

VIN# SALNY 22292A [REDACTED]

MAY - 7 2013

Ref# 10502452

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Please listen to DVD - upon
Reading my statement.

4/30/13

phone# to be contacted
[REDACTED]

Attached is most recent invoices
if more needed from previous year
will get.

U.S. Department
of Transportation

April 30, 2013
Ref# 10502452

To Whom it (may) Concern:

On Feb. 17th I took my car to Land Rover Services in Edison, N.J. The reason for this was I went to start my vehicle. and to my surprise it would not hold the start. I was surprised because I drove the truck to work and when I started my vehicle to go home - it would not hold the start.

It would turn on - and start - but would not hold the start. I called the towing service to have my vehicle towed to Land Rover Services.

My service salesman there is (Tom Gryzbeck) Upon arrival - there Mr. Gryzbeck - gave me a loaner vehicle to use until my car was ready. - On the 18th of Feb Mr. Gryzbeck called me and told me that upon checking my vehicle - it could be one of (2) things - Fuel pump or the coils. After further checking the vehicle - He assured me it was the coils - that needed to be replaced - I told him to replace them.

Again the same day - 2/18/13 - Mr. Gryzbeck called me and told me the reason for this was because the antifreeze and oils had leaked together. I asked how could this happen - He replied it happens a lot of times. This does happen - these vehicles have a lot of problems with the engine and transmission.

This is why there were several "class actions suits" against Land Rover. Several on the (internet) that can be researched.

Mr. Anyzbeck later informed me that several codes came up - and that (they) service dept. would have to clean out all the (oil) and antifreeze and that would be an additional charge. But once they cleaned it - the truck would be up and running like new. but it might happen again - down the road - due to the fact these Trucks have a lot of problems - (and this was why they discontinued making that model). It was easier to stop making vehicle because there were so many problems. From the time they were made. But yet there were no recalls - on transmission or engine OF (the Freelander) which had major issues.

I called Mr. Anyzbeck - to see when I could pick up my vehicle. He said they just had to finish cleaning out the (oil) and then I could pick (it) up - which should not be a (problem) since they already had every thing - disassembled. I asked how (long) that would take because they've already had my vehicle at this point for over a week. -

He called me again (Mr. Anyzbeck) and said - give him another day. or so, because now the (timing) in the vehicle - was off - due to the parts - they had to disassemble. At this time I was - getting somewhat annoyed. So I told Mr. Anyzbeck - this was taking longer than expected. and I did not understand - since this is these vehicles - normally. it takes a day. For repair.

Mr. Anyzbeck - once again assured me that the vehicle - would be ready on Thursday which was Mar. 6th - 2013. After vehicle was in there (2) weeks. at this time.

So, on March 6th, 2013 - I called Land Rover and spoke with service personnel to alert them. I would be in later that day. to pick up my vehicle. The reason for leaving message was because I was told Mr. Anyzbeck was not available.

Ref# 10502452

... On this day - 3/6/13 - I was on my way to pick up my vehicle - around 5 PM - when I received a call from Mr. Gryzbeck - telling me AFTER 2 wks OF having my vehicle - that when his service technicians went to put my car back together - they found that the (Camshaft) WAS CRACKED -

I Asked How All of a sudden - did your mechanics - damage or hit something accidentally - what happened - when putting everything - back - I was told - things like this happen to this type of vehicle - the company Land Rovers has had many issues with (these) engines - I did not believe him at this point - because I drove my vehicle to work that day - and with a cracked camshaft - I would not have been able to drive my vehicle at all.

