

CL- 10595093-1651

May 14, 2014

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

Texas Department of Motor Vehicles

PO Box 13044

Austin, TX 78711

Dear Texas Department of Motor Vehicles,

MAY 21 2014

I have written this letter as an accompaniment to the Lemon Law Complaint I have included in this package.

I am writing this letter to best summarize all that has transpired with this vehicle that I have filed a Lemon Law Complaint about. I purchased this vehicle from Nalley Jaguar in Alpharetta, GA at the end of December 2011. My sales rep was named Jeff Cohen. I was leaving on vacation for the holidays and was not anywhere I would be able to sign the documents to purchase the vehicle. I told the dealer that I would purchase the vehicle when I got back from my vacation (I was on a cruise) the first week of January. The dealer moaned and groaned that I needed to purchase the vehicle that year in order to get "this deal". To make a longer story short, the dealer offered me what he called "Platinum Warranty Coverage" which would cover "everything" on the car for the duration of my lease term - 4 years. They said the only way I was going to be able to get this coverage was in 2011, because it was Jaguar's 100 year anniversary, and if they couldn't book the sale in 2011 than I wasn't going to be eligible for such a warranty. Obviously wanting this coverage, I had them overnight the papers to my home and I sent them back overnight mail as I was boarding a cruise ship the same day (December 26<sup>th</sup>). Subsequently I took delivery of the car on January 4<sup>th</sup>, 2012.

Beginning just a few weeks after I took delivery of the car, the sunroof began to malfunction. The electronic shade wouldn't close all the way, it would close crooked, and there was this horrible creaking noise that came anytime I traversed uneven pavement. I finally brought the car in to service that problem, the first of 8 times for the same problem, on August 27<sup>th</sup>, 2012 after dealing with it for many months. Below, I have outlined each visit with the dealer and what their corrective action/cause has been (this is straight from the dealers invoices). I've also included the number of days the vehicle has been out of service at the dealer, so the TXDMV can get a sense of the magnitude of the inconvenience this has caused me over the last 2+ years. As you will be able to clearly see, the dealer and manufacturer are out of ideas at this point and are now just using this car and my time, money and personal safety as their test car. It's unacceptable and at this point I firmly do not believe that this problem can be "fixed" and expect Jaguar to do the right thing and repurchase the vehicle from me immediately.

ET  
52814  
SMD

**August 27, 2012 (4 days)** – Cause: Sunroof misaligned/Out of Calibration. Performed body system diag/performed sdd diag/recalibrated sunroof/test to confirm repair.

**October 4, 2012 (1 day)** – Cause: Sunroof Misaligned. Lubricated and adjusted sunroof glass and seals.

**December 19, 2012 (1 day)** – Cause: None listed. Adjusted sunroof glass for rattle over rough roads. No labor.

**June 26, 2013 (2 days)** – Cause: Ok. Calibrated sunroof using sdd. No labor.

**August 12, 2013 (7 days)** – Cause: Loose and Misaligned fasteners for roof panel. Removed headliner for access, tightened all roof fasteners and adjusted studs at rear of roof to keep from binding on turns causing noises. Reinstalled headliner and test drove found no other noises at this time from roof area.

**December 24, 2013 (13 days)** – Cause: Bolts installed too right on recall K117 and roof panel trimmed as per SSM 68237. Trimmed Sunroof panel as per SSM 68237 and redid recall K117 replacing all bolts and washers for roof assy.

**January 13, 2014 (18 days)** – Cause: Sunroof mechanism stripped out and could not tighten roof panel. Replaced Sunroof Tray assy, has case open #1695351. Also AMM approved replacement of roof tray assy. Sublet to Paladin Glass Works.

**April 22, 2014 (17 days)** – Cause: Sliding Roof Adjustment and Dropped Headliner rechecked and adjusted roof assy. for popping noise on inclines did these repairs with FSE as per his request. Replaced sliding roof adjustment bolts and adjusted sliding roof, dropped headliner for access checked and adjusted torque on roof assy bolts as per FSE.

How many times can you attempt to make the same repair, under the same bulletins and recall notices, before you recognize that it cannot be fixed (at least not in a known manner today). Definition of Insanity: "Doing the same thing over and over again and expecting different results."

Relating to the most recent repairs beginning April 22, 2014 when I inquired if this is how the sunroof assy was designed to be used (i.e. loosening one-time bolts), the response I received from the service manager was "I don't know what it is. I would say no."

I took the car back into my possession on May 8, 2014 and have taken the time to drive the car around on a spare time and with limited braking just to continue to give Jaguar the benefit of the doubt that they might have finally