

CL-10408052-3194



CHRIS CHRISTIE  
Governor

### New Jersey Office of the Attorney General

Division of Consumer Affairs  
Consumer Service Center - Complaint Review Unit  
124 Halsey Street, 3rd Floor, Newark, NJ 07102



PAULA T. DOW  
Attorney General

KIM GUADAGNO  
Lt. Governor

June 2, 2011

THOMAS R. CALCAGNI  
Acting Director

[Redacted]  
WEST MIFFLIN PA [Redacted]

JUN 15 2011

Mailing Address:  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

Re: BOBBY RAHAL JAGUAR  
File Number: 06-02-11G0000067672

Dear [Redacted]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration US Dept of Transportation  
Office of Defects Investigation (NVS-210)  
1200 New Jersey Ave SE  
Washington, DC 20590

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate  
Supervisor  
Consumer Service Center

RR11.pri

NAH  
06/16/11  
Pw

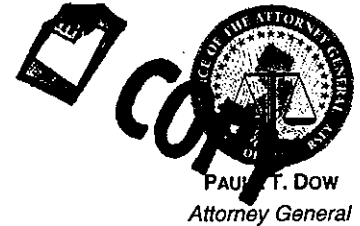


CHRIS CHRISTIE  
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# New Jersey Office of the Attorney General

Division of Consumer Affairs  
Consumer Service & Intake Center  
124 Halsey Street, 3rd Floor, Newark, NJ 07102



PAUL T. DOW  
Attorney General

THOMAS R. CALCAGNI  
Acting Director

April 21, 2011

**Mailing Address:**  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

[Redacted]  
West Mifflin, PA [Redacted]

Re: Bobby Rahal Jaguar  
File No: 2011-04

Dear [Redacted]

Thank you for your letter to the Division of Consumer Affairs. In order to assess/understand and process your complaint, we need the following additional information:

**Copies of:**

\_\_\_\_\_ Full name and address of company involved and all complaint related documents.

\_\_\_\_\_ Purchase receipt(s)                      \_\_\_\_\_ Delivery receipt(s)

\_\_\_\_\_ Warranty or guarantee                      \_\_\_\_\_ Contract

  X   Other: Please send copies of all related documents including a detailed description of the complaint.

Please include your telephone number and respond within seven days.

Also, please submit a copy of this letter with your documentation.

Sincerely,

Patricia D. Pate  
Supervisor  
Consumer Service Center

PP/tg  
CSC2.Frm -

PENNSYLVANIA  
OFFICE OF ATTORNEY GENERAL



CONSUMER COMPLAINT FORM

TOM CORBETT  
ATTORNEY GENERAL

www.attorneygeneral.gov

Bureau of Consumer Protection  
Manor Building, 6th Floor  
564 Forbes Avenue  
Pittsburgh, PA 15219  
(412) 565-5135

**Office Use Only** Investigator: \_\_\_\_\_ Code 1 \_\_\_\_\_ Code 2 \_\_\_\_\_  
Complaint # \_\_\_\_\_

- Your Age:**
- 18-29
  - 30-44
  - 45-59
  - 60 or older

ADDRESS \_\_\_\_\_  
 West Mifflin PA \_\_\_\_\_ Allegheny  
 STATE ZIP CODE COUNTY  
 HOME PHONE NUMBER \_\_\_\_\_ BEST NUMBER TO CALL DURING THE DAY \_\_\_\_\_  
 SAME

NAME OF BUSINESS COMPLAINT IS AGAINST Bobby Raha (Jaguar) / Wade Hilton, Tech.  
 NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED Bob Dodson Service Mgr, Keith Wieczorek Service Advisor  
 ADDRESS 15035 Perry Hwy  
 City STATE ZIP CODE COUNTY  
 Wexford PA 15090 Allegheny  
 PHONE (724) 940-3412

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASE PRICE
2003 S-Type Jaguar	4-14-03	45,281.78

To what other agencies have you complained? none other than Jaguar

What action was taken? refused his complaint

Have you retained an attorney?  Yes  No  
 If yes, please provide your attorney's name, address and telephone number

Have you filed a legal action?  Yes  No  
 If yes, please state WHEN, WHERE and WHAT decision was made?

- How did you find out about us?**
- Visited Office
  - Attended Court
  - Senior Fair
  - on Speaking Engagement
  - State Legislator Agency
  - News Story
  - Internet
  - Other
- Please Specify: \_\_\_\_\_

(This information will be used for Statistical & Enforcement Purposes Only)

1-800-441-2555

I purchased 2003 Type S Jaguar April 14, 2003. From the get go I had problems with the electrical system, transmission, drive shaft, and rear-end differential. I took the vehicle to be serviced for these problems 5/19/2003, 10/3/2003, 12/4/2003, 3/23/2004; then I received a recall letter from the Jaguar manufacturer giving notice of a recall on the automatic transmission in April of 2004. After that point, my vehicle was serviced 12 more times for the same problems and the problems were never corrected. (See attached copies of service invoices) To this day, I am still having the same type of problems with the vehicle.

I have dealt with service department numerous times and have spoken directly with Bob Dodson, Service Manager; Keith Wiczorek, Service Advisor, and Wade Hilton, Service Technician about the consistent problems I was and continue to have with the vehicle; they agreed that there are many problems with the vehicle. However, without authorization from the Customer Relationship Center in New Jersey, the dealership could not correct the problems.

I contacted the Customer Relationship Center (1-800-452-4827 x2944) and spoke with Ella, Customer Relationship Representative. She determined right away (without even investigation and looking over my many service invoices) that they would not authorize correction of the faults with the vehicle as the vehicle was no longer under warranty (even though these problems have occurred from day 1). I then appealed her decision and spoke with Mr. Matthews, Ella's Supervisor, and he too could not satisfy the complaint. \* claim# : 7336884

My next step is filing this complaint with Attorney General's office.



**JAGUAR**

April 2004

RE: R-513 Recall - ZF 6HP26 Automatic Transmission

JAGUAR CARS  
555 MacARTHUR BOULEVARD  
MAHWAH NJ 07430

T 800 4 JAGUAR  
www.jaguar.com

Vehicles Affected: All 2004 MY XJ, 2003-2004 MY S-Type and XK Series.

Dear Jaguar Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Jaguar Cars has determined that a defect relating to motor vehicle safety exists on 2003-2004 models. If you are a recipient of this notice, and an owner of one of the vehicles within the VIN range listed below, this letter is to inform you that your vehicle is included in this recall.

Vehicles within this vehicle identification number range (VIN) may experience faulty automatic transmission operation.

Following is a breakdown of the affected vehicles by model and (VIN) range.

> 2004 Jaguar XJ	G00001-G13779
> 2003-2004 Jaguar S-Type	M44998-M96322 ✓
> 2003-2004 Jaguar XK	A29406-A37133

### What is the problem?

Investigations have determined that under certain operating conditions the automatic transmission may fail to properly engage the correct mode of vehicle direction as selected by the driver.

Before this can happen the following must occur:

- The transmission fluid level must be very low or a sticking valve within the transmission must exist resulting in low oil pressure in the transmission.
- The transmission would have defaulted to mechanical limp home mode. This occurrence would cause the amber secondary lamp on the instrument cluster to illuminate and the "Transmission Fault" message to show in the message center.

The failure may cause the transmission to mistakenly select reverse gear without any warning or indication to the driver. This could happen with the vehicle stationary or in a forward motion, with the gearshift lever in the "Drive" detent. There is no risk of incorrect vehicle motion in gear positions Park, Reverse, or Neutral. This event will not occur while the transmission has shifted to 4th, 5th or 6th gears, the normal cruising gears.

While it is unlikely that you will experience this issue, it is important to schedule an appointment with your dealer to have this repair performed.

# Bobby Rahal

BOBBY RAHAL VOLVO  
15035 PERRY HIGHWAY  
WEXFORD, PA 15090

**Bobby Rahal Jaguar**  
15035 Perry Highway Wexford, PA 15090  
Phone (724) 940-3511  
www.bobbyrahal.com

TERMINAL ID:  
MERCHANT #:

894295416  
178548258994

MC  
XXXXXXXXXXXX  
CLK: 855  
SALE  
BATCH: 800634  
DATE: NOV 19, 09  
SQ: 817

INVOICE: 433352  
TIME: 13:11  
AUTH NO: 883428

CLIENT NO. \_\_\_\_\_  
**TOTAL \$2981.28**  
CUSTOMER COPY  
WEST MIFFLIN, PA \_\_\_\_\_

SOR <b>EITH WIECZOREK</b>	2997	TAG NO. 792	INVOICE DATE 11/18/09	INVOICE NO. JACS43335
OR RATE 96.50	LICENSE NO.	MLEAGE 34,723	COLOR QUARTZ/CHAR	STOCK NO.
AR / MAKE / MODEL 03/JAGUAR/S-TYPE/4 DOOR SEDAN	DELIVERY DATE 04/14/03		DELIVERY MILES	
EHICLE I.D. NO. S A J E A 0 1 U 4 3 H	SELLING DEALER NO. 5759		PRODUCTION DATE	
R.T.E. NO.	P.O. NO.	R.O. DATE 11/16/09		
RESIDENCE PHONE			BUSINESS PHONE	
COMMENTS C# M86792			MO: 34	

LABOR	DESCRIPTION	HOURS	TECH(S)	AMOUNT
3137	REPLACE WIPER BLADES	1.00	3137	10.00
CLIENT STATES: WINDSHIELD WIPERS NOT WORKING PROPERLY REPLACE WIPER BLADES AS NEEDED CHARGED TO 40K SERVICE.				
3137	WIPER TRANS DIAG	1.00	3137	10.00
CLIENT STATES WHEN THE TRANNY SHIFTS THERE IS A CLANGING NOISE AND A GROANING, PLEASE RIDE WITH CLIENT SEE WADE TECH FOUND FRONT NOISE COMING FROM DRIVESHAFT CARRIER BEARING GROWLING NOISE IN REAR DIFFERENTIAL. RECOMMEND DRIVE SHAFT AND REAR DIFFERENTIAL.				
3137	BRAKE SYS DIAG	1.00	3137	10.00
CLIENT STATES WHEN APPLYING THE BRAKES THERE IS A METAL ON METAL NOISE. TECH REPLACED FRONT AND REAR BRAKE PADS AND ROTORS AS NEEDED				
3137	SUSPENSION DIAG	1.00	3137	10.00
CLIENT STATES THE CAR DRIFTS TO THE RIGHT AND LEFT WHEN DRIVING, ALWAYS MAKING CORRECTIONS TECH UNABLE TO DUPLICATE CONCERN.				
3137	ELECTRICAL	1.00	3137	10.00
CLIENT STATES THE BATTERY NEEDED JUMPED TWICE. PLEASE CHECK Battery, r&r 99/08 90A/92A				
3137	MULTI POINT INSPECTION	1.00	3137	10.00
PERFORM COURTESY MULTI POINT INSPECTION. PERFORMED JAGUAR MULTI POINT INSPECTION AND COMPLETED INSPECTION FORM.				
3137	GENERAL MAINTENANCE	1.00	3137	10.00
CLIENT REQUESTS PLEASE CLEAN INSIDE OF THE WINDOWS WHEN WASHING CAR. RECON DEPT CLEANED WINDOWS.				
3137	RENTAL (TRAC CAR)	1.00	3137	10.00
CLIENT PROVIDED WITH A TRAC RENTAL CAR DURING THIS SERVICE VISIT IN APPRECIATION OF THEIR VALUED BUSINESS. COMPLIMENTARY RENTAL CAR				
3137	40,000 MILE SERVICE	2.00	3137	20.00
CLIENT REQUESTS: CHANGE ENGINE OIL AND FILTER, CHECK ALL FLUIDS AND SET TIRE PRESSURES TO FACTORY SPECS. 40,000 Mile Service at 40000				
3137	COOLING SYS DIAG	1.00	3137	10.00
TECH FOUND COOLANT LEAKING DURING 40K SERVICE. TECH FOUND UPPER RADIATOR HOSE AND HEATER CONTROL VALVE AND HOSES LEAKING. TECH REPLACED ALL LEAKING COMPONENTS TO CORRECT.				

**Thank You**  
for choosing  
**Bobby Rahal**  
for servicing your  
vehicle. Our entire  
staff works hard  
to make sure you  
are 100% satisfied.  
**Thank You Again!**

Visit  
[www.bobbyrahal.com](http://www.bobbyrahal.com)  
for your next  
service  
**Appointment!**

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Bobby Rahal Jaguar  
 15035 Perry Highway Wexford, PA 15090  
 Phone (724) 940-3511  
 www.bobbyrahal.com

CLIENT NO. <b>39305</b>	ADVISOR <b>KEITH WIECZOREK</b>	TAG NO. <b>2997 792</b>	INVOICE DATE <b>11/18/09</b>	INVOICE NO. <b>JACS43335</b>
	LABOR RATE <b>96.50</b>	LICENSE NO.	MILEAGE <b>34,723</b>	COLOR <b>QUARTZ/CHAR</b>
	YEAR/MAKE/MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>		DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES
WEST MIFFLIN, PA	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>		SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>11/16/09</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>C# M86792</b>		MO: 34

**LABOR**  
 CLIENT REQUESTS: PENNSYLVANIA STATE SAFETY INSPECTION  
 TIRES F 6/32 R 5/32 BRAKES F 10/32 R 10/32  
 AIO 0841818  
 LABOR ONLY OPERATION ALL  
 TECH PERFORMED STATE SAFETY INSP.