He further went on (to) say - that I could allow Land Rover to replace the engine (between \$8,000 - \$10,000) ^{dollars}. I told him - that was - crazy - because the only thing wrong with my vehicle - according to him - was that (Antifreeze rail) had somehow mix together - At this point - I knew his mechanics - did something wrong -

I immediately called their Corporate Office on 3/6/13 - they returned my call - 3 days Later.. The reason - I called them was to Explain what had happened - and to see if they would repair the engine or at least pay half - (Because I felt that there mechanics damaged the Camshaft). I was told absolutely not - and that I was not a (customer) OF theirs - and that I had only been there - (1) time - according to there (Service manager) I told him that was - A (lie) and if he could - please allow me to speak with his superior. (He refused) I then asked if he could please conference the call with my service technician who could confirm I've been there (cons)

Ref# 10572 452

SEVERAL TIMES. (AGAIN) ~~he~~ REFUSED - He then Replied we are not going to ASSIST you - because your vehicle is (ten year ^{old})

I told him that did not matter - it was maintained very well - and only had (50,000 miles) he said the mileage doesn't mean anything - we are not going to ASSIST you - I called back again and the response was the same -

I'm enclosing a (DVD - where it states "Mr. Gyzbeck" telling me what the problem was with my vehicle - and NO where on his recorded message does he mention anything about a CRACKED CAMSHAFT - That's why I know his mechanics - Hit something and cracked the camshaft putting back the parts - they took OFF.

I would like to add - that when the tow truck arrived - to pick up my vehicle - I asked service tech if vehicle would still start like it did - when it was towed to him - Response - no we did not even put your vehicle back together.)

I told Mr. Gyzbeck - that my vehicle - should be put back together - before the tow truck arrived - and I would arrive before the tow truck - to make sure - when I got there it was like they just threw pieces back together. I asked Mr. Gyzbeck to pop the hood - vehicle was dirty - parts bent, no covers - put back on - I asked why - my vehicle never looked liked this - he said putting back the parts - some (got bent) and they could not put the covers back on - (One of the parts - was the timing belt)

This has become a nightmare for me - and I hold Land Rover Services - in Edison, N.J. (responsible) - IF at 50,000 miles this happen to me ALL OF their vehicles should be reported -

Thank you for allowing me - to tell you what happened.

Ref# 10502452

4/30/13



RAY CATENA LAND ROVER

123 SOUTH MAIN STREET

EDISON, N.J. 08837

732-205-9010

www.raycatena.com



0301LRCS153974

CUSTOMER NO. 56561	ADVISOR THOMAS GRZYBEK	TAG NO. 57	INVOICE DATE 02/24/12	INVOICE NO. LRCS153974
PERTH AMBOY, NJ	LABOR RATE 118.00	LICENSE NO.	MILEAGE 50,414	COLOR SILVER/
	YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER			DELIVERY DATE 11/05/02
	VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A			SELLING DEALER NO.
	P.T.E. NO.			P.O. NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MO: 50424		

LABOR & PARTS
J# 1 00JAG0000 FLUIDS/PSI HOURS: 0.00 TECH(S): 643 INTERNAL
CHECK ALL FLUID LEVELS AND TIRE PSI
TECH CHECKED AND TOPPED OFF ALL FLUID LEVELS AND CHECKED AND
ADJUSTED TIRE PSI
COMPLETED

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

J# 2 17JAZ EMISSIONS HOURS: 1.00 TECH(S): 643 INTERNAL
C/S-SERVICE ENGINE SOON LIGHT CAME BACK ON AFTER BEING
REPAIRED ON 2/15/12 @ 50324 MILES LIGHT CAME BACK ON SAT
2/18/12 - HISTORY ATTACHED
CUSTOMER IN TWICE FOR CHECK ENGINE LIGHT SPENT \$600.00
NO CHARGE TO CUST THIS REPAIR
CODES B1 & B2 LEAN CODES - R&I INTAKE MANIFOLDS REPLACE
VACUUM LINE INSERTS ROADTESTED 40MINS RECHECK NO CODES
ROAD TEST AGAIN FOR 40 MINS OK --- LET VEHICLE SIT OVER NIGHT
ROADTEST COLD FOR 20 MINS NO LIGHT RETURN & NO FAULT CODES
IN SYSTEM

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 2 LZN100220L INSERT INTERNAL
JOB # 2 1 LLH102820L HOSE INTERNAL
JOB # 2 1 MLH500200 PIPE - AIR INLE INTERNAL
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 00JAZ LOANER LOANER CAR PROVISION HOURS: TECH(S): 602 WARRANTY
LOANER CAR PROVISION
LR2 #13
PROVIDE LOANER VEHICLE LR2 #13

