<input checked="" type="checkbox"/> 4/32" to 6/32"		<input checked="" type="checkbox"/> 4/32" to 6/32"
<input checked="" type="checkbox"/> 3/32" or Less		<input checked="" type="checkbox"/> 3/32" or Less
<input checked="" type="checkbox"/> 7/32" or Greater		<input checked="" type="checkbox"/> 7/32" or Greater
<input checked="" type="checkbox"/> 4/32" to 6/32"		<input checked="" type="checkbox"/> 4/32" to 6/32"
<input checked="" type="checkbox"/> 3/32" or Less		<input checked="" type="checkbox"/> 3/32" or Less
LR ^{7/32}		RR ^{7/32}

Comments:

Tire Pressure Set to _____
Factory Recommendations PSI _____ Front _____ Rear _____

*Brake/tire replacement will be required prior to the next 10,000 mile scheduled maintenance service.

Sacramento JAGUAR/SAAB

C40008

1 2 9 9 2 4

INVOICE

2052 Fulton Avenue
Sacramento, CA 95825
(916) 922-2500

MINDEN, NV
HOME: [REDACTED]

BUS:

DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 657 ANDREW MCCUE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	02	JAGUAR X-TYPE	SAJEA51C12W [REDACTED]		35697/35697	T375
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	FOUND	PAYMENT	INV DATE
28DEC01 IS			17:00 28AUG06		124.00 CASH	28AUG06
R.O. OPENED	DATE CUST NOTIFIED	OPTIONS: DLR:XXX 1)SELECT EDITION 12/27/07 100K				
08:05 28AUG06	11:57 28AUG06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AUTH CODE:							

35697 CHECKED J GATE OPERATION-J GATE CLICKS EVERY TIME BRAKE PEDAL IS ENGAGED-FOUND FAULTY J GATE-J GATE REPLACED-NO MORE CLICKING NOISE- NOW THE GEAR SELECTOR INDICATOR DOES NOT LIGHT UP-PLUGGED IN ORIGINAL J GATE-INDICATOR LIGHTS UP-CHECKED WITH PARTS-FOUND WRONG J GATE WAS GIVEN TO ME REMOVED J GATE AND INSTALLED AN OTHER ONE GIVEN TO ME BY PARTS-DIFFRENT PART NUMBER-NORMAL OPERATION AT THIS TIME HAD TO ADJUST SHIFT LINKAGE

E** CUST STATES CARPET PIECE ON PASSENGER SIDE OF CENTER CONSOLE IS WARPING, DOESNT FIT FLUSH, INSTALL SOP PARTS

CAUSE: LOOSE CARPET

762500 REPLACE PANEL.

969 W4

1 C2S-27370/LGP CARPET

(N/C) ?
(N/C)

FC: 07 PART#: COUNT:

CLAIM TYPE: 05

AUTH CODE: 20008

P05*T

35697 CARPET PANEL REPLACED

EST: 124.00 28AUG06 08:05 SA: 657

THANK YOU FOR ALLOWING US TO SERVICE YOUR CAR .
JAGUAR OR SAAB CARS MAY SEND YOU A SURVEY TO
ENSURE YOUR SATISFACTION. IF THERE IS ANY
REASON WHY YOU CAN'T GIVE US THE HIGHEST
POSSIBLE SCORES, PLEASE LET US KNOW. YOUR
COMPLETE SATISFACTION IS OUR #1 PRIORITY.
TOM BURNETT, SERVICE MANAGER (916) 567-4324.



ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						ADJUSTMENTS	0.00
						SALES TAX	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.						PLEASE PAY THIS AMOUNT	0.00
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.							

BAR# AE 110222 EPA# CAD 981688088
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
ALL NEW REPLACEMENT PARTS & LABOR HAVE **CUSTOMER COPY** MONTHS.
VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

C40008

1 2 9 9 2 4

Sacramento JAGUAR/SAAB

INVOICE

2052 Fulton Avenue

DUPLICATE 1
PAGE 1

Sacramento, CA 95825

(916) 922-2500

MINDEN, NV
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 657 ANDREW MCCUE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	02	JAGUAR X-TYPE	SAJEA51C12W	[REDACTED]	35697/35697	T375
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
28DEC01 IS			17:00 28AUG06		124.00 CASH	28AUG06
R.O. OPENED	DATE CUST NOTIFIED	OPTIONS: DLR:XXX 1)SELECT EDITION 12/27/07 100K				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES TRANSMISSION HAS HARSH SHIFT ON PASSING GEAR. CHECK AND ADVISE.