**EMISSIONS**  
 CLIENT REQUESTS: PENNSYLVANIA EMISSIONS TEST  
 IMO 0730887  
 PERFORM PENNSYLVANIA EMISSION TEST

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE	
JOB # 3	1		C2C23786	KIT-BRAKE PAD		161.50	161.50
JOB # 3	1		XR858130	KIT-BRAKE DISC		250.00	250.00
JOB # 3	1		C2C40194	KIT-BRAKE PAD		145.25	145.25
JOB # 3	1		XR827087	KIT-BRAKE DISC		232.50	232.50
JOB # 3	1		ASA-2002	BRAKE CLEANER		2.72	2.72
JOB # 3	1		BG6086	BRAKE QUIET		9.87	9.87
JOB # 5	1		H890J	800 CCA BATTERY		177.79	177.79
JOB # 9	1		XR849205	FILTER-PARTICLE		23.35	23.35
JOB # 9	1		AJ82766	FILTER		26.20	26.20
JOB # 9	1		C2S1638	CLEANER-GLASS		9.35	9.35
JOB # 9	1		C2N3587	FILTER-OIL		18.95	18.95
JOB # 9	1		NCE1850AB	SEAL-OIL		3.60	3.60
JOB # 9	1		C2C9451	BLADE-WIPER		24.90	24.90
JOB # 9	1		XR832336	BLADE-WIPER		24.90	24.90
JOB # 9	2		C2C31221	FLUID-BRAKE		16.75	33.50
JOB # 10	1		XR849188	HOSE-RADIATOR		63.00	63.00
JOB # 10	1		JLM209723	ANTIFREEZE		45.00	45.00
JOB # 10	1		XR840091	VALVE-WATER		288.50	288.50
JOB # 10	1		XR850719	HOSE-HEATER		17.55	17.55
JOB # 10	1		XR850720	HOSE-HEATER		26.90	26.90
						TOTAL - LABOR	1292.05
						TOTAL - PARTS	1585.33

G.O.G. & SUPPLIES							
JOB # 9	8.0		CASTROL GTX 5W30	@	3.750	/UNIT 30.00	
JOB # 11	1.0		STATE INSP STICKERS	@	2.000	/UNIT 2.00	
JOB # 12	1.0		MCI EMISSIONS CHARGE	@	2.400	/UNIT 2.40	
						TOTAL - GOG	34.40

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 3	61	10% COURTESY PARTS DISCOUNT		-80.18	
JOB # 5	61	10% COURTESY PARTS DISCOUNT		-17.78	
JOB # 8	00	JAGUAR RENTAL REIMBURSEMENT		33.00	
JOB # 9	61	10% COURTESY PARTS DISCOUNT		-16.48	
JOB # 10	61	10% COURTESY PARTS DISCOUNT		-44.10	
				TOTAL - MISC	-125.54

COMMENTS  
 LOANER

**Thank You**  
 for choosing  
**Bobby Rahal**  
 for servicing your  
 vehicle. Our entire  
 staff works hard  
 to make sure you  
 are 100% satisfied.  
**Thank You Again!**

Visit  
[www.bobbyrahal.com](http://www.bobbyrahal.com)  
 for your next  
 service  
**Appointment!**

Reynolds and Reynolds PRINTING CO. (0401)

Bobby Rahal Jaguar  
 15035 Perry Highway Wexford, PA 15090  
 Phone (724) 940-3511  
 www.bobbyrahal.com

CLIENT NO. <b>39305</b>	ADVISOR <b>KEITH WIECZOREK</b>	TAG NO. <b>2997 792</b>	INVOICE DATE <b>11/18/09</b>	INVOICE NO. <b>JACS433352</b>
WEST MIFFLIN, PA	LABOR RATE <b>96.50</b>	LICENSE NO.	MILEAGE <b>34,723</b>	COLOR <b>QUARTZ/CHAR</b>
	YEAR/MAKE/MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>		DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>		SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>11/16/09</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>C# M86792</b>	<b>MO: 347</b>	

TOTALS-----  
 \*\*\*\*\*  
 IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR!! A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE.  
 HAVE WE REACHED OUR GOAL?  
 YES  NO  
 YOUR VALUED INPUT HELPS TO MAKE US BETTER!!!  
 THANK YOU FOR YOUR BUSINESS!  
 \*\*\*\*\*

TOTAL LABOR.... 1292.05  
 TOTAL PARTS.... 1585.33  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 34.40  
 TOTAL MISC CHG. 33.00  
 TOTAL MISC DISC -158.54  
 TOTAL TAX..... 195.04  
 -----  
**TOTAL INVOICE \$ 2981.28**

**Thank You**  
 for choosing  
**Bobby Rahal**  
 for servicing your  
 vehicle. Our entire  
 staff works hard  
 to make sure you  
 are 100% satisfied.  
**Thank You Again!**

**PAID**  
 NOV 19 2009

BY:-----

Visit  
[www.bobbyrahal.com](http://www.bobbyrahal.com)  
 for your next  
 service  
**Appointment!**

Reynolds and Reynolds ERANTSHAE CC001479 G. (04/01)



**Bobby Rahal Jaguar**  
 15035 Perry Highway Wexford, PA 15090  
 Phone (724) 940-3511  
 www.bobbyrahal.com

CLIENT NO. 39305	ADVISOR PAT JENA	3045	TAG NO. 792	INVOICE DATE 05/04/07	INVOICE NO. JACS28954
WEST MIFFLIN, PA	LABOR RATE 86.50		MILEAGE 25,572	COLOR QUARTZ/CHAR	STOCK NO.
	YEAR / MAKE / MODEL 03/JAGUAR/S-TYPE/4 DOOR SEDAN			DELIVERY DATE 04/14/03	DELIVERY MILES 7
	VEHICLE I.D. NO. SAJEA01U43H			SELLING DEALER NO. 5759	PRODUCTION DATE
	R.T.E. NO.		R.O. NO.		R.O. DATE 05/03/07
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# 1186792			MO: 2558

LABOR -

J# 1 00JAZZ22223 RENTAL(ENTERPRISE) HOURS: 0:00 TECH(S):2789 WARRANTY  
 CLIENT REQUEST THE USE OF A JAGUAR RENTAL CAR DURING THIS SERVICE APPOINTMENT.  
 CLIENT PROVIDED WITH A JAGUAR RENTAL CAR DURING THIS SERVICE VISIT IN APPRECIATION OF THEIR VALUED BUSINESS.

J# 2 27JAZ \*AUTO TRANS DIAG HOURS: TECH(S):2789 :0:00  
 CLIENT STATES TRANSMISSION SEEMS TO BE SLIPPING INTERMITTENTLY AND ALSO MAKING A WHINING NOISE COMPLETED SOFTWARE UPDATE FROM JAGUAR TO CORRECT

TOTAL - LABOR 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
 JOB # 1 00 JAGUAR RENTAL REIMBURSEMENT

TOTAL - MISC 0.00

COMMENTS-----  
 LOANER

TOTALS-----

\*\*\*\*\*  
 IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR!! A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE. HAVE WE REACHED OUR GOAL?  
 [ ] YES [ ] NO

TOTAL INVOICE \$ 0.00

YOUR VALUED INPUT HELPS TO MAKE US BETTER!!!  
 THANK YOU FOR YOUR BUSINESS!  
 \*\*\*\*\*

**Thank You**  
 for choosing  
**Bobby Rahal**  
 for servicing your  
 vehicle. Our entire  
 staff works hard  
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 are 100% satisfied.  
**Thank You Again!**

Visit  
 www.bobbyrahal.com  
 for your next  
 service  
**Appointment!**

CUSTOMER SIGNATURE

Reynolds and Reynolds ERAUTS14E 02801479 Q (0401)



**Bobby Rahal Jaguar**  
 15035 Perry Highway Wexford, PA 15090  
 Phone (724) 940-3511  
 www.bobbyrahal.com

CLIENT NO. <b>39305</b>	ADVISOR <b>PAT JENA</b>	3045	TAG NO. <b>792</b>	INVOICE DATE <b>04/30/07</b>	INVOICE NO. <b>JACS2884</b>
<b>WEST MIFFLIN, PA</b>	LABOR RATE <b>86.50</b>		MILEAGE <b>25,568</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE ID. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.B. DATE <b>04/27/07</b>	
	BUSINESS PHONE		COMMENTS <b>CR # M86792</b>		MO: <b>2557</b>

**LABOR**

J# 1 05JAZ030000	30,000 MILE SERVICE HOURS: 1.70	TECH(S): 2793	WARRANTY		
CLIENT REQUESTS PERFORM 30,000 MILE MAJOR SERVICE AS PER JAGUAR SPECS FOR THIS YEAR AND MODEL. PERFORM COMPLETE TIRE ROTATION AS NEEDED. STAMP MAINTENANCE BOOKLET FOR APPROPRIATE SERVICE PERFORMED AND RESET SERVICE LIGHT. JAGUAR MAINTENANCE SERVICE PERFORMED 30,000 MILE MAINTENANCE SERVICE AS PER JAGUAR CHECKLIST. STAMPED MAINTENANCE BOOKLET AND RESET SERVICE INTERVAL LIGHT.					
J# 2 60JAZ	BODY REPAIRS HOURS: 0.00	TECH(S): 2793	0:00		
CLIENT STATES TRUNK STICKS WHEN OPENING. LUBRICATED TRUNK LATCH TO CORRECT					
J# 3 27JAZ	*AUTO TRANS DIAG HOURS: 0.00	TECH(S): 2793	0:00		
CLIENT STATES TRANS SEEMS TO BE SLIPPING AT TIMES. NO TROUBLE CODES STORED AT THIS TIME. FLUID CLEAN, ALL UPDATES HAVE BEEN MADE TO MODULE					
J# 4 01JAZ003	ENGINE GENERAL HOURS: 0.00	TECH(S): 2793	0:00		
CLIENT STATES ENGINE REVS AT TIMES WHEN STEPPING DOWN ON ACCELERATOR ALSO HEARS WHINING NOISE UNDER VEHICLE. UNABLE TO DUPLICATE ANY UNUSUAL NOISES					
J# 5 00JAZZ22222	RENTAL (TRAC CAR) HOURS: 0.00	TECH(S): 2793	WARRANTY		
CLIENT PROVIDED WITH A TRAC RENTAL CAR DURING THIS SERVICE VISIT IN APPRECIATION OF THEIR VALUED BUSINESS. COMPLIMENTARY RENTAL CAR					
J# 6 99JAZMPIINSP	MULTI POINT INSP. HOURS: 0.00	TECH(S): 2793	0:00		
PERFORM COURTESY MULTI POINT INSPECTION. PERFORMED JAGUAR MULTI POINT INSPECTION AND COMPLETED INSPECTION FORM.					
TOTAL - LABOR			0.00		
<b>PARTS</b>	<b>QTY</b>	<b>FP-NUMBER</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE</b>	
JOB # 1	1	C2S1638	CLEANER-GLASS		WARRANTY
JOB # 1	1	C2C25330	RUBBER-WIPER		WARRANTY
JOB # 1	1	C2C25329	RUBBER-WIPER		WARRANTY
JOB # 1	1	XR849205	FILTER-AIR		WARRANTY
JOB # 1	1	C2N3587	FILTER-OIL		WARRANTY
JOB # 1	1	NCE1850AB	SEAL-OIL		WARRANTY
TOTAL - PARTS				0.00	
<b>G.O.G. &amp; SUPPLIES</b>					
JOB # 1	8.0	OIL(QUART)	@ /UNIT		WARRANTY
TOTAL - GOG				0.00	
<b>MISC</b>	<b>CODE</b>	<b>DESCRIPTION</b>	<b>CONTROL NO</b>		
JOB # 5	00	JAGUAR RENTAL REIMBURSEMENT			WARRANTY
TOTAL - MISC				0.00	

**Thank You**  
 for choosing  
**Bobby Rahal**  
 for servicing your  
 vehicle. Our entire  
 staff works hard  
 to make sure you  
 are 100% satisfied!  
**Thank You Again!**

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Reynolds and Reynolds EMVATSI14E C060179-0 (04/01)



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CLIENT NO. 39305	ADVISOR WILL CURTIS	2907	TAG NO. C792	INVOICE DATE 06/30/06	INVOICE NO. JACS2431
[REDACTED]	LABOR RATE 86.50	[REDACTED]	MILEAGE 21,157	COLOR QUARTZ/CHAR.	STOCK NO.
WEST MIFFLIN, PA	YEAR/MAKE/MODEL 03/JAGUAR/S-TYPE/4 DOOR SEDAN	DELIVERY DATE 04/14/03		DELIVERY MILES	
[REDACTED]	VEHICLE ID NO. SAJEA01U43H	[REDACTED]	SELLING DEALER NO. 5759	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/26/06		
[REDACTED]	BUSINESS PHONE	COMMENT # 186792	MO: 211.		

**LABOR**

- J# 1 27JAZ \*AUTO TRANS DIAG HOURS: 1:10 TECH(S): 2914 WARRANTY  
 CLIENT STATES THE VEHICLE IS SHIFTING HARD. TECH VERIFIED CONCERN AND FOUND THE TRANSMISSION CONTROL ADAPTATIONS HAVE SHIFTED. TECH PERFORMED TSB #307-17 TECH REFLASHED THE TCM, CLEARED ADAPTATIONS AND ROAD TEST TO BEGIN TO RELEARN. TECH NOTED DO NOT USE SPORT MODE FOR 300 MILES!!!!!!!!!!!!!!!!!!!!
- J# 2 27JAZZ0002 \*DIAGNOSE AUTO TRANS HOURS: 1:30 TECH(S): 2914 WARRANTY  
 CLIENT STATES THERE IS A WHINE DURING ACCELERATION TECH VERIFIED NOISE WHILE DRIVING, TECH PERFORMED TSB 307-15 TECH FLUSHED AND REPLACED TRANSMISSION FLUID.
- J# 3 01JAZ \*ENGINE REPAIR DIAG HOURS: TECH(S): 2914 0:00  
 CLIENT STATES THE VEHICLE PULSES DURING ACCELERATION. AT APPROX 50MPH. TECH BELIEVES THIS IS RELATED TO THE TRANSMISSION SHIFT ADAPTATIONS SEE LINE #1.
- J# 4 00JAZZ22223 RENTAL (ENTERPRISE) HOURS: 0:00 TECH(S): 2914 WARRANTY  
 CLIENT REQUEST THE USE OF A JAGUAR RENTAL CAR DURING THIS SERVICE APPOINTMENT. CLIENT PROVIDED WITH A JAGUAR RENTAL CAR DURING THIS SERVICE VISIT IN APPRECIATION OF THEIR VALUED BUSINESS.

TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	6	C2C-008432	OIL-AUTO TRANS		WARRANTY
JOB # 2	1	C2C-006730	O-RING		WARRANTY
JOB # 2	1	C2C-006729	PLUG-OIL FILLER		WARRANTY
TOTAL - PARTS				0.00	

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 4	00	JAGUAR RENTAL REIMBURSEMENT		WARRANTY
TOTAL - MISC				0.00

COMMENTS  
 LOANER

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CLIENT NO. <b>39305</b>	ADVISOR <b>WILL CURTIS</b>	TAG NO. <b>2907 CW92</b>	INVOICE DATE <b>03/20/06</b>	INVOICE NO. <b>JACS2287</b>
WEST MIFFLIN, PA	LABOR RATE <b>86.50</b>	MILEAGE <b>19,654</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
	YEAR/MAKE/MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>	DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES	
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>	SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>03/17/06</b>	
BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO: 1965

LABOR  
 # 1-27 JAZ AUTO TRANS DIAG 1 HOUR \$86.50 TECH(S) 2793 WARRANTY  
 CLIENT STATES AT LAST VISIT THE TECH DIAGNOSED AN INTERNAL FAULT TO THE PARK NEUTRAL POSITION SWITCH. SEE PARTS. TECH FOUND INTAKE HOSE LOOSE AND AIR LEAKING IN BEHIND THE MASS AIRFLOW METER, CAUSING THE ENGINE TO RUN ROUGH. TECH RETIGHTENED INTAKE HOSE AND CLEANED INTAKE.

# 2-30 JAZ RECALL/CAMPAIGNS 1 HOUR \$86.50 TECH(S) 2793 WARRANTY  
 PERFORM OPEN RECALL R167 UNINTENDED REAR WHEEL BRAKING WITH WARNING INCOMPLETE  
 TECH PERFORMED RECALL R167

		TOTAL - LABOR	0.00		
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	XR8-051749-K	SUPPRESSOR-WIPE		WARRANTY
JOB # 2	1	XR8-051892-K	LEAD-HARNES		WARRANTY
JOB # 2	1	ADU-009028	STRAP-TIE		WARRANTY
JOB # 2	1	XR8-053644	LABEL		WARRANTY
		TOTAL - PARTS		0.00	

COMMENTS  
 WAIT

TOTALS

*****	TOTAL LABOR....	0.00
IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR!! A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE. HAVE WE REACHED OUR GOAL?	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
[ ] YES	TOTAL INVOICE \$	0.00
[ ] NO		

YOUR VALUED INPUT HELPS TO MAKE US BETTER!!!  
 THANK YOU FOR YOUR BUSINESS!