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

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

COMMENTS
WAIT
DELETED OPERATION(S)
00JAZ MAINTENANCE REPAIRS



RAY CATENA LAND ROVER

123 SOUTH MAIN STREET

EDISON, N.J. 08837

732-205-9010

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03011LRCS153974

CUSTOMER NO. 56561	ADVISOR THOMAS GRZYBEK	TAG NO. 57 5991	INVOICE DATE 02/24/12	INVOICE NO. LRCS153974
	LABOR RATE 118.00	MILEAGE 50,414	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER	DELIVERY DATE 11/05/02	DELIVERY MILES	
PERTH AMBOY, NJ	VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/20/12	
BUSINESS PHONE	COMMENTS			

MO: 50424

* PAYMENT METHOD *
* [] CASH [] CHECK *
* [] CREDIT CARD [] *
* [] CHARGE *

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

CUSTOMER SIGNATURE



RAY CATENA LAND ROVER

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EDISON, N.J. 08837

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03011LRCS161858

CUSTOMER NO. 56561	ADVISOR THOMAS GRZYBEK	57	TAG NO. 5356	INVOICE DATE 11/14/12	INVOICE NO. LRCS161858
PERTH AMBOY, NJ	LABOR RATE 118.00	LICENSE NO.	MILEAGE 51,770	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER			DELIVERY DATE 11/05/02	DELIVERY MILES
	VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/14/12		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 51771

LABOR & PARTS
J# 1.00JAG0000 FLUIDS/PSI HOURS: 0.00 TECH(S):648 INTERNAL
CHECK ALL FLUID LEVELS AND TIRE PSI
TECH CHECKED AND TOPPED OFF ALL FLUID LEVELS AND CHECKED AND
ADJUSTED TIRE PSI
COMPLETED

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

J# 2.76JAZ:E MISC BODY EXTERIOR HOURS: 1.00 TECH(S):648 INTERNAL
C/S HOOD CABLE INOP - PARTS ORDERED & IN STOCK -
WAS REPLACE 12/05/11 - PARTS WARRANTY
CABLE RECENTLY REPLACED -- NO INOP - NO CHARGE TO CUST
INTERNAL PARTS & LABOR
REPLACE HOOD CABLE, LATCH & HANDLE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 1 ALR8167 CABLE - HOOD CO INTERNAL
JOB # 2 1 FPS10007L LATCH - HOOD INTERNAL
JOB # 2 1 FPB000010 STRIKER - HOOD INTERNAL
JOB # 2 1 FPT10005L BRACKET - HOOD INTERNAL
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3.00JAZ MAINTENANCE REPAIRS HOURS: TECH(S):648 0.00
CUSTOMER WILL BE WAITING IN LOUNGE
OK ALL WORK COMPLETED

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

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

COMMENTS
WAIT

JAGUAR LAND ROVER EDIS
920 RT. 1 S.
EDISON, NJ 088170000

11/06/2012	16:06:19
Merchant ID:	000000002899668
Terminal ID:	04309721
434869825886	

CREDIT CARD

VISA SALE

CARD #	XXXXXXXXXXXX	
INVOICE		0010
Batch #:		000015
Approval Code:		151803
Entry Method:		Swiped
Mode:		Online

SALE AMOUNT	\$286.50
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CUSTOMER COPY



RAY CATENA LAND ROVER

123 SOUTH MAIN STREET

EDISON, N.J. 08837

732-205-9010

www.raycatena.com



03011LRCS161649

CUSTOMER NO. 56561	ADVISOR THOMAS GRZYBEK	TAG NO. 57	INVOICE DATE 11/06/12	INVOICE NO. LRCS161649
	LABOR RATE 118.00	LICENSE NO.	MILEAGE 51,525	COLOR SILVER/
PERTH AMBOY, NJ	YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER			DELIVERY DATE 11/05/02
	VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/06/12	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 51526