S25 TRANSMISSION
969 ISM (N/C)
35697 TEST DRIVE DONE-DID NOT DUPLICATE ANY HARSH SHIFTING EITHER DURING NORMAL DRIVING OR DURING ACCELERATING-RETRIEVE AND CLEAR CODES-NONE AVAILABLE AT THIS TIME

B CUST STATES WAS GIVEN WRONG COLOR FLOOR MATS LAST TIME REPLACED

S27 TRIM INTERIOR/EXTERIOR REPAIR
969 ISM (N/C)
1 C2S-33034/LGP SET-CARPET (N/C)
35697 FLOOR MATS REPLACED WITH GRAY MATS-BALCK WAS IN THERE PRIOR-MATS TURNED INTO PARTS

C CUST STATES SOP SIDE MIRROR IS IN CAUSE: F

S27 TRIM INTERIOR/EXTERIOR REPAIR
969 W4 (N/C)
1 C2S-43255 GLASS-DOOR MIRRO (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

35697 MIRROR INSTALLED

D CUST STATES CLICKING IN SHIFTER WHEN STEPPING ON BRAKE WHEN DRIVING. CHECK AND ADVISE

CAUSE: F
S220 ELECTRICAL
969 W4 (N/C)
1 C2S-20251 LEVER-GEARSHIFT (N/C)
FC: PART#: COUNT:
CLAIM TYPE: 3



ORIGINAL ESTIMATE \$ _____			FINAL REVISED ESTIMATE \$ _____			DESCRIPTION	TOTALS
DATE			PHONE #			LABOR AMOUNT	
TIME			AUTHORIZED			PARTS AMOUNT	
			ADDITIONAL AMOUNT			GAS, OIL, LUBE	
			REVISED TOTAL			SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						ADJUSTMENTS	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

BAR# AE 110222 EPA# CAD 981688088
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
ALL NEW REPLACEMENT PARTS & LABOR HAVE A 12 MONTH WARRANTY.
VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

CUSTOMER COPY

CUSTOMER #: C40008

11407

MASERATI OF SACRAMENTO
JAGUAR SACRAMENTO

2052 Fulton Ave.
Sacramento, California 95825
Jaguar: 916-483-2886
Maserati: 916-488-7788
www.maserati.niello.com
www.jaguar.niello.com



WORKORDER

PAGE 1



BAR # AC250717

E.P.A. # CAL000319582

MINDEN, NV
HOME:

BUS:

SERVICE ADVISOR: 509 HUSTON, EARNEST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	02	JAG XTYPE	SAJEA51C12W		45105/	T206	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	DATE	PAYMENT	INV DATE
28DEC01 IS			17:30 21AUG07			CASH	
28DEC01 DD							
R.O. OPENED	READY	OPTIONS: DLR:XXX 1)SELECT EDITION 12/27/07 100K					
21AUG2007 08:23							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	10-X		CPJ	CUST STATES 50K SERVICE
# B	S20		WJ	CUST. REPORTS WHEN REVERSING AND THEN SHIFTING TO DRIVE THERE IS A LONG DELAY AND A HARSH SHIFT INTO DRIVE.
# C	S20		WJ	CUST. REPORTS BATTERY LIGHT STAYS ON AT TIMES

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

PRELIMINARY ESTIMATE \$ 255.00

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT PARTS BE SAVED.
 SAVE PARTS X
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER COPY



US DEPARTMENT OF TRANSPORTATION
 NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
 OFFICE OF DEFECTS INVESTIGATION, NVS-210
 1200 NEW TOWN AVE SE
 WAS.

OFFI200 207 5C 1 N C 75 12/08/10
 UNABLE TO FORWARD/FOR REVIEW *****
 NO FORWARDING ORDER ON FILE
 RETURN TO POSTMASTER
 OF ORIGINAL ADDRESSEE FOR REVIEW
 EST 20077 PM 0817-04101-08-21

20590

20077@9998