\*\*\*\*\*

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CLIENT NO. <b>39305</b>	ADVISOR <b>WILL CURTIS</b>	2907	TAG NO. <b>W792</b>	INVOICE DATE <b>03/07/06</b>	INVOICE NO. <b>JACS2273</b>
	LABOR RATE <b>84.50</b>		MILEAGE <b>19,508</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
<b>WEST MIFFLIN, PA</b>	YEAR / MAKE / MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>3759</b>	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	<b>03/07/06</b>	
	BUSINESS PHONE	COMMENTS <b>MB6792</b>			MO: <b>195</b>

**J# 1: 32 JAZ006** 4 WHEEL ALIGNMENT 1 HOURS 1.50 TECH(S) 2879  
 CLIENT REQUEST TO HAVE A FRONT END ALIGNMENT PERFORMED.  
 4 Wheel Align All

**J# 2: 09 JAZ008** COMPLETE TIRE ROTATION 1 HOURS 1.40 TECH(S) 2914  
 CLIENT REQUEST COMPLETE TIRE ROTATION.  
 ADJUST AIR PRESSURE AND TORQUE WHEELS TO FACTORY SPECS.  
 VOLVO RETAILER RECOMMENDS COMPLETE TIRE ROTATION EVERY 5000 OR 7500 MILE INTERVAL DEPENDING ON MODEL.  
 PERFORMED COMPLETE TIRE ROTATION TO EXTEND TIRE WEAR.  
 ADJUST AIR PRESSURE AND TORQUE WHEELS TO FACTORY SPECS.

**J# 3: 05 JAZ020000** 20,000 MILE SERVICE 1 HOURS 1.30 TECH(S) 2914 WARRANTY  
 CLIENT REQUESTS PERFORM 20K SERVICE AS PER JAGUAR SPECS FOR THIS MODEL AND YEAR. PERFORM COMPLETE TIRE ROTATION AS NEEDED. STAMP MAINTENANCE BOOKLET FOR APPROPRIATE SERVICE PERFORMED AND RESET SERVICE LIGHT.  
 JAGUAR MAINTENANCE SERVICE  
 PERFORMED 20,000 MILE MAINTENANCE SERVICE AS PER JAGUAR CHECKLIST. STAMPED MAINTENANCE BOOKLET AND RESET SERVICE INTERVAL LIGHT.

**J# 4: 01 JAZ020000** ENGINE REPAIR/DIAGNOSIS 1 HOURS 1.30 TECH(S) 2914 WARRANTY  
 CLIENT STATES THE VEHICLE SEEMS TO PULSATE WHEN ACCELERATING OR WHEN UNDER LOAD.  
 TECH COULD NOT VERIFY CONCERN. TECH SCANNED FOR CODES, FOUND CODE P0825. MANUAL SHIFT ENABLE. TECH ORDERED PARK NEUTRAL POSITION SWITCH. THIS PART CONTROLS THE MANUAL SHIFT OPTION AND ONLY ALLOWS THE VEHICLE TO US PARK REVERSE NEUTRAL AND DRIVE. CLIENT TO RESCHEDULE.

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				TOTAL - LABOR	97.00	
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 3	1	XR8-049205	FILTER-AIR			WARRANTY
JOB # 3	1	C2C-025329	RUBBER-WIPER			WARRANTY
JOB # 3	1	C2C-025330	RUBBER-WIPER			WARRANTY
JOB # 3	1	C2S-001638	CLEANER-GLASS			WARRANTY
JOB # 3	1	C2N-003587	FILTER-OIL			WARRANTY
JOB # 3	1	JZH-100062	PLUG-OIL SUMP D			WARRANTY
				TOTAL - PARTS	0.00	
G.O.G. & SUPPLIES						
JOB # 3	7.0	OIL(QUART)	@	/UNIT		WARRANTY
				TOTAL - GOG	0.00	

COMMENTS  
 WAIT

RECOMMENDATIONS  
 NEXT RECOMMENDED VISIT IS WHEN PART ARRIVES FOR FIX.

Reynolds and Reynolds CC801478 (04/07)



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CLIENT NO. <b>39305</b>	ADVISOR <b>MEL CHARLES</b>	3008	TAG NO. <b>792</b>	INVOICE DATE <b>11/15/05</b>	INVOICE NO. <b>JACS21290</b>
<b>WEST MIFFLIN, PA</b>	LABOR RATE <b>84.50</b>	LEAD	MILEAGE <b>18,114</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE ID. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		R. P. DATE <b>11/14/05</b>
BUSINESS PHONE		COMM. NO. <b>86792</b>			MO: <b>1812</b>

**LABOR**

J# 1: 27JAZ \*AUTO TRANS DIAG HOURS: 1.40 TECH(S): 2793 WARRANTY  
 CLIENT STATES TRANS SHIFTS ERRATIC WHINE NOISE  
 TECH PERFORMED LATEST TUNE (86.99.14) .4  
 TECH PERFORMED BULLETIN S307-17 FOR HARSH SHIFT  
 (86.93.51) .9 HRS.

J# 2: 14JAZ EMISSION HOURS: 0.40 TECH(S): 2793 30:00  
 CLIENT REQUESTS: PENNSYLVANIA EMISSIONS TEST  
 PERFORM PENNSYLVANIA EMISSION TEST

J# 3: 14JAZSI STATE INSPECTION HOURS: 0.60 TECH(S): 2793 18:00  
 CLIENT REQUESTS: PENNSYLVANIA STATE SAFETY INSPECTION  
 PERFORMED PA STATE SAFETY INSPECTION.  
 FRONT/REAR TIRES FRONT/REAR BRAKES

J# 4: 42JAZ \*BRAKE SYS DIAG HOURS: TECH(S): 2793 0:00  
 CLIENT STATES BRAKE PEDAL SQUEAKS  
 TECH LUBED BRAKE PEDAL

J# 5: 01JAZ \*ENGINE REPAIR DIAG HOURS: 0.40 TECH(S): 2793 WARRANTY  
 CLIENT STATES VEH IS HARD STARTING LONG CRANK  
 TECH FOUND NO CODES COULD NOT DUPLICATE CONCERN  
 TECH RE=PROGRAMED ENGINE MANAGEMENT ECU

J# 6: 01JAZ005 ENGINE GENERAL HOURS: 1.30 TECH(S): 2793 WARRANTY  
 CLIENT STATES VEH HAS VIBRATION THROUGH ACCEL PEDAL  
 DURING ACCELERATION  
 TECH PERFORMED BULLETIN S307-15  
 (44.91.30) 1.3 HRS CHANGE TRANSMISSION FLUIDS, SEAL, RPL PLUG

J# 7: 09JAZ WHEELS & TIRES HOURS: TECH(S): 2793 0:00  
 CLIENT REQS OVER INFLAT TIRES 1 LBS  
 TECH INFLATED TIRES AS REQSTED

J# 8: 00JAZZ22223 RENTAL (JAGUAR 40) HOURS: TECH(S): 2793 WARRANTY  
 CLIENT REQUEST THE USE OF A JAGUAR RENTAL CAR DURING THIS  
 SERVICE APPOINTMENT.  
 CLIENT PROVIDED WITH A JAGUAR RENTAL CAR DURING THIS SERVICE  
 VISIT IN APPRECIATION OF THEIR VALUED BUSINESS.

				TOTAL - LABOR	48.00
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	6	C2C-008432	OIL-AUTO TRANS		WARRANTY
JOB # 1	1	C2C-006730	O-RING		WARRANTY
JOB # 1	1	C2C-006729	PLUG-OIL FILLER		WARRANTY
				TOTAL - PARTS	0.00

<b>G.O.G. &amp; SUPPLIES</b>					
JOB # 2	1.0	MCI EMISSIONS CHARGE	@	2.400	/UNIT 2.40
JOB # 3	1.0	STATE INSP STICKERS	@	2.000	/UNIT 2.00
				TOTAL - GOG	4.40

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CLIENT NO. <b>39305</b>	ADVISOR <b>JARROD GRABAN</b>	2964	TAG NO. <b>C792</b>	INVOICE DATE <b>04/13/05</b>	INVOICE NO. <b>JACS1833</b>
<b>WEST MIFFLIN, PA</b>	LABOR RATE <b>84.50</b>	LI	MILEAGE <b>13,452</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03 / JAGUAR / S 4.2L R/SDN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F. T. E. NO.			P. O. NO.	R. O. DATE <b>04/06/05</b>
COMMENTS <b>C# M86792</b>				MO: 134	

**LABOR**

J# 1: 00JAZLOF ~~...~~ **OLD AND FILTER CHANGE HOURS: 0.40 TECH(S): 2794**  
 CLIENT REQUESTS: CHANGE ENGINE OIL AND FILTER,  
 CHECK ALL FLUIDS AND SET TIRE PRESSURES TO FACTORY SPECS.  
 ENGINE OIL & FILTER CHANGE PERFORMED

J# 2: 60JAZW6 ~~...~~ **BODY REPAIRS HOURS: 0.70 TECH(S): 2794**  
 CLIENT STATES SIDE MARKER ON RIGHT REAR IS BROKEN PLEASE  
 CHECK  
 TECHNICIAN VERIFIED CONCERN  
 TECHNICIAN REPLACED BROKEN SIDE MARKER LIGHT

J# 3: 00JAZWB ~~...~~ **WIPER BLADES R/R HOURS: 0.00 TECH(S): 2794**  
 CLIENT STATES: WINDSHIELD WIPERS NOT WORKING PROPERLY  
 REPLACE WIPER BLADES AS NEEDED

J# 4: 09JAZ008 ~~...~~ **COMPLETE TIRE ROTATIONS HOURS: 0.40 TECH(S): 2794**  
 CLIENT REQUEST COMPLETE TIRE ROTATION.  
 ADJUST AIR PRESSURE AND TORQUE WHEELS TO FACTORY SPECS.  
  
 PERFORMED COMPLETE TIRE ROTATION TO EXTEND TIRE WEAR.  
 ADJUST AIR PRESSURE AND TORQUE WHEELS TO FACTORY SPECS.  
 TECHNICIAN ADJUSTED PSI TO 1 ABOVE AS PER CLIENT REQUEST

J# 5: 60JAZ002 ~~...~~ **BODY REPAIRS HOURS: 0.50 TECH(S): 2794**  
 CLIENT STATES BOTH HEADLIGHTS RIGHT SIDE ARE FOGGING WHEN  
 WET PLEASE CHECK AND ADVISE  
 TECHNICIAN VERIFIED CONCERN  
 TECHNICIAN REPLACED RIGHT HEADLAMP ASSEMBLY, NOW  
 APPEARS AND OPERATES AS DESIGNED

J# 6: 27JAZ ~~...~~ **TRANSMISSION AUTO HOURS: 0.90 TECH(S): 2794**  
 CLIENT STATES SHIFT IS ROUGH IN LOWER GEARS PLEASE CHECK  
 TECHNICIAN VERIFIED CONCERN  
 TECHNICIAN PERFORMED S307-17, RECONFIGURED SOFTWARE FOR  
 SHIFTING PROCEDURE AS PER JAGUAR SPECIFICATIONS

J# 7: 01JAZ ~~...~~ **ENGINE HOURS: 0.50 TECH(S): 2794**  
 CLIENT STATES WHEN COLD GAS PEDAL IS PULSATING WHEN WARMED  
 UP GOES AWAY  
 TECHNICIAN VERIFIED CONCERN  
 TECHNICIAN USED WDS, AND CHECK FOR FAULT CODE, TECHNICIAN  
 BELIEVES RELATIONSHIP EXISTS WITH ALREADY NOTED SOFTWARE

J# 8: 00JAZZ22223 ~~...~~ **RENTAL (JAGUAR 40) HOURS: 0.00 TECH(S): 2794**  
 CLIENT REQUEST THE USE OF A JAGUAR RENTAL CAR DURING THIS  
 SERVICE APPOINTMENT.  
 RES# 701448  
 CLIENT PROVIDED WITH A JAGUAR RENTAL CAR DURING THIS SERVICE  
 VISIT IN APPRECIATION OF THEIR VALUED BUSINESS.

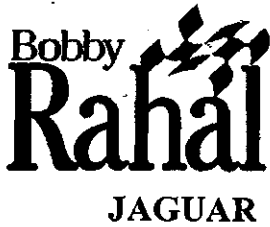
TOTAL - LABOR 37.95

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CLIENT NO. 39305	ADVISOR MANDY KALTENBERGER 2869	TAG NO. WC92	INVOICE DATE 11/29/04	INVOICE NO. JACS16775
LABOR RATE 82.50	MILEAGE 11,818	COLOR QUARTZ/CHAR	STOCK NO. J1735	
YEAR / MAKE / MODEL 03/JAGUAR/S 4.2L R/SDN	DELIVERY DATE 04/14/03	DELIVERY MILES 7		
VEHICLE I.D. NO. SAJEA01U43H	SELLING DEALER NO. 5759	PRODUCTION DATE		
F. T. E. NO.	P. O. NO.	R.O. DATE 11/24/04		
BUSINESS PHONE	COMMENTS C7 M86792			MO: 1181

LABOR # 1 68JAZZ INTERIOR HOURS: 1.90 TECH(S):2794 WARRANTY  
 CLIENT STATES THE DRIVERS SEAT WILL ROCK BACK AND FORTH,SEE PARTS  
 TECH VERIFIED CLIENT CONCERN. FAULTY SEAT FRAME/SLIDE  
 TECH REMOVED DRIVER SEAT AND REPLACED SEAT FRAME/SLIDE.  
 REASSEMBLED AND TESTED.

J# 2+54JAZ048 HEADLAMP BULB R&R HOURS: 0.20 TECH(S):2794 WARRANTY  
 CLIENT STATES: HEADLAMP BULB IS BURNED OUT  
 FOUND FAULTY BULB  
 REPLACED HEADLAMP BULB

				TOTAL - LABOR	0.00
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	C2C-021115	SLIDE-SEAT		WARRANTY
JOB # 1	3	ADU-009028	STRAP-TIE		WARRANTY
JOB # 2	1	LNC-5180BA	BULB-HEADLAMP		WARRANTY
				TOTAL - PARTS	0.00

COMMENTS WAIT  
 TOTALS

\*\*\*\*\*  
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 A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE.  
 HAVE WE REACHED OUR GOAL?  
 \*\*\*\*\*

[ ] YES [ ] NO TOTAL INVOICE \$ 0.00

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JAGUAR

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CLIENT NO. <b>39305</b>	ADVISOR <b>MANDY KALTENBERGER 2869</b>	TAG NO. <b>C92</b>	INVOICE DATE <b>11/15/04</b>	INVOICE NO. <b>JACS1661</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	MILEAGE <b>11,475</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>		DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>		SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>11/11/04</b>	
	BUSINESS PHONE	COMMENTS <b>C# M86792</b>	<b>MO: 114</b>	

LABOR  
**J# 1 54JAZ ELECTRICAL HOURS: 1.30 TECH(S):2815 WARRANTY**  
 CLIENT STATES AIR BACK LIGHT ON, DRIVERS SIDE.  
 TECH SCANNED SYSTEM FOR FAULT CODES. CODES SET FOR FAULTY  
 CANCELLATION MODULE  
 TECH REPLACED CANCELLATION MODULE.