LABOR & PARTS
J# 1 00JAG0000 FLUIDS/PSI HOURS: 0.00 TECH(S): 648 INTERNAL
CHECK ALL FLUID LEVELS AND TIRE PSI
TECH CHECKED AND TOPPED OFF ALL FLUID LEVELS AND CHECKED AND
ADJUSTED TIRE PSI
COMPLETED

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

J# 2 86JAZ ALT/REP. REP. AFTER TEST HOURS: 1.00 TECH(S): 648 118.00
C/S-VEHICLE WILL NOT START NO CRANK
TEST BATTERY FAILED - REPLACE BATTERY & TEST CHARGING SYSTEM
OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 1 MTP-91 BATTERY 149.75
JOB # 2 0 ALR8167 CABLE - HOOD CO 32.18 0.00
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
JOB # 2 0 FPS10007L LATCH - HOOD 125.16 0.00
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
JOB # 2 0 FPB000010 STRIKER - HOOD 87.31 0.00
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
JOB # 2 TOTAL PARTS 149.75
JOB # 2 TOTAL LABOR & PARTS 267.75

J# 3 76JAZ BODY/INTERIOR HOURS: TECH(S): 648 0.00
C/S-CAN'T OPEN HOOD TO JUMP START -- CABLE WAS REPLACED
12/5/11 RO#151639 -- SEE ATTACHED HISTORY --
CABLE DEFECTIVE ADJUST LATCH HOOD OPERATING OK - PARTS
ORDERED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 0 FPT10005L BRACKET - HOOD 17.68 0.00
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 00JAZ MAINTENANCE REPAIRS HOURS: TECH(S): 648 0.00
CUSTOMER WAITING IN LOUNGE
OK ALL WORK COMPLETED

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

AD ROVER
MAIN STREET
EDISON, N.J. 08837
732-205-9010
www.raycatena.com

0301ILRCS161649

CUSTOMER NO. 56561	ADVISOR THOMAS GRZYBEK	57	TAG NO. 5309	INVOICE DATE 11/06/12	INVOICE NO. L RCS161649
	LABOR RATE 118.00	LICENSE NO.	MILEAGE 51,525	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER			DELIVERY DATE 11/05/02	DELIVERY MILES
	VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		P.O. NO.	R.O. DATE 11/06/12	
BUSINESS PHONE		COMMENTS			

MO: 51526

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$300.00 (+TAX)

COMMENTS
TOW-IN --- WAIT ---

TOTALS

* PAYMENT METHOD *
* [] CASH [] CHECK *
* [] CREDIT CARD [] *
* [] CHARGE *

TOTAL LABOR.... 118.00
TOTAL PARTS.... 149.75
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 18.75

TOTAL INVOICE \$ 286.50

CUSTOMER SIGNATURE



RAY CATENA LAND ROVER

123 SOUTH MAIN STREET

EDISON, N.J. 08837

732-205-9010

www.raycatena.com



0301LRCS163988

CUSTOMER NO. 56561	ADVISOR THOMAS GRZYBEK	TAG NO. 57 5788	INVOICE DATE 03/06/13	INVOICE NO. LRCS163988
PERTH AMBOY, NJ	LABOR RATE 118.00	LICENSE NO.	MILEAGE 52,887	COLOR SILVER/
	YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER		DELIVERY DATE 11/05/02	DELIVERY MILES
	VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/18/13	
BUSINESS PHONE	COMMENTS			

MO: 52887

LABOR & PARTS

J# 1 00JAG0000 FLUIDS/PSI HOURS: 0.00 TECH(S):648 INTERNAL
CHECK ALL FLUID LEVELS AND TIRE PSI
TECH CHECKED AND TOPPED OFF ALL FLUID LEVELS AND CHECKED AND
ADJUSTED TIRE PSI
COMPLETED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 19JAZ-MISC MISC FUEL SYSTEM HOURS: 1.50 TECH(S):648 177.00
C/S-VEH STARTS & STALLS WHEN PUT INTO GEAR
TOW-IN
CAM SHAFT BROKEN & VEH JUMP TIMING & WILL NOT RUN
VEHICLE NEEDS ENGINE P&L \$8945.20

JOB # 2 TOTAL LABOR & PARTS 177.00

J# 3 00JAZ-LOANER LOANER CAR PROVISION HOURS: 0.00 TECH(S):602 WARRANTY
LOANER CAR PROVISION
LR2 #3
PROVIDE LOANER VEH LR2#3

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$200.00 (+TAX)

COMMENTS

TOW-IN LOANER LR2 #3
DELETED OPERATION(S)
74JAZ-ALIGN-ALL 4 WHEEL ALIGN 57JAZ-ALIGN 4 WHEEL ALIGNMENT
74JAZ-ALIGN-ALL 4 WHEEL ALIGN

TOTALS

* PAYMENT METHOD *
* [] CASH [] CHECK *
* [] CREDIT CARD [] *
* [] CHARGE *

TOTAL LABOR.... 177.00
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..... 12.39

TOTAL INVOICE \$ 189.39

CUSTOMER SIGNATURE

JAGUAR LAND ROVER EDIS
920 RT. 1 S.
EDISON, NJ 088170000

03/06/2013
Merchant ID:
Terminal ID:
434869825886

16:50:39
000000002899668
04309771

CREDIT CARD
VISA SALE

CARD #
INVOICE
Batch #:
Approval Code:
Entry Method:
Mode:

XXXXXXXXXXXX

0005
000097
161889
Swiped
Online

SALE AMOUNT

\$189.39

CUSTOMER COPY



RAY CATENA LAND ROVER

123 SOUTH MAIN STREET

EDISON, N.J. 08837

732-205-9010

www.raycatena.com



03011LRCS153713

CUSTOMER NO. 56561	ADVISOR THOMAS GRZYBEK	TAG NO. 57 5936	INVOICE DATE 02/09/12	INVOICE NO. LRCS153713
PERTH AMBOY, NJ	LABOR RATE 118.00	LICENSE NO.	MILEAGE 50,160	COLOR SILVER/
	YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER			DELIVERY DATE 11/05/02
	VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A			SELLING DEALER NO.
	R.T.E. NO.			P.O. NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MO: 50162		

LABOR & PARTS
J# 1 17JAZ EMISSIONS HOURS: 1.00 TECH(S):643 118.00
C/S-SERVICE ENGINE SOON LIGHT ON FAILED INSPECTION
1HR DIAG
CHECK FOR CODES P0171 - B2 LEAN LOCATED HOSE AT REAR VALVE
NOT INSERTED FULLY- RESECURED HOSE - ALSO TIGHTENED LOOSE
HOSE - RESET ENGINE LIGHT ROADTEST OK

JOB # 1 TOTAL LABOR & PARTS 118.00

J# 2 00JAG0000 FLUIDS/PSI HOURS: 0.00 TECH(S):643 INTERNAL
CHECK ALL FLUID LEVELS AND TIRE PSI
TECH CHECKED AND TOPPED OFF ALL FLUID LEVELS AND CHECKED AND
ADJUSTED TIRE PSI
COMPLETED

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 00JAZ MAINTENANCE REPAIRS HOURS: TECH(S):643 INTERNAL
CUSTOMER WILL BE WAITING IN LOUNGE
OK ALL WORK COMPLETED

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		EPA WASTE DISPOSAL		12.00
TOTAL - MISC				12.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$140.00 (+TAX)

COMMENTS
WAIT

TOTALS

*****	TOTAL LABOR....	118.00
* PAYMENT METHOD *	TOTAL PARTS....	0.00
* [] CASH [] CHECK *	TOTAL SUBLET...	0.00
* [] CREDIT CARD []*	TOTAL G.O.G....	0.00
* [] CHARGE *	TOTAL MISC CHG.	12.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	9.10