**J# 2 60JAZ014 INTERIOR HOURS: TECH(S):2815 0:00**  
 CLIENT STATES DRIVERS SIDE SEAT LOOSE  
 SPECIAL ORDERED NEW SEAT SLIDE

**J# 3 20JAZ COOLANT SYSTEM HOURS: TECH(S):2815 0:00**  
 CLIENT STATES LOW COOLANT LIGHT COMES ON INTERMITTENTLY  
 TOPPED OFF COOLANT LEVEL

**J# 4 27JAZ TRANSMISSION AUTO HOURS: TECH(S):2815 0:00**  
 CLIENT STATES TRANSMISSION HAS A ROUGH SHIFT. THERE IS A  
 PUMPING ACTION FELT ON GAS PEDAL AS WELL.  
 TEST DROVE WITH CLIENT. COULD NOT VERIFY CONCERN. NO FAULT  
 FOUND

**J# 5+14JAZSI STATE INSPECTION HOURS: 0:60 TECH(S):2815 18:00**  
 CLIENT REQUESTS: PENNSYLVANIA STATE SAFETY INSPECTION  
 AI51452399  
 PERFORMED PA STATE SAFETY INSPECTION.  
 FRONT/REAR TIRES FRONT/REAR BRAKES  
 7/32...8/32.....13/32...10/32

**J# 6+14JAZ EMISSION HOURS: 0:40 TECH(S):2815 30:00**  
 CLIENT REQUESTS: PENNSYLVANIA EMISSIONS TEST  
 IM50844674  
 PERFORM PENNSYLVANIA EMISSION TEST

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**Bobby Rahal**  
 for servicing your  
 vehicle. Our entire  
 staff works hard  
 to make sure you  
 are 100% satisfied.  
**Thank You Again!**

Larry Pryor  
 (724) 940-3706

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 service  
**Appointment!**

TOTAL - LABOR 48.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	C2C-014029	MODULE-CANCELLA		0.00
TOTAL - PARTS					0.00

G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT PRICE	TOTAL
JOB # 5	1.0	STATE INSP STICKERS	@ 2.000 /UNIT	2.00
JOB # 6	1.0	MCI EMISSIONS CHARGE	@ 4.150 /UNIT	4.15
TOTAL - GOG				6.15

MISC	CODE	DESCRIPTION	CONTROL NO	TOTAL
JOB # A	70	ENVIRONMENTAL WASTE		2.40
TOTAL - MISC				2.40

COMMENTS  
 WAIT

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**Bobby Rahal Jaguar**  
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CLIENT NO. <b>39305</b>	ADVISOR <b>PAUL MARTINEZ</b>	TAG NO. <b>888 C792</b>	INVOICE DATE <b>03/23/04</b>	INVOICE NO. <b>JACS13857</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	MILEAGE <b>6,236</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>31735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4:2L R/SDN</b>		DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>		SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>03/19/04</b>	
BUSINESS PHONE	COMMENT <b>CF M86792</b>		MO: <b>62</b>	

**LABOR**

CLIENT REQUESTS PERFORM 10K MILE SERVICE AS PER JAGUAR MAINTENANCE FOR THIS MODEL AND YEAR. PERFORM COMPLETE TIRE ROTATION AS NEEDED. STAMP MAINTENANCE BOOKLET FOR APPROPRIATE SERVICE PERFORMED AND RESET SERVICE LIGHT. JAGUAR MAINTENANCE SERVICE PERFORMED 10,000 MILE SERVICE AS PER JAGUAR SPECS CHECKLIST. STAMPED MAINTENANCE BOOKLET AND RESET SERVICE INTERVAL LIGHT.

CLIENT REQUESTS: PENNSYLVANIA STATE SAFETY INSPECTION  
 AI44638001  
 PERFORMED PA STATE SAFETY INSPECTION.  
 FRONT/REAR TIRES FRONT/REAR BRAKES  
 7/32.6/32.....13/32.13/32

CLIENT REQUESTS: PENNSYLVANIA EMISSIONS TEST  
 IM42216484  
 PERFORM PENNSYLVANIA EMISSION TEST

CLIENT STATES THERE IS A ROUGH SHIFT IN LOWER GEARS. PLEASE CHECK AND ADVISE  
 TECH VERIFIED CLIENTS CONCERN SCANNED VEH WITH WDS. NO CODES PRESENT BUT ROADTESTED  
 TECH REFLASHED TRANSMISSION CONTROL MODULE. ROAD TESTED TO VERIFY REPAIR

CLIENT STATES THERE IS A PULSATION IN VEH FELT IN GAS PEDAL ON ACCELERATION.  
 TECH COULD NOT VERIFY CLIENTS CONCERN  
 TECH ROADTESTED NO PROBLEM FOUND

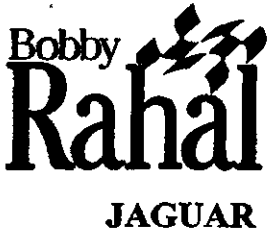
					TOTAL - LABOR	48.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 1	1	C2C-006056	RUBBER-WIPER		WARRANTY	
JOB # 1	1	C2C-006055	RUBBER-WIPER		WARRANTY	
JOB # 1	1	AJ8-002297	FILTER-OIL		WARRANTY	
JOB # 1	1	JZH-100062	PLUG-OIL SUMP D		WARRANTY	
JOB # 1	1	XR8-030254	FILTER		WARRANTY	
JOB # 1	1	C2S-001638	CLEANER-GLASS		WARRANTY	
					TOTAL - PARTS	0.00
G.O.G. & SUPPLIES						
JOB # 1	7.0	OIL(QUART)	@	/UNIT	WARRANTY	
JOB # 2	1.0	STATE INSP STICKERS	@	2.00 /UNIT		2.00
JOB # 3	1.0	MCI EMISSIONS CHARGE	@	4.15 /UNIT		4.15
					TOTAL - GOG	6.15

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CLIENT NO. <b>39305</b>	ADVISOR <b>PAUL MARTINEZ</b>	TAG NO. <b>888 C792</b>	INVOICE DATE <b>03/23/04</b>	INVOICE NO. <b>JACS13852</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	MILEAGE <b>6,236</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>		DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3</b>		SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>03/19/04</b>	
BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO. <b>623</b>

MISC-JOB #	CODE	DESCRIPTION	CONTROL NO	
	70	ENVIRONMENTAL WASTE		2.40
			TOTAL - MISC	2.40
COMMENTS DELETED OPERATION(S) 30JAZZ009 RECALL(VMI)				
TOTALS				
*****				
IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR. A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE. HAVE WE REACHED OUR GOAL?				
<input type="checkbox"/> YES		<input type="checkbox"/> NO		
YOUR VALUED INPUT HELPS TO MAKE US BETTER!!! THANK YOU FOR YOUR BUSINESS!				
*****				

**PAID**  
 MAR 23 2004  
 BOBBY RAHAL VOLVO

TOTAL LABOR	48.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	6.15
TOTAL MISC CHG.	2.40
TOTAL MISC DISC	0.00
TOTAL TAX	3.96
<b>TOTAL INVOICE \$</b>	<b>60.51</b>

**Thank You**  
 for choosing  
**Bobby Rahal**  
 for servicing your  
 vehicle. Our entire  
 staff works hard  
 to make sure you  
 are 100% satisfied.  
**Thank You Again!**

Larry Pryor  
 (724) 940-3706

CUSTOMER SIGNATURE

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JAGUAR

**Bobby Rahal Jaguar**  
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 www.bobbyrahal.com

CLIENT NO. <b>39305</b>	ADVISOR <b>PAUL MARTINEZ</b>	TAG NO. <b>888 CW92</b>	INVOICE DATE <b>12/04/03</b>	INVOICE NO. <b>JACS128716</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	MILEAGE <b>4,191</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S-4.2L R/SDN</b>	DELIVERY DATE <b>104/14/03</b>	DELIVERY MILES <b>7</b>	
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3</b>	SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE	
	F. T. E. NO.	FL O. DATE <b>12/02/03</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>CF#M86792</b>	<b>MO: 4191</b>	

LABOR-----

CLIENT STATES THE SIDEVIEW MIRRORS ARE IN-OP.SEE PARTS FOR SOP.  
 TECH TESTED LEFT FRONT DOOR MIRROR FUNCTIONS. FOUND OUTSIDE DOOR MIRROR INOP. SWITCH STICKING.  
 TECH REPLACED DRIVERS DOOR SWITCH PACK.

	TOTAL - LABOR	0.00
--	---------------	------

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----WARRANTY

JOB # 1	1	XR8-037168	SWITCHPACK-DOOR		
			TOTAL - PARTS		0.00

COMMENTS-----

WAIT

TOTALS-----

*****	TOTAL LABOR....	0.00
IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR!!	TOTAL PARTS....	0.00
A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE.	TOTAL SUBLET....	0.00
HAVE WE REACHED OUR GOAL?	TOTAL G.O.G....	0.00
[ ] YES	TOTAL MISC CHG.	0.00
[ ] NO	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

YOUR VALUED INPUT HELPS TO MAKE US BETTER!!!  
 THANK YOU FOR YOUR BUSINESS!

\*\*\*\*\*

CUSTOMER SIGNATURE

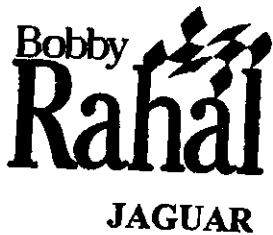
**Thank You**  
 for choosing  
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 for servicing your  
 vehicle. Our entire  
 staff works hard  
 to make sure you  
 are 100% satisfied!

**Thank You Again!**

**Mike Musillo**  
 (724) 940-3507

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 www.bobbyrahal.com

CLIENT NO. <b>39305</b>	ADVISOR <b>MANDY KALTENBERGER</b>	869	TAG NO. <b>C792</b>	INVOICE DATE <b>10/10/03</b>	INVOICE NO. <b>JACS1229C</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	LICENSE NO.	MILEAGE <b>2,930</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	P. T. E. NO.			R. O. DATE <b>10/02/03</b>	REPRINT#
	BUSINESS PHONE				
	COMMENTS <b>CF M86792</b>				

MO: 293

- LABOR**
- J# 1 54JAZ ELECTRICAL HOURS: 1:00 TECH(S): 876 WARRANTY  
 CLIENT STATES LEFT WINDOW SWITCH GETS VERY HOT  
 TECH VERIFIED CLIENT CONCERN. TECH FOUND BULBS IN  
 SWITCH PLATE GETTING HOT  
 TECH REPLACED ALL BULBS IN SWITCH PLATE WITH A LOWER  
 VOLTAGE BULB
  - J# 2 60JAZ014 INTERIOR HOURS: 1:00 TECH(S): 876 WARRANTY  
 CLIENT STATES SUNGLASS HOLDER IN ROOF LATCH WONT  
 LATCH SECURE  
 TECH VERIFIED CLIENT CONCERN. FOUND FAULTY LATCH  
 TECH REPLACED ROOF CONSOLE
  - J# 3 83JAAS AIR CONDITIONING HOURS: 1:00 TECH(S): 876 WARRANTY  
 CLIENT STATES CHECK A/C DRAIN. CLIENT TO SHOW WADE  
 CONCERN  
 TECH INSPECTED A/C DRAIN. NO FAULT FOUND. WORKING PROPERLY
  - J# 4 60JAZ015 INTERIOR HOURS: 2:00 TECH(S): 876 WARRANTY  
 CLIENT STATES RATTLE IN DASH. HARD TO DESCRIBE  
 WADE TO ROADTEST WITH CLIENT  
 TECH FOUND GUIDE COVER IN SUNROOF LOOSE  
 TECH REMOVED AND REFIT GUIDE COVER. ROADTESTED. NO RATTLE  
 PRESENT.
  - J# 5 00JAZ0001 GENERAL MAINT HOURS: 1:00 TECH(S): 876 WARRANTY  
 CLIENT REQUESTS CHECK OIL LEVEL AND OTHER FLUIDS AND  
 CHECK AIR PRESSURE CLIENT REQUEST 1# OVER SPEC ALL TIRES  
 TECH CHECKED AND TOPPED OFF FLUID AND SET TIRE  
 PRESSURES
  - J# 6 00JAZZ2222 RENTAL (JAG PROGRAM) HOURS: 0:00 TECH(S): 876 WARRANTY  
 ENTERPRISE RENTAL CAR PROVIDED TO CLIENT IN APPRECIATION OF  
 THEIR VALUED BUSINESS.  
 COMPLIMENTARY RENTAL CAR

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 vehicle. Our entire  
 staff works hard  
 to make sure you  
 are 100% satisfied.  
**Thank You Again!**

**Mike Musillo**  
 (724) 940-3507

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PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	TOTAL - LABOR
JOB # 1	2		JLM-021553	BULB		0.00
JOB # 1	2		JLM-021552	BULB		
JOB # 1	2		JLM-021567	COVER-SWITCH		
JOB # 2	1		XR8-041538-LFJ	CONSOLE-ROOF		
TOTAL - PARTS						0.00
MISC	CODE	DESCRIPTION			CONTROL NO	TOTAL - MISC
JOB # 6	00	JAGUAR RENTAL REIMBURSEMENT				0.00
COMMENTS						
ENTERPRISE CALLED 10-01-03						
DELETED OPERATION(S)						
42JAZ BRAKE SYSTEM						



JAGUAR

**Bobby Rahal Jaguar**  
 15035 Perry Highway Wexford, PA 15090  
 Phone (724) 940-3411  
 www.bobbyrahal.com

CLIENT NO. <b>39305</b>	ADVISOR <b>MANDY KALTENBERGER 869</b>	TAG NO. <b>C792</b>	INVOICE DATE <b>05/19/03</b>	INVOICE NO. <b>JACS109155</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	LICENSE NO.	MILEAGE <b>100</b>	COLOR <b>QUARTZ/CHAR</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>	DELIVERY DATE <b>04/14/03</b>		STOCK NO. <b>J1735</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3</b>	SELLING DEALER NO. <b>5759</b>		DELIVERY MILES <b>7</b>
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>05/14/03</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO: <b>100</b>

LABOR  
 J# 1 01JAZ ENGINE HOURS: 5.10 TECH(S): 789850 WARRANTY  
 CLIENT STATES VEH WILL NOT CRANK, WILL NOT START. PLEASE CHECK AND ADVISE.  
 TESTED VEHICLE, NO START, NO CRANK, BATTERY COMPLETELY DEAD. REPLACED BATTERY. WHEN BATTERY WAS INSTALLED, FOUND INSTRUMENT PACK FLASHING WARNING LIGHTS, HEADLAMPS ON, FOF LAMPS ON, NO HORN, ETC... TECH CHECKED WIRING DIAGRAM AND TRACED WIRING. REMOVED INSTRUMENT CLUSTER, TESTED POWER. FOUND INSTRUMENT CLUSTER FAILURE. TECH REPLACED INSTRUMENT CLUSTER. TESTED, ALL OPERATING PROPERLY AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		65-HBJ	BATTERY		WARRANTY
JOB # 1	1		J-WAR			WARRANTY
JOB # 1	1		XR8-042732	PACK-INSTRUMENT		WARRANTY
JOB # 1	1		J-WAR			WARRANTY
TOTAL - LABOR					0.00	
TOTAL - PARTS					0.00	

COMMENTS  
 TOW IN  
 DELETED OPERATION(S)  
 00JAZZ22222 RENTAL(JAG PROGRAM)

TOTALS  
 \*\*\*\*\*  
 IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR!! A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE. HAVE WE REACHED OUR GOAL?  
 [ ] YES [ ] NO  
 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

[ ] YES [ ] NO  
 YOUR VALUED INPUT HELPS TO MAKE US BETTER!!!  
 THANK YOU FOR YOUR BUSINESS!  
 \*\*\*\*\*

CUSTOMER SIGNATURE

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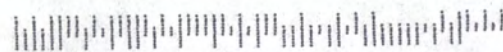
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Representative Bill Kortz  
751 Pgh.-McKeesport Blvd.  
Dravosburg, PA 15034



New Jersey Office of Attorney General  
ATTN: Patricia D. Pate  
Division of Consumer Affairs  
Consumer Service & Intake Center  
124 Halsey St., 3rd Floor  
Newark, New Jersey 07102





CHRIS CHRISTIE  
Governor

KIM GUADAGNO  
Lt. Governor

# New Jersey Office of the Attorney General

Division of Consumer Affairs  
Consumer Service & Intake Center  
124 Halsey Street, 3rd Floor, Newark, NJ 07102

April 21, 2011



PAULA T. DOW  
Attorney General

THOMAS R. CALCAGNI  
Acting Director

**Mailing Address:**  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

[Redacted]  
West Mifflin, PA [Redacted]

Re: Bobby Rahal Jaguar  
File No: 2011-04

Dear [Redacted]

Thank you for your letter to the Division of Consumer Affairs. In order to assess/understand and process your complaint, we need the following additional information:

**Copies of:**

\_\_\_\_\_ Full name and address of company involved and all complaint related documents.

\_\_\_\_\_ Purchase receipt(s)                      \_\_\_\_\_ Delivery receipt(s)

\_\_\_\_\_ Warranty or guarantee                      \_\_\_\_\_ Contract

  X   Other: Please send copies of all related documents including a detailed description of the complaint.

Please include your telephone number and respond within seven days.

Also, please submit a copy of this letter with your documentation.

Sincerely,

Patricia D. Pate  
Supervisor  
Consumer Service Center

PP/tg  
CSC2.Frm



COMMONWEALTH OF PENNSYLVANIA  
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION  
564 Forbes Avenue, 6th Floor  
Pittsburgh, Pennsylvania 15219  
412-565-5134  
April 4, 2011

[REDACTED]  
WEST MIFFLIN, PA [REDACTED]

Re: Jaguar Cars  
2010000002127C

Dear [REDACTED]

Your complaint regarding the above referenced matter has been reviewed and appears to come within the primary jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint, we believe the issues you raise will be addressed by the agency primarily responsible for dealing with these types of problems.

Please direct any further inquiries about this matter to that office. If you would like more information on this referral, please feel free to contact our office.

A copy of your complaint will remain on file for our future reference. On behalf of the Office of Attorney General, thank you for bringing this matter to our attention.

Very truly yours,

Richard L. Macom  
Senior Agent

rlm  
23

cc: New Jersey Office of Attorney General  
Division of Consumer Affairs  
P.O. Box 45025  
Newark, NJ 07101

PENNSYLVANIA  
OFFICE OF ATTORNEY GENERAL



CONSUMER COMPLAINT FORM

TOM CORBETT  
ATTORNEY GENERAL

www.attorneygeneral.gov

Office Use Only Investigator: RLM Code 1 400/802 Code 2  
Complaint #

C 002127-2010

MAR 18 2010

Bureau of Consumer Protection  
Manor Building, 6th Floor  
564 Forbes Avenue  
Pittsburgh, PA 15219  
(412) 565-5135

YOUR

BCP - WRO

ADDRESS

West Mifflin

STATE

PA

ZIP CODE

Same

COUNTY

Allegheny

HOME PHONE NUMBER

BEST NUMBER TO CALL DURING THE DAY

NAME OF BUSINESS COMPLAINT IS AGAINST

Bobby Raha (Jaguar) / Wade Hilton, Tech.

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED

Bob Dodson, Service Mgr, Keith Wieczorek, Service Advisor

ADDRESS

15035 Perry Hwy

CITY

Wexford

STATE

PA

ZIP CODE

15090

COUNTY

Allegheny

PHONE

(724) 940-3412

PRODUCT(S) OR SERVICE(S) PURCHASED

2003 S-Type Jaguar

DATE OF PURCHASE

4-14-03

PURCHASE PRICE

45,281.78

(This information will be used for Statistical & Enforcement Purposes Only)

To what other agencies have you complained?

none other than Jaguar

What action was taken?

refused his complaint

Have you retained an attorney?

Yes  No

If yes, please provide your attorney's name, address and telephone number

Have you filed a legal action?

Yes  No

If yes, please state WHEN, WHERE and WHAT decision was made?

1-800-441-2555

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell **WHAT** happened, **WHEN** it happened and **WHERE** it happened. Be specific about any oral statements the business made to you, **ESPECIALLY** those that influenced you to deal with the company. Describe events in the order in which they happened. Attach **COPIES** of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

*See attached.*

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

*Repair the car.*

**PLEASE READ CAREFULLY**

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

The Attorney General, through the Bureau of Consumer Protection, provides a mediation service to consumers where an attempt may be made to mediate your individual consumer complaint if it falls within the jurisdiction of the office. Please be advised that the information you provide will be shared with the party against which you have filed a complaint. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

Your complaint will also be kept on file with our office and the information contained therein may be used to establish violations of Pennsylvania Law. Attached to this complaint form is an informational sheet which will help you in completion of the complaint form and also will explain in greater detail the mediation process.

By signing this complaint form, I authorize the Bureau of Consumer Protection to contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau of Consumer Protection. I verify that I have read and understand the informational sheet about this process; and, that the information I am providing is true and correct to the best of my knowledge, information and belief.

YOUR SIGNATURE

DATE





**Bobby Rahal Jaguar**  
 15035 Perry Highway Wexford, PA 15090  
 Phone (724) 940-3511  
 www.bobbyrahal.com

BOBBY RAHAL VOLVO  
 15035 PERRY HIGHWAY  
 WEXFORD, PA 15090

TERMINAL ID:  
 MERCHANT #:

004295416  
 178540250994

MC  
 #XXXXXXXXXXXX  
 CLK: 955  
**SALE**  
 BATCH: 000634  
 DATE: NOV 19, 09  
 SQ: 017

INVOICE: 433352  
 TIME: 13:11  
 AUTH NO: 88342B

CLIENT NO.	<b>TOTAL</b>		SOR	TAG NO.	INVOICE DATE	INVOICE NO.
	<b>\$2981.28</b>		EITH WIECZOREK	2997 792	11/18/09	JACS433352
	<b>CUSTOMER COPY</b>		OR RATE	MILEAGE	COLOR	STOCK NO.
			96.50	34,723	QUARTZ/CHAR	
			AR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
			03/JAGUAR/S-TYPE/4 DOOR SEDAN	04/14/03	7	
			VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
			S A J E A 0 1 U 4 3 H	5759		
			F.T.E. NO.	P.O. NO.	R.O. DATE	
					11/16/09	
			COMMENTS			
			C# M86792			MO: 34746

LABOR	DESCRIPTION	HOURS	TECH(S)	CHARGE
# 1 08 JAZ	REPLACE WIPER BLADES	0.00	3137	0.00
CLIENT STATES: WINDSHIELD WIPERS NOT WORKING PROPERLY REPLACE WIPER BLADES AS NEEDED CHARGED TO 40K SERVICE.				
# 2 27 JAZ	*AUTO TRANS DIAG	1.00	3137	96.50
CLIENT STATES WHEN THE TRANNY SHIFTS THERE IS A CLANGING NOISE AND A GROANING, PLEASE RIDE WITH CLIENT SEE WADE TECH FOUND FRONT NOISE COMING FROM DRIVESHAFT CARRIER BEARING GROWLING NOISE IN REAR DIFFERENTIAL. RECOMMEND DRIVE SHAFT AND REAR DIFFERENTIAL.				
# 3 42 JAZ	*BRAKE SYS DIAG	5.00	3137	482.50
CLIENT STATES WHEN APPLYING THE BRAKES THERE IS A METAL ON METAL NOISE. TECH REPLACED FRONT AND REAR BRAKE PADS AND ROTORS AS NEEDED				
# 4 32 JAZ	*SUSPENSION DIAG	0.00	3137	0.00
CLIENT STATES THE CAR DRIFTS TO THE RIGHT AND LEFT WHEN DRIVING, ALWAYS MAKING CORRECTIONS TECH UNABLE TO DUPLICATE CONCERN.				
# 6 54 JAZ00	ELECTRICAL	0.40	3137	29.95
CLIENT STATES THE BATTERY NEEDED JUMPED TWICE, PLEASE CHECK Battery, r&r 99/08 90A/92A				
# 6 98 JAZMPLNSP	MULTI POINT INSP	0.00	3137	0.00
PERFORM COURTESY MULTI POINT INSPECTION. PERFORMED JAGUAR MULTI POINT INSPECTION AND COMPLETED INSPECTION FORM.				
# 7 00 JAZ	GENERAL MAINTENANCE	0.00	3137	0.00
CLIENT REQUESTS PLEASE CLEAN INSIDE OF THE WINDOWS WHEN WASHING CAR. RECON DEPT CLEANED WINDOWS.				
# 8 00 JAZ/22222	RENTAL (TRAC CAR)	0.00	3137	0.00
CLIENT PROVIDED WITH A TRAC RENTAL CAR DURING THIS SERVICE VISIT IN APPRECIATION OF THEIR VALUED BUSINESS. COMPLIMENTARY RENTAL CAR				
# 9 05 JAZ040000	40,000 MILE SERVICE	2.80	3137	270.20
CLIENT REQUESTS: CHANGE ENGINE OIL AND FILTER, CHECK ALL FLUIDS AND SET TIRE PRESSURES TO FACTORY SPECS. 40,000 Mile Service at 40000				
# 10 20 JAZ	*COOLING SYS DIAG	3.60	3137	347.40
TECH FOUND COOLANT LEAKING DURING 40K SERVICE. TECH FOUND UPPER RADIATOR HOSE AND HEATER CONTROL VALVE AND HOSES LEAKING. TECH REPLACED ALL LEAKING COMPONENTS TO CORRECT.				

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CLIENT NO. <b>39305</b>	ADVISOR <b>KEITH WIECZOREK</b>	2997	TAG NO. <b>792</b>	INVOICE DATE <b>11/18/09</b>	INVOICE NO. <b>JACS433352</b>
	LABOR RATE <b>96.50</b>		MILEAGE <b>34,723</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
WEST MIFFLIN, PA	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>11/16/09</b>	
	BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO: 34746

LABOR-----  
 #11-14JAZ STATE INSPECTION HOURS: 0.60 TECH(S): 3137 26.50  
 CLIENT REQUESTS: PENNSYLVANIA STATE SAFETY INSPECTION  
 TIRES F 6/32 R 5/32 BRAKES F 10/32 R 10/32  
 AIO 0841818  
 LABOR ONLY OPERATION ALL  
 TECH PERFORMED STATE SAFETY INSP.

#12-14JAZ EMISSION HOURS: 0.40 TECH(S): 3137 39.00  
 CLIENT REQUESTS: PENNSYLVANIA EMISSIONS TEST  
 IMO 0730887  
 PERFORM PENNSYLVANIA EMISSION TEST

TOTAL - LABOR 1292.05

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE-	
JOB # 3	1	C2C237B6	KIT-BRAKE PAD		161.50	161.50
JOB # 3	1	XR858130	KIT-BRAKE DISC		250.00	250.00
JOB # 3	1	C2C40194	KIT-BRAKE PAD		145.25	145.25
JOB # 3	1	XR827087	KIT-BRAKE DISC		232.50	232.50
JOB # 3	1	ASA-2002	BRAKE CLEANER		2.72	2.72
JOB # 3	1	BG6086	BRAKE QUIET		9.87	9.87
JOB # 5	1	H890J	BOO CCA BATTERY		177.79	177.79
JOB # 9	1	XR849205	FILTER-PARTICLE		23.35	23.35
JOB # 9	1	AJ82766	FILTER		26.20	26.20
JOB # 9	1	C2S163B	CLEANER-GLASS		9.35	9.35
JOB # 9	1	C2N3587	FILTER-OIL		18.95	18.95
JOB # 9	1	NCE1B50AB	SEAL-OIL		3.60	3.60
JOB # 9	1	C2C9451	BLADE-WIPER		24.90	24.90
JOB # 9	1	XR832336	BLADE-WIPER		24.90	24.90
JOB # 9	2	C2C31221	FLUID-BRAKE		16.75	33.50
JOB # 10	1	XR849188	HOSE-RADIATOR		63.00	63.00
JOB # 10	1	JLM209723	ANTIFREEZE		45.00	45.00
JOB # 10	1	XR840091	VALVE-WATER		288.50	288.50
JOB # 10	1	XR850719	HOSE-HEATER		17.55	17.55
JOB # 10	1	XR850720	HOSE-HEATER		26.90	26.90
TOTAL - PARTS						1585.33

G.O.G. & SUPPLIES-----

JOB # 9	8.0	CASTROL GTX 5W30	@	3.750	/UNIT	30.00
JOB # 11	1.0	STATE INSP STICKERS	@	2.000	/UNIT	2.00
JOB # 12	1.0	MCI EMISSIONS CHARGE	@	2.400	/UNIT	2.40
TOTAL - GOG						34.40

MISC-----

CODE	DESCRIPTION	CONTROL NO	
JOB # 3	61 10% COURTESY PARTS DISCOUNT		-80.18
JOB # 5	61 10% COURTESY PARTS DISCOUNT		-17.78
JOB # 8	00 JAGUAR RENTAL REIMBURSEMENT		33.00
JOB # 9	61 10% COURTESY PARTS DISCOUNT		-16.48
JOB # 10	61 10% COURTESY PARTS DISCOUNT		-44.10
TOTAL - MISC			-125.54

COMMENTS-----  
 LOANER

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CLIENT NO. <b>39305</b>	ADVISOR <b>PAT JENA</b>	3045	TAG NO. <b>792</b>	INVOICE DATE <b>05/04/07</b>	INVOICE NO. <b>JACS289541</b>
	LABOR RATE <b>86.50</b>		MILEAGE <b>25,572</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
<b>WEST MIFFLIN, PA</b>	YEAR / MAKE / MODEL <b>03 / JAGUAR / S-TYPE / 4 DOOR SEDAN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>05/03/07</b>	
	BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO: <b>25582</b>