TOTAL INVOICE \$ 139.10

CUSTOMER SIGNATURE

RAY CATENA LAND ROVER

123 SOUTH MAIN STREET

EDISON, N.J. 08837

732-205-9010

www.raycatena.com

DATE 417000020013 TIME
02/09/12 0151 004 12:37:15

0990028482
JAGUAR LAND ROVER EDISON
920 RT. 1 S.
EDISON, NJ 08817

CREDIT SALE

BATCH # 627
TRANS # 003
AUTH # 00910Z
MSTR ACCOUNT #
XXXXXXXXXX
SALE AMOUNT \$139.10

I AGREE TO PAY THE ABOVE AMOUNT
ACCORDING TO CARD ISSUER
AGREEMENT

CUSTOMER COPY

ADVISOR THOMAS GRZYBEK	TAG NO. 57	INVOICE DATE 02/09/12	INVOICE NO. LRCS153713
LABOR RATE 118.00	LICENSE NO.	MILEAGE 50,160	COLOR SILVER/
YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER	DELIVERY DATE 11/05/02	DELIVERY MILES	
VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 02/09/12	
COMMENTS			MO: 50162

EMISSIENS HOURS: 1.00 TECH(S):643 118.00
C/S-SERVICE ENGINE SOON LIGHT ON FAILED INSPECTION
1HR DIAG
CHECK FOR CODES P0171 - B2 LEAN LOCATED HOSE AT REAR VALVE
NOT INSERTED FULLY - RESECURED HOSE - ALSO TIGHTENED LOOSE
HOSE - RESET ENGINE LIGHT ROADTEST OK

JOB # 1 TOTAL LABOR & PARTS 118.00

J# 2 00JAG0000 FLUIDS/PSI HOURS: 0.00 TECH(S):643 INTERNAL
CHECK ALL FLUID LEVELS AND TIRE PSI
TECH CHECKED AND TOPPED OFF ALL FLUID LEVELS AND CHECKED AND
ADJUSTED TIRE PSI
COMPLETED

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 00JAZ MAINTENANCE/REPAIRS HOURS: TECH(S):643 INTERNAL
CUSTOMER WILL BE WAITING IN LOUNGE
OK ALL WORK COMPLETED

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC CODE DESCRIPTION CONTROL NO
JOB # A EPA WASTE DISPOSAL 12.00
TOTAL - MISC 12.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$140.00 (+TAX)

COMMENTS
WAIT

TOTALS

* PAYMENT METHOD *
* [] CASH [] CHECK *
* [] CREDIT CARD [] *
* [] CHARGE *

TOTAL LABOR.... 118.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 12.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 9.10

TOTAL INVOICE \$ 139.10

CUSTOMER SIGNATURE

RAY CATENA LAND ROVER

123 SOUTH MAIN STREET

EDISON, N.J. 08837

732-205-9010

www.raycatena.com



0301ILRCS153846

CUSTOMER NO. 56561	ADVISOR THOMAS GRZYBEK	TAG NO. 57	INVOICE DATE 02/16/12	INVOICE NO. LRCS153846
	LABOR RATE 118.00	LICENSE NO.	MILEAGE 50,320	COLOR SILVER/
	YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER		DELIVERY DATE 11/05/02	DELIVERY MILES
PERTH AMBOY, NJ	VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/14/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 50324

LABOR & PARTS
J# 1-00JAG0000 FLUIDS/PSI HOURS: 0.00 TECH(S): 643 INTERNAL
CHECK ALL FLUID LEVELS AND TIRE PSI
TECH CHECKED AND TOPPED OFF ALL FLUID LEVELS AND CHECKED AND
ADJUSTED TIRE PSI
COMPLETED

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

J# 2 17JAZ EMISSIONS HOURS: 3.00 TECH(S): 643 354.00
C/S-CHECK ENGINE LIGHT ON AGAIN VEH JUST IN FOR CK ENGINE ON
2/9/12 @ 50162 MILES -- HISTORY ATTACHED
CUST PAID \$140.00 AT LAST VISIT WHICH DIDN'T FIX VEHICLE
CHECK SYSTEM FOR FAULT CODES -- LEAN CODES B1 & B2 CHECKED
FOR LEAKS - FOUND LEAK AT PLENUM - REPLACED INTAKE PLENUM
GASKET - ADAPTION READINGS WENT FROM 28% DOWN TO 14% -
REPLACED INTAKE MANIFOLD GASKETS - ADAPTION WNET FROM 14%
DOWN TO 5% - RESET ECU ADAPTION - ERACED FAULT MEMORY -
ROAD TEST - RECHECK SYSTEM OK -