LABOR		WARRANTY	
J# 1 00JAZZ22223	RENTAL(ENTERPRISE) HOURS: 0.00 TECH(S):2789		
CLIENT REQUEST THE USE OF A JAGUAR RENTAL CAR DURING THIS SERVICE APPOINTMENT.			
CLIENT PROVIDED WITH A JAGUAR RENTAL CAR DURING THIS SERVICE VISIT IN APPRECIATION OF THEIR VALUED BUSINESS.			
J# 2 27JAZ	*AUTO TRANS DIAG HOURS: TECH(S):2789	0.00	
CLIENT STATES TRANSMISSION SEEMS TO BE SLIPPING INTERMITTENTLY AND ALSO MAKING A WHINING NOISE COMPLETED SOFTWARE UPDATE FROM JAGUAR TO CORRECT			
		TOTAL - LABOR	0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----			WARRANTY
JOB # 1	00 JAGUAR RENTAL REIMBURSEMENT		0.00
		TOTAL - MISC	0.00
COMMENTS-----LOANER-----			
TOTALS-----			
*****		TOTAL LABOR....	0.00
IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR!!		TOTAL PARTS....	0.00
A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE.		TOTAL SUBLET...	0.00
HAVE WE REACHED OUR GOAL?		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
[ ] YES [ ] NO		<b>TOTAL INVOICE \$</b>	<b>0.00</b>
YOUR VALUED INPUT HELPS TO MAKE US BETTER!!! THANK YOU FOR YOUR BUSINESS!			
*****			

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CLIENT NO. <b>39305</b>	ADVISOR <b>PAT JENA</b>	3045	TAG NO. <b>792</b>	INVOICE DATE <b>04/30/07</b>	INVOICE NO. <b>JACS288441</b>
[REDACTED]	LABOR RATE <b>88.50</b>	[REDACTED]	MILEAGE <b>25,568</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
<b>WEST MIFFLIN, PA</b>	YEAR/MAKE/MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>04/27/07</b>	
	BUSINESS PHONE		COMMENTS <b>C# M86792</b>		MO: <b>25571</b>

LABOR	DESCRIPTION	HOURS	TECH(S)	WARRANTY
J# 1 05JAZ030000	30,000 MILE SERVICE AS PER JAGUAR SPECS FOR THIS YEAR AND MODEL. PERFORM COMPLETE TIRE ROTATION AS NEEDED. STAMP MAINTENANCE BOOKLET FOR APPROPRIATE SERVICE PERFORMED AND RESET SERVICE LIGHT. JAGUAR MAINTENANCE SERVICE PERFORMED 30,000 MILE MAINTENANCE SERVICE AS PER JAGUAR CHECKLIST. STAMPED MAINTENANCE BOOKLET AND RESET SERVICE INTERVAL LIGHT.	1.70	2793	WARRANTY
J# 2 60JAZ	BODY REPAIRS CLIENT STATES TRUNK STICKS WHEN OPENING. LUBRICATED TRUNK LATCH TO CORRECT		2793	0.00
J# 3 27JAZ	*AUTO TRANS DIAG CLIENT STATES TRANS SEEMS TO BE SLIPPING AT TIMES. NO TROUBLE CODES STORED AT THIS TIME. FLUID CLEAN. ALL UPDATES HAVE BEEN MADE TO MODULE		2793	0.00
J# 4 01JAZ003	ENGINE GENERAL CLIENT STATES ENGINE REVS AT TIMES WHEN STEPPING DOWN ON ACCELERATOR ALSO HEARS WHINING NOISE UNDER VEHICLE. UNABLE TO DUPLICATE ANY UNUSUAL NOISES		2793	0.00
J# 5 00JAZZ22222	RENTAL (TRAC CAR) CLIENT PROVIDED WITH A TRAC RENTAL CAR DURING THIS SERVICE VISIT IN APPRECIATION OF THEIR VALUED BUSINESS. COMPLIMENTARY RENTAL CAR	0.00	2793	WARRANTY
J# 6 99JAZMPIINSP	MULTI POINT INSP. PERFORM COURTESY MULTI POINT INSPECTION. PERFORMED JAGUAR MULTI POINT INSPECTION AND COMPLETED INSPECTION FORM.	0.00	2793	0.00
TOTAL - LABOR				0.00
PARTS				
JOB #	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	C2S1638	CLEANER-GLASS	WARRANTY
JOB # 1	1	C2C25330	RUBBER-WIPER	WARRANTY
JOB # 1	1	C2C25329	RUBBER-WIPER	WARRANTY
JOB # 1	1	XR849205	FILTER-AIR	WARRANTY
JOB # 1	1	C2N3587	FILTER-OIL	WARRANTY
JOB # 1	1	NCE1850AB	SEAL-OIL	WARRANTY
TOTAL - PARTS				0.00
G.O.G. & SUPPLIES				
JOB # 1	8.0	OIL (QUART)	@ /UNIT	WARRANTY
TOTAL - GOG				0.00
MISC				
JOB # 5	00	JAGUAR RENTAL REIMBURSEMENT	CONTROL NO	WARRANTY
TOTAL - MISC				0.00

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CLIENT NO. <b>39305</b>	ADVISOR <b>WILL CURTIS</b>	2907	TAG NO. <b>C792</b>	INVOICE DATE <b>06/30/06</b>	INVOICE NO. <b>JACS243100</b>
	LABOR RATE <b>88.50</b>		MILEAGE <b>21,157</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
<b>WEST MIFFLIN, PA</b>	YEARS/MAKE/MODEL <b>05/JAGUAR/S-TYPE/4 DOOR SEDAN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>3759</b>	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	P.O. DATE <b>06/26/06</b>	
	BUSINESS PHONE	COMMENTS <b>CM86792</b>			MO: <b>21171</b>

**LABOR**

J# 1 27JAZ \*AUTO TRANS DIAG HOURS: 1.10 TECH(S):2914 WARRANTY  
 CLIENT STATES THE VEHICLE IS SHIFTING HARD.  
 TECH VERIFIED CONCERN AND FOUND THE TRANSMISSION CONTROL ADAPTATIONS HAVE SHIFTED. TECH PERFORMED TSB #307-17 TECH REFLASHED THE TCM, CLEARED ADAPTATIONS AND ROAD TEST TO BEGIN TO RELEARN, TECH NOTED DO NOT USE SPORT MODE FOR 300 MILES!!!!!!!!!!!!!!

J# 2 27JAZ0002 DIAGNOSE AUTO TRANS HOURS: 1.30 TECH(S):2914 WARRANTY  
 CLIENT STATES THERE IS A WHINE DURING ACCELERATION  
 TECH VERIFIED NOISE WHILE DRIVING, TECH PERFORMED TSB 307-15  
 TECH FLUSHED AND REPLACED TRANSMISSION FLUID.

J# 3 01JAZ \*ENGINE REPAIR DIAG HOURS: TECH(S):2914 0.00  
 CLIENT STATES THE VEHICLE PULSES DURING ACCELERATION. AT APPROX 50MPH.  
 TECH BELIEVES THIS IS RELATED TO THE TRANSMISSION SHIFT ADAPTATIONS SEE LINE #1.

J# 4 00JAZZ22223 RENTAL (ENTERPRISE) HOURS: 0.00 TECH(S):2914 WARRANTY  
 CLIENT REQUEST THE USE OF A JAGUAR RENTAL CAR DURING THIS SERVICE APPOINTMENT.  
 CLIENT PROVIDED WITH A JAGUAR RENTAL CAR DURING THIS SERVICE VISIT IN APPRECIATION OF THEIR VALUED BUSINESS.

TOTAL - LABOR 0.00

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
JOB # 2 6 C2C-008432 OIL-AUTO TRANS	WARRANTY
JOB # 2 1 C2C-006730 O-RING	WARRANTY
JOB # 2 1 C2C-006729 PLUG-OIL FILLER	WARRANTY
TOTAL - PARTS	0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # 4 00 JAGUAR RENTAL REIMBURSEMENT

TOTAL - MISC 0.00

COMMENTS-----  
 LOANER

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CLIENT NO. <b>39305</b>	ADVISOR <b>WILL CURTIS</b>	2907	TAG NO. <b>CW92</b>	INVOICE DATE <b>03/20/06</b>	INVOICE NO. <b>JACS228728</b>
<b>WEST MIFFLIN, PA</b>	LABOR RATE <b>86.50</b>	LICENSE NO.	MILEAGE <b>19,654</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>03/17/06</b>	
	BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO: 19655

**LABOR**

**# 1-27JAZ** \*AUTO TRANS DIAG HOURS: 0.50 TECH(S): 2793 **WARRANTY**  
 CLIENT STATES AT LAST VISIT THE TECH DIAGNOSED AN INTERNAL FAULT TO THE PARK NEUTRAL POSITION SWITCH. SEE PARTS. TECH FOUND INTAKE HOSE LOOSE AND AIR LEAKING IN BEHIND THE MASS AIRFLOW METER, CAUSING THE ENGINE TO RUN ROUGH. TECH RTIGHTENED INTAKE HOSE AND CLEANED INTAKE.

**# 2-30JAZ** RECALL/CAMPAGNS HOURS: 0.90 TECH(S): 2793 **WARRANTY**  
 PERFORM OPEN RECALL R167 UNINTENDED REAR WHEEL BRAKING WITH WARNING INCOMPLETE  
 TECH PERFORMED RECALL R167

				TOTAL - LABOR	0.00
<b>PARTS</b>	<b>QTY</b>	<b>FP-NUMBER</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE</b>	
JOB # 2	1	XR8-051749-K	SUPPRESSOR-WIPE		WARRANTY
JOB # 2	1	XR8-051892-K	LEAD-HARNES		WARRANTY
JOB # 2	1	ADU-009028	STRAP-TIE		WARRANTY
JOB # 2	1	XR8-053644	LABEL		WARRANTY
				TOTAL - PARTS	0.00

**COMMENTS**  
 WAIT

**TOTALS**

*****	TOTAL LABOR....	0.00
IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR!!	TOTAL PARTS....	0.00
A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE.	TOTAL SUBLET...	0.00
HAVE WE REACHED OUR GOAL?	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>

[ ] YES [ ] NO

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 THANK YOU FOR YOUR BUSINESS!

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CLIENT NO. <b>39305</b>	ADVISOR <b>WILL CURTIS</b>	2907 TAG NO. <b>W792</b>	INVOICE DATE <b>03/07/06</b>	INVOICE NO. <b>JACS227303</b>
LABOR RATE <b>84.50</b>	MILEAGE <b>19,508</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.	
YEAR/MAKE/MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>	DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>		
VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>	SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE		
F. T. E. NO.	P. O. NO.	R. O. DATE <b>03/07/06</b>		
BUSINESS PHONE	C# <b>M86792</b> MO: <b>19515</b>			

**LABOR**

J# 1 32JAZ006 \*4 WHEEL ALIGNMENT HOURS: 1.50 TECH(S): 2879 79.00  
 CLIENT REQUEST TO HAVE A FRONT END ALIGNMENT PERFORMED.  
 4 Wheel Align All

J# 2 09JAZ008 COMPL. TIRE ROTATION HOURS: 0.40 TECH(S): 2914 18.00  
 CLIENT REQUEST COMPLETE TIRE ROTATION.  
 ADJUST AIR PRESSURE AND TORQUE WHEELS TO FACTORY SPECS.  
 VOLVO RETAILER RECOMMENDS COMPLETE TIRE ROTATION EVERY  
 5000 OR 7500 MILE INTERVAL DEPENDING ON MODEL.  
 PERFORMED COMPLETE TIRE ROTATION TO EXTEND TIRE WEAR.  
 ADJUST AIR PRESSURE AND TORQUE WHEELS TO FACTORY SPECS.

J# 3 05JAZ020000 20,000 MILE SERVICE HOURS: 1.30 TECH(S): 2914 WARRANTY  
 CLIENT REQUESTS PERFORM 20K SERVICE AS PER JAGUAR SPECS  
 FOR THIS MODEL AND YEAR. PERFORM COMPLETE TIRE ROTATION AS  
 NEEDED. STAMP MAINTENANCE BOOKLET FOR APPROPRIATE SERVICE  
 PERFORMED AND RESET SERVICE LIGHT.  
 JAGUAR MAINTENANCE SERVICE  
 PERFORMED 20,000 MILE MAINTENANCE SERVICE AS PER JAGUAR  
 CHECKLIST. STAMPED MAINTENANCE BOOKLET AND RESET SERVICE  
 INTERVAL LIGHT.

J# 4 01JAZ \*ENGINE REPAIR DIAG HOURS: 0.30 TECH(S): 2914 WARRANTY  
 CLIENT STATES THE VEHICLE SEEMS TO PULSATE WHEN ACCELERATING  
 OR WHEN UNDER LOAD.  
 TECH COULD NOT VERIFY CONCERN. TECH SCANNED FOR CODES, FOUND  
 CODE P0825, MANUAL SHIFT ENABLE. TECH ORDERED PARK NEUTRAL  
 POSITION SWITCH. THIS PART CONTROLS THE MANUAL SHIFT OPTION  
 AND ONLY ALLOWS THE VEHICLE TO US PARK REVERSE NEUTRAL AND  
 DRIVE. CLIENT TO RESCHEDULE.

TOTAL - LABOR 97.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1		XR8-049205	FILTER-AIR		WARRANTY
JOB # 3	1		C2C-025329	RUBBER-WIPER		WARRANTY
JOB # 3	1		C2C-025330	RUBBER-WIPER		WARRANTY
JOB # 3	1		C2S-001638	CLEANER-GLASS		WARRANTY
JOB # 3	1		C2N-003587	FILTER-OIL		WARRANTY
JOB # 3	1		JZH-100062	PLUG-OIL SUMP D		WARRANTY
TOTAL - PARTS					0.00	

G.O.G. & SUPPLIES	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	7.0			OIL(QUART)	@ /UNIT	WARRANTY
TOTAL - GOG					0.00	

COMMENTS  
 WAIT

RECOMMENDATIONS  
 NEXT RECOMMENDED VISIT IS WHEN PART ARRIVES FOR FIX.

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CLIENT NO. <b>39305</b>	ADVISOR <b>MEL CHARLES</b>	3008	TAG NO. <b>792</b>	INVOICE DATE <b>11/15/05</b>	INVOICE NO. <b>JACS212901</b>
	LABOR RATE <b>87.50</b>		MILEAGE <b>18,114</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO.
<b>WEST MIFFLIN, PA</b>	YEAR / MAKE / MODEL <b>03/JAGUAR/S-TYPE/4 DOOR SEDAN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	FL. P. DATE <b>11/14/05</b>	
	BUSINESS PHONE	COMMENT <b># M86792</b>			MO: <b>18126</b>

**LABOR**

J# 1 27JAZ \*AUTO TRANS DIAG HOURS: 1.40 TECH(S):2793 WARRANTY  
 CLIENT SYAVES TRANS SHIFTS ERRATIC WHINE NOISE  
 TECH PERFORMED LATEST TUNE (86.99.14) 4  
 TECH PERFORMED BULLETIN S307-17 FOR HARSH SHIFT  
 (86.93.51) .9 HRS.

J# 2 14JAZ EMISSIONS HOURS: 0.40 TECH(S):2793 30:00  
 CLIENT REQUESTS: PENNSYLVANIA EMISSIONS TEST  
 PERFORM PENNSYLVANIA EMISSION TEST

J# 3 14JAZSI STATE INSPECTION HOURS: 0.60 TECH(S):2793 18:00  
 CLIENT REQUESTS: PENNSYLVANIA STATE SAFETY INSPECTION  
 PERFORMED PA STATE SAFETY INSPECTION.  
 FRONT/REAR TIRES FRONT/REAR BRAKES

J# 4 42JAZ \*BRAKE SYS DIAG HOURS: TECH(S):2793 0:00  
 CLIENT STATES BRAKE PEDAL SQUEAKS  
 TECH LUBED BRAKE PEDAL

J# 5 01JAZ \*ENGINE REPAIR DIAG HOURS: 0.40 TECH(S):2793 WARRANTY  
 CLIENT STATES VEH IS HARD STARTING LONG CRANK  
 TECH FOUND NO CODES COULD NOT DUPLICATE CONCERN  
 TECH RE=PROGRAMED ENGINE MANAGEMENT ECU

J# 6 01JAZ005 ENGINE GENERAL HOURS: 1.30 TECH(S):2793 WARRANTY  
 CLIENT STATES VEH HAS VIBRATION THROUGH ACCEL PEDAL  
 DURING ACCELERATION  
 TECH PERFORMED BULLETIN S307-15  
 (44.91.30) 1.3 HRS CHANGE TRANSMISSION FLUIDS,SEAL,RPL PLUG

J# 7 09JAZ WHEELS & TIRES HOURS: TECH(S):2793 0:00  
 CLIENT REQS OVER INFLAT TIRES 1 LBS  
 TECH INFLATED TIRES AS REQSTED

J# 8 00JAZZ22223 RENTAL (JAGUAR 40) HOURS: TECH(S):2793 WARRANTY  
 CLIENT REQUEST THE USE OF A JAGUAR RENTAL CAR DURING THIS  
 SERVICE APPOINTMENT.  
 CLIENT PROVIDED WITH A JAGUAR RENTAL CAR DURING THIS SERVICE  
 VISIT IN APPRECIATION OF THEIR VALUED BUSINESS.

TOTAL - LABOR 48.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	6	C2C-008432	OIL-AUTO TRANS		WARRANTY
JOB # 1	1	C2C-006730	O-RING		WARRANTY
JOB # 1	1	C2C-006729	PLUG-OIL FILLER		WARRANTY
TOTAL - PARTS				0.00	

G.O.G. & SUPPLIES					
JOB # 2	1.0	MCI EMISSIONS CHARGE	@	2.400	/UNIT 2.40
JOB # 3	1.0	STATE INSP STICKERS	@	2.000	/UNIT 2.00
TOTAL - GOG					4.40

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JAGUAR

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CLIENT NO. <b>39305</b>	ADVISOR <b>JARROD GRABAN</b>	2964	TAG NO. <b>C792</b>	INVOICE DATE <b>04/13/05</b>	INVOICE NO. <b>JACS183320</b>
WEST MIFFLIN, PA	LABOR RATE <b>84.50</b>	LI	MILEAGE <b>13,452</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>			DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>			SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	R. O. DATE <b>04/06/05</b>	
	BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO: <b>13452</b>

LABOR

J# 1 00JAZLOF OIL AND FILTER CHANGE HOURS: 0:40 TECH(S): 2794 19:95  
 CLIENT REQUESTS: CHANGE ENGINE OIL AND FILTER,  
 CHECK ALL FLUIDS AND SET TIRE PRESSURES TO FACTORY SPECS.  
 ENGINE OIL & FILTER CHANGE PERFORMED

J# 2 60JAZ BODY REPAIRS HOURS: 0:00 TECH(S): 2794 0:00  
 CLIENT STATES SIDE MARKER ON RIGHT REAR IS BROKEN PLEASE  
 CHECK  
 TECHNICIAN VERIFIED CONCERN  
 TECHNICIAN REPLACED BROKEN SIDE MARKER LIGHT

J# 3 00JAZWB WIPER BLADES R/R HOURS: 0:00 TECH(S): 2794 0:00  
 CLIENT STATES: WINDSHIELD WIPERS NOT WORKING PROPERLY  
 REPLACE WIPER BLADES AS NEEDED

J# 4 09JAZ008 COMPL. TIRE ROTATION HOURS: 0:40 TECH(S): 2794 18:00  
 CLIENT REQUEST COMPLETE TIRE ROTATION.  
 ADJUST AIR PRESSURE AND TORQUE WHEELS TO FACTORY SPECS.  
  
 PERFORMED COMPLETE TIRE ROTATION TO EXTEND TIRE WEAR.  
 ADJUST AIR PRESSURE AND TORQUE WHEELS TO FACTORY SPECS.  
 TECHNICIAN ADJUSTED PSI TO 1 ABOVE AS PER CLIENT REQUEST

J# 5 60JAZ002 BODY REPAIRS HOURS: 0:30 TECH(S): 2794 WARRANTY  
 CLIENT STATES BOTH HEADLIGHTS RIGHT SIDE ARE FOGGING WHEN  
 WET PLEASE CHECK AND ADVISE  
 TECHNICIAN VERIFIED CONCERN  
 TECHNICIAN REPLACED RIGHT HEADLAMP ASSEMBLY, NOW  
 APPEARS AND OPERATES AS DESIGNED

J# 6 27JAZ TRANSMISSION AUTO HOURS: 0:30 TECH(S): 2794 WARRANTY  
 CLIENT STATES SHIFT IS ROUGH IN LOWER GEARS PLEASE CHECK  
 TECHNICIAN VERIFIED CONCERN  
 TECHNICIAN PERFORMED S307-17, RECONFIGURED SOFTWARE FOR  
 SHIFTING PROCEDURE AS PER JAGUAR SPECIFICATIONS

J# 7 01JAZ ENGINE HOURS: 0:50 TECH(S): 2794 WARRANTY  
 CLIENT STATES WHEN COLD GAS PEDAL IS PULSATING WHEN WARMED  
 UP GOES AWAY  
 TECHNICIAN VERIFIED CONCERN  
 TECHNICIAN USED WDS, AND CHECK FOR FAULT CODE, TECHNICIAN  
 BELIEVES RELATIONSHIP EXISTS WITH ALREADY NOTED SOFTWARE

J# 8 00JAZZ22223 RENTAL (JAGUAR 40) HOURS: 0:00 TECH(S): 2794 WARRANTY  
 CLIENT REQUEST THE USE OF A JAGUAR RENTAL CAR DURING THIS  
 SERVICE APPOINTMENT.  
 RES# 701448  
 CLIENT PROVIDED WITH A JAGUAR RENTAL CAR DURING THIS SERVICE  
 VISIT IN APPRECIATION OF THEIR VALUED BUSINESS.

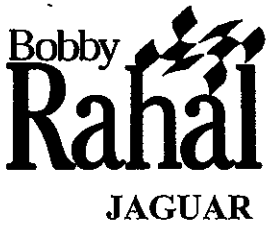
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Randall Allmon  
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TOTAL - LABOR 37.95

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CLIENT NO. <b>39305</b>	ADVISOR <b>MANDY KALTENBERGER 2869</b>	TAG NO. <b>WC92</b>	INVOICE DATE <b>11/29/04</b>	INVOICE NO. <b>JACS167752</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	MILEAGE <b>11,818</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>	DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>	
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>	SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>11/24/04</b>	
RE	BUSINESS PHONE	COMMENTS <b>C# M86792</b>	MO: 11818	

LABOR  
 J# 1 68JAZZ INTERIOR HOURS: 1.90 TECH(S): 2794 WARRANTY  
 CLIENT STATES THE DRIVERS SEAT WILL ROCK BACK AND FORTH, SEE PARTS  
 TECH VERIFIED CLIENT CONCERN. FAULTY SEAT FRAME/SLIDE  
 TECH REMOVED DRIVER SEAT AND REPLACED SEAT FRAME/SLIDE.  
 REASSEMBLED AND TESTED.

J# 2+54JAZ048 HEADLAMP BULB R&R HOURS: 0.20 TECH(S): 2794 WARRANTY  
 CLIENT STATES: HEADLAMP BULB IS BURNED OUT  
 FOUND FAULTY BULB  
 REPLACED HEADLAMP BULB

				TOTAL - LABOR	0.00	
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 1	1	C2C-021115	SLIDE-SEAT		WARRANTY	
JOB # 1	3	ADU-009028	STRAP-TIE		WARRANTY	
JOB # 2	1	LNC-5180BA	BULB-HEADLAMP		WARRANTY	
				TOTAL - PARTS	0.00	

COMMENTS  
 WAIT

TOTALS

\*\*\*\*\*  
 IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR!!  
 A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE.  
 HAVE WE REACHED OUR GOAL?  
 [ ] YES [ ] NO

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>

YOUR VALUED INPUT HELPS TO MAKE US BETTER!!!  
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JAGUAR

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CLIENT NO. <b>39305</b>	ADVISOR <b>MANDY KALTENBERGER</b>	TAG NO. <b>2869 C92</b>	INVOICE DATE <b>11/15/04</b>	INVOICE NO. <b>JACS166139</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	MILEAGE <b>11,475</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>	DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>	
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>	SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>11/11/04</b>	
BUSINESS PHONE	COMMENTS <b>C# M86792</b>	MO: 11480		

LABOR					
J# 1 54JAZ	ELECTRICAL	HOURS: 1.30	TECH(S):2815		WARRANTY
CLIENT STATES AIR BACK LIGHT ON. DRIVERS SIDE. TECH SCANNED SYSTEM FOR FAULT CODES. CODES SET FOR FAULTY CACELLATION MODULE TECH REPLACED CANCELLATION MODULE.					
J# 2 60JAZ014	INTERIOR	HOURS:	TECH(S):2815	0.00	
CLIENT STATES DRIVERS SIDE SEAT LOOSE SPECIAL ORDERED NEW SEAT SLIDE					
J# 3 20JAZ	COOLANT SYSTEM	HOURS:	TECH(S):2815	0.00	
CLIENT STATES LOW COOLANT LIGHT COMES ON INTERMITTENTLY TOPPED OFF COOLANT LEVEL					
J# 4 27JAZ	TRANSMISSION AUTO	HOURS:	TECH(S):2815	0.00	
CLIENT STATES TRANSMISSION HAS A ROUGH SHIFT. THERE IS A PUMPING ACTION FELT ON GAS PEDAL AS WELL. TEST DROVE WITH CLIENT. COULD NOT VERIFY CONCERN. NO FAULT FOUND					
J# 5+14JAZSI	STATE INSPECTION	HOURS: 0.60	TECH(S):2815	18.00	
CLIENT REQUESTS: PENNSYLVANIA STATE SAFETY INSPECTIDN AT151452399 PERFORMED PA STATE SAFETY INSPECTION. FRONT/REAR TIRES FRONT/REAR BRAKES 7/32...8/32.....13/32...10/32					
J# 6+14JAZ	EMISSION	HOURS: 0.40	TECH(S):2815	30.00	
CLIENT REQUESTS: PENNSYLVANIA EMISSIONS TEST IM50844674 PERFORM PENNSYLVANIA EMISSION TEST					
				TOTAL - LABOR	48.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	C2C-014029	MODULE-CANCELLA		0.00
				TOTAL - PARTS	0.00
G.O.G. & SUPPLIES					
JOB # 5	1.0	STATE INSP STICKERS	@ 2.000 /UNIT		2.00
JOB # 6	1.0	MCI EMISSIONS CHARGE	@ 4.150 /UNIT		4.15
				TOTAL - GOG	6.15
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	70	ENVIRONMENTAL WASTE			2.40
				TOTAL - MISC	2.40
COMMENTS WAIT					

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CLIENT NO. <b>39305</b>	ADVISOR <b>PAUL MARTINEZ</b>	TAG NO. <b>888 C792</b>	INVOICE DATE <b>03/23/04</b>	INVOICE NO. <b>JACS138520</b>
[REDACTED]	LABOR RATE <b>82.50</b>	MILEAGE <b>6,236</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
<b>WEST MIFFLIN, PA</b>	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>		DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>		SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>03/19/04</b>	
	BUSINESS PHONE	COMMENTS <b>C# M86792</b>		MO: <b>6237</b>

**LABOR**

**# 1 105 JAZ 010000 10.000 MILE SERVICE 2.00 HOURS 2.00 TECH(S) 0.15 WARRANTY**  
 CLIENT REQUESTS PERFORM 10K MILE SERVICE AS PER JAGUAR MAINTENANCE FOR THIS MODEL AND YEAR. PERFORM COMPLETE TIRE ROTATION AS NEEDED. STAMP MAINTENANCE BOOKLET FOR APPROPRIATE SERVICE PERFORMED AND RESET SERVICE LIGHT. JAGUAR MAINTENANCE SERVICE PERFORMED 10,000 MILE SERVICE AS PER JAGUAR SPECS CHECKLIST. STAMPED MAINTENANCE BOOKLET AND RESET SERVICE INTERVAL LIGHT.