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 3 MYX100180L O RING - INTAKE 18.92 56.76
JOB # 2 3 LWF100090L INLET - MANIFOLD 8.70 26.10
JOB # 2 2 LKJ100992L GASKET - INTAKE 16.19 32.38
JOB # 2 1 LRN2279 FLUID - COOLING 21.84 21.84
JOB # 2 TOTAL PARTS 137.08
JOB # 2 TOTAL LABOR & PARTS 491.08

J# 3-00JAZ LOANER LOANER CAR PROVISION HOURS: 1.00 TECH(S): 602 WARRANTY
LOANER CAR PROVISION
PROVIDE LOANER VEHICLE - ENTERPRISE

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

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY
JOB # 3 56724 02/16/12 RNTL/WILLIAMS 064604
TOTAL - SUBLET 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A EPA WASTE DISPOSAL 12.00
JOB # 2 02 LABOR DOLLAR DISCOUNT -140.00
TOTAL - MISC -128.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$400.00 (+TAX)

COMMENTS
WAIT

RAY CATENA LAND ROVER

123 SOUTH MAIN STREET

EDISON, N.J. 08837

732-205-9010

www.raycatena.com



03011LRCS153846

CUSTOMER NO. 56561		ADVISOR THOMAS GRZYBEK		TAG NO. 57 5956	INVOICE DATE 02/16/12	INVOICE NO. LRCS153846	
[REDACTED] PERTH AMBOY, NJ		LABOR RATE 118.00	LICENSE NO.	MILEAGE 50,320	COLOR SILVER/	STOCK NO.	
		YEAR / MAKE / MODEL 02/LAND ROVER/FREELANDER S/FREELANDER				DELIVERY DATE 11/05/02	DELIVERY MILES
		VEHICLE I.D. NO. S A L N Y 2 2 2 9 2 A				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		R. O. DATE 02/14/12			
		COMMENTS					

MO: 50324

COMMENTS-----
 DELETED OPERATION(S)-----
 00JAZ-1 MAINTENANCE REPAIRS

TOTALS-----

*****	TOTAL LABOR....	354.00
* PAYMENT METHOD *	TOTAL PARTS....	137.08
* [] CASH [] CHECK *	TOTAL SUBLET...	0.00
* [] CREDIT CARD []*	TOTAL G.O.G....	0.00
* [] CHARGE *	TOTAL MISC CHG.	12.00
*****	TOTAL MISC DISC	-140.00
	TOTAL TAX.....	35.22
	TOTAL INVOICE \$	398.30

CUSTOMER SIGNATURE

DATE 417000020013 TIME
02/16/12 8151 004 18:19:04

0990028482
JAGUAR LAND ROVER EDISON
920 RT. 1 S.
EDISON, NJ 08817

CREDIT SALE

BATCH # 632
TRANS # 008
AUTH # 00581C
VISA ACCOUNT XXXXXXXXXXXX [REDACTED] EXP DATE
SALE AMOUNT \$398.30

I AGREE TO PAY THE ABOVE AMOUNT
ACCORDING TO CARD ISSUER
AGREEMENT

CUSTOMER COPY



Perth Amboy, NJ

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS; FOLD AT DOTTED LINE

CERTIFIED MAIL™



7012 2920 0000 9129 4145



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1000



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PERTH
MA

W48-226

U.S. Department of Transportation
National Highway Traffic Safety Admin.
1200 New Jersey Ave. SE
Washington, DC 20097-9382

Attn: Randy Reid Chief
Correspondence Research Div.
Office of Defects Investigation / NVS-210
Enforcement