**# 2 14 JAZ ST 1.00 STATE INSPECTION 1.00 HOURS 1.00 TECH(S) 0.15 WARRANTY**  
 CLIENT REQUESTS: PENNSYLVANIA STATE SAFETY INSPECTION AI44638001 PERFORMED PA STATE SAFETY INSPECTION. FRONT/REAR TIRES FRONT/REAR BRAKES 7/32.6/32.....13/32.13/32

**# 3 12 JAZ 1.00 EMISSION 1.00 HOURS 1.00 TECH(S) 0.15 WARRANTY**  
 CLIENT REQUESTS: PENNSYLVANIA EMISSIONS TEST IM42216484 PERFORM PENNSYLVANIA EMISSION TEST

**# 4 25 JAZ 1.00 TRANSMISSION VALTOL 1.00 HOURS 1.00 TECH(S) 0.15 WARRANTY**  
 CLIENT STATES THERE IS A ROUGH SHIFT IN LOWER GEARS. PLEASE CHECK AND ADVISE TECH VERIFIED CLIENTS CONCERN SCANNED VEH WITH WDS. NO CODES PRESENT BUT ROADTESTED TECH REFLASHED TRANSMISSION CONTROL MODULE. ROAD TESTED TO VERIFY REPAIR

**# 5 30 JAZ 1.00 ENGINE 1.00 HOURS 1.00 TECH(S) 0.15 WARRANTY**  
 CLIENT STATES THERE IS A PULSATION IN VEH FELT IN GAS PEDAL ON ACCELERATION. TECH COULD NOT VERIFY CLIENTS CONCERN TECH ROADTESTED NO PROBLEM FOUND

TOTAL - LABOR 48.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	C2C-006056	RUBBER-WIPER		WARRANTY
JOB # 1	1	C2C-006055	RUBBER-WIPER		WARRANTY
JOB # 1	1	AJ8-002297	FILTER-OIL		WARRANTY
JOB # 1	1	JZH-100062	PLUG-OIL SUMP D		WARRANTY
JOB # 1	1	XR8-030254	FILTER		WARRANTY
JOB # 1	1	C2S-001638	CLEANER-GLASS		WARRANTY
TOTAL - PARTS				0.00	

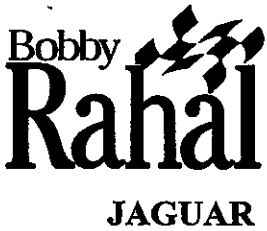
G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	7.0	OIL(QUART)	@	/UNIT
JOB # 2	1.0	STATE INSP STICKERS	@ 2.000	/UNIT
JOB # 3	1.0	MCI EMISSIONS CHARGE	@ 4.150	/UNIT
TOTAL - GOG				6.15

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CLIENT NO. <b>39305</b>	ADVISOR <b>PAUL MARTINEZ</b>	TAG NO. <b>888 C792</b>	INVOICE DATE <b>03/23/04</b>	INVOICE NO. <b>JACS138520</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	MILEAGE <b>6,236</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>	DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>	
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>	SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>03/19/04</b>	
BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO: <b>6237</b>

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
 JOB # A 70 ENVIRONMENTAL WASTE TOTAL - MISC 2.40  
 2.40  
 COMMENTS-----  
 DELETED OPERATION(S)-----  
 30JAZZ009 RECALL(VMI)  
 TOTALS-----  
 \*\*\*\*\*  
 IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR. A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE. HAVE WE REACHED OUR GOAL?  
 [ ] YES [ ] NO  
 YOUR VALUED INPUT HELPS TO MAKE US BETTER!!!  
 THANK YOU FOR YOUR BUSINESS!  
 \*\*\*\*\*

**PAID**  
 MAR 23 2004  
 BOBBY RAHAL VOLVO

TOTAL LABOR.... 48.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 6.15  
 TOTAL MISC CHG. 2.40  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 3.96  
 TOTAL INVOICE \$ 60.51

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JAGUAR

**Bobby Rahal Jaguar**  
 15035 Perry Highway Wexford, PA 15090  
 Phone (724) 940-3411  
 www.bobbyrahal.com

CLIENT NO. <b>39305</b>	ADVISOR <b>PAUL MARTINEZ</b>	TAG NO. <b>888 CW92</b>	INVOICE DATE <b>12/04/03</b>	INVOICE NO. <b>JACS128716</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	LICENSE NO.	MILEAGE <b>4,191</b>	COLOR <b>QUARTZ/CHAR</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>		DELIVERY DATE <b>04/14/03</b>	STOCK NO. <b>J1735</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>		SELLING DEALER NO. <b>5759</b>	DELIVERY MILES <b>7</b>
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>12/02/03</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO: <b>4191</b>

LABOR-----  
 #1 54JAZ00 ELECTRICAL HOURS 0.60 TECH(S) 789 WARRANTY  
 CLIENT STATES THE SIDEVIEW MIRRORS ARE IN-OP.SEE PARTS FOR SOP.  
 TECH TESTED LEFT FRONT DOOR MIRROR FUNCTIONS. FOUND OUTSIDE DOOR MIRROR INOP. SWITCH STICKING.  
 TECH REPLACED DRIVERS DOOR SWITCH PACK.

TOTAL - LABOR 0.00

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
JOB # 1 1 XR8-037168 SWITCHPACK-DOOR	
TOTAL - PARTS	WARRANTY 0.00

COMMENTS-----  
 WAIT

TOTALS-----

\*\*\*\*\*  
 IT IS THE GOAL OF OUR STAFF TO INSURE YOUR SERVICE EXPERIENCE HAS BEEN "100%" OR A "10" THUS FAR!!  
 A SURVEY SCORE OF "100%" AND/OR A "10" INDICATES TO OUR MANUFACTURERS, BOTH JAGUAR AND VOLVO THAT YOU'RE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE.  
 HAVE WE REACHED OUR GOAL?

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

[ ] YES [ ] NO **TOTAL INVOICE \$ 0.00**

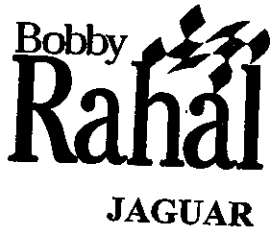
YOUR VALUED INPUT HELPS TO MAKE US BETTER!!!  
 THANK YOU FOR YOUR BUSINESS!  
 \*\*\*\*\*

**Thank You**  
 for choosing  
**Bobby Rahal**  
 for servicing your  
 vehicle. Our entire  
 staff works hard  
 to make sure you  
 are 100% satisfied.  
**Thank You Again!**

**Mike Musillo**  
 (724) 940-3507

Visit  
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**Appointment!**

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



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CLIENT NO. <b>39305</b>	ADVISOR <b>MANDY KALTENBERGER</b>	TAG NO. <b>869 C792</b>	INVOICE DATE <b>10/10/03</b>	INVOICE NO. <b>JACS122904</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	MILEAGE <b>2,930</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR/MAKE/MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>		DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>		SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/02/03</b>	REPRINT# <b>1</b>
	BUSINESS PHONE	COMMENTS <b>C# M86792</b>		

MO: 2936

- LABOR -
- J# 1 54JAZ ELECTRICAL HOURS: 1:00 TECH(S):876 WARRANTY  
 CLIENT STATES LEFT WINDOW SWITCH GETS VERY HOT  
 TECH VERIFIED CLIENT CONCERN. TECH FOUND BULBS IN  
 SWITCH PLATE GETING HOT  
 TECH REPLACED ALL BULBS IN SWITCH PLATE WITH A LOWER  
 VOLTAGE BULB
  - J# 2 60JAZ014 INTERIOR HOURS: 0:20 TECH(S):876 WARRANTY  
 CLIENT STATES SUNGLASS HOLDER IN ROOF LATCH WONT  
 LATCH SECURE  
 TECH VERIFIED CLIENT CONCERN. FOUND FAULTY LATCH  
 TECH REPLACED ROOF CONSOLE
  - J# 3 83JAAS AIR CONDITIONING HOURS: TECH(S):876 0:00  
 CLIENT STATES CHECK A/C DRAIN, CLIENT TO SHOW WADE  
 CONCERN  
 TECH INSPECTED A/C DRAIN. NO FAULT FOUND, WORKING PROPERLY
  - J# 4 60JAZ015 INTERIOR HOURS: 2:00 TECH(S):876 WARRANTY  
 CLIENT STATES RATTLE IN DASH, HARD TO DESCRIBE  
 WADE TO ROADTEST WITH CLIENT  
 TECH FOUND GUIDE COVER IN SUNROOF LOOSE  
 TECH REMOVED AND REFIT GUIDE COVER. ROADTESTED. NO RATTLE  
 PRESENT.
  - J# 5 00JAZ00001 GENERAL MAINT HOURS: TECH(S):876 0:00  
 CLIENT REQUESTS CHECK OIL LEVEL AND OTHER FLUIDS AND  
 CHECK AIR PRESSURE CLIENT REQUEST 1# OVER SPEC ALL TIRES  
 TECH CHECKED AND TOPPED OFF FLUID AND SET TIRE  
 PRESSURES
  - J# 6 00JAZZ22222 RENTAL (JAG PROGRAM) HOURS: 0:00 TECH(S):876 WARRANTY  
 ENTERPRISE RENTAL CAR PROVIDED TO CLIENT IN APPRECIATION OF  
 THEIR VALUED BUSINESS.  
 COMPLIMENTARY RENTAL CAR

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PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2		JLM-021553	BULB		WARRANTY
JOB # 1	2		JLM-021552	BULB		WARRANTY
JOB # 1	2		JLM-021567	COVER-SWITCH		WARRANTY
JOB # 2	1		XR8-041538-LFJ	CONSOLE-ROOF		WARRANTY
TOTAL - LABOR					0.00	
TOTAL - PARTS					0.00	
MISC	CODE	DESCRIPTION	CONTROL NO			
JOB # 6	00	JAGUAR RENTAL REIMBURSEMENT				WARRANTY
TOTAL - MISC					0.00	

COMMENTS -  
 ENTERPRISE CALLED 10-01-03  
 DELETED OPERATION(S) -  
 12JAZ BRAKE SYSTEM



JAGUAR

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CLIENT NO. <b>39305</b>	ADVISOR <b>MANDY KALTENBERGER</b>	TAG NO. <b>869 C792</b>	INVOICE DATE <b>05/19/03</b>	INVOICE NO. <b>JACS109155</b>
WEST MIFFLIN, PA	LABOR RATE <b>82.50</b>	MILEAGE <b>100</b>	COLOR <b>QUARTZ/CHAR</b>	STOCK NO. <b>J1735</b>
	YEAR / MAKE / MODEL <b>03/JAGUAR/S 4.2L R/SDN</b>		DELIVERY DATE <b>04/14/03</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>S A J E A 0 1 U 4 3 H</b>		SELLING DEALER NO. <b>5759</b>	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>05/14/03</b>	
BUSINESS PHONE	COMMENTS <b>C# M86792</b>			MO: <b>100</b>

LABOR # 1 01JAZ ENGINE HOURS: 5.10 TECH(S): 789-850 WARRANTY

CLIENT STATES VEH WILL NOT CRANK, WILL NOT START. PLEASE CHECK AND ADVISE.  
 TESTED VEHICLE, NO START, NO CRANK, BATTERY COMPLETELY DEAD. REPLACED BATTERY. WHEN BATTERY WAS INSTALLED, FOUND INSTRUMENT PACK FLASHING WARNING LIGHTS, HEADLAMPS ON, FOF LAMPS ON, NO HORN, ETC...TECH CHECKED WIRING DIAGRAM AND TRACED WIRING. REMOVED INSTRUMNET CLUSTEER, TESTED POWER. FOUND INSTRUMENT CLUSTER FAILURE  
 TECH REPLACED INSTRUMENT CLUSTER. TESTED, ALL OPERATING PROPERLY AT THIS TIME.

TOTAL - LABOR 0.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		65-H8J	BATTERY		WARRANTY
JOB # 1	1		J-WAR			WARRANTY
JOB # 1	1		XR8-042732	PACK-INSTRUMENT		WARRANTY
JOB # 1	1		J-WAR			WARRANTY
TOTAL - PARTS					0.00	

COMMENTS  
 TOW IN  
 DELETED OPERATION(S)  
 00JAZZ22222 RENTAL(JAG PROGRAM)

TOTALS

\*\*\*\*\*  
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 HAVE WE REACHED OUR GOAL?  
 [ ] YES [ ] NO

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

**TOTAL INVOICE \$ 0.00**

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 THANK YOU FOR YOUR BUSINESS!  
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CUSTOMER SIGNATURE

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I purchased 2003 Type S Jaguar April 14, 2003. From the get go I had problems with the electrical system, transmission, drive shaft, and rear-end differential. I took the vehicle to be serviced for these problems 5/19/2003, 10/3/2003, 12/4/2003, 3/23/2004; then I received a recall letter from the Jaguar manufacturer giving notice of a recall on the automatic transmission in April of 2004. After that point, my vehicle was serviced 12 more times for the same problems and the problems were never corrected. (See attached copies of service invoices) To this day, I am still having the same type of problems with the vehicle.

I have dealt with service department numerous times and have spoken directly with Bob Dodson, Service Manager; Keith Wieczorek, Service Advisor, and Wade Hilton, Service Technician about the consistent problems I was and continue to have with the vehicle; they agreed that there are many problems with the vehicle. However, without authorization from the Customer Relationship Center in New Jersey, the dealership could not correct the problems.

I contacted the Customer Relationship Center (1-800-452-4827 x2944) and spoke with Ella, Customer Relationship Representative. She determined right away (without even investigation and looking over my many service invoices) that they would not authorize correction of the faults with the vehicle as the vehicle was no longer under warranty (even though these problems have occurred from day 1). I then appealed her decision and spoke with Mr. Matthews, Ella's Supervisor, and he too could not satisfy the complaint. \* claim# : 7336884

My next step is filing this complaint with Attorney General's office.



April 2004

RE: R-513 Recall - ZF 6HP26 Automatic Transmission

JAGUAR CARS  
555 MacARTHUR BOULEVARD  
MAHWAH NJ 07430

T 800 4 JAGUAR  
www.jaguar.com

Vehicles Affected: All 2004 MY XJ, 2003-2004 MY S-Type and XK Series.

Dear Jaguar Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Jaguar Cars has determined that a defect relating to motor vehicle safety exists on 2003-2004 models. If you are a recipient of this notice, and an owner of one of the vehicles within the VIN range listed below, this letter is to inform you that your vehicle is included in this recall.

Vehicles within this vehicle identification number range (VIN) may experience faulty automatic transmission operation.

Following is a breakdown of the affected vehicles by model and (VIN) range.

➤ 2004 Jaguar XJ	G00001-G13779
➤ 2003-2004 Jaguar S-Type	M44998-M96322 ✓
➤ 2003-2004 Jaguar XK	A29406-A37133

### What is the problem?

Investigations have determined that under certain operating conditions the automatic transmission may fail to properly engage the correct mode of vehicle direction as selected by the driver.

Before this can happen the following must occur:

- The transmission fluid level must be very low or a sticking valve within the transmission must exist resulting in low oil pressure in the transmission.
- The transmission would have defaulted to mechanical limp home mode. This occurrence would cause the amber secondary lamp on the instrument cluster to illuminate and the "Transmission Fault" message to show in the message center.

The failure may cause the transmission to mistakenly select reverse gear without any warning or indication to the driver. This could happen with the vehicle stationary or in a forward motion, with the gearshift lever in the "Drive" detent. There is no risk of incorrect vehicle motion in gear positions Park, Reverse, or Neutral. This event will not occur while the transmission has shifted to 4th, 5th or 6th gears, the normal cruising gears.

While it is unlikely that you will experience this issue, it is important to schedule an appointment with your dealer to have this repair performed.

TRANSMISSION VERIFICATION REPORT

TIME : 07/01/2010 08:27

DATE, TIME	07/01 08:25
FAX NO./NAME	912018189781
DURATION	00:01:38
PAGE(S)	01
RESULT	NG
MODE	STANDARD ECM

NG : POOR LINE CONDITION

Office of Attorney General  
Bureau of Consumer Protection  
Pittsburgh Regional Office  
564 Forbes Avenue  
Sixth Floor, Manor Building  
Pittsburgh, PA 15219

Hasler

FIRST-CLASS MAIL

04/05/2011

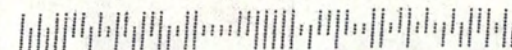
US POSTAGE

\$01.56<sup>0</sup>



ZIP 15219  
011D11612242

New Jersey Office of Attorney General  
Division of Consumer Affairs  
P.O. Box 45025  
Newark, NJ 07101



NJ Office of the Attorney General  
Division of Consumer Affairs  
Office of Consumer Protection  
P O Box 45025  
Newark, New Jersey 07101

US Dept of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-210)  
1200 New Jersey Ave SE  
Washington, DC 20590



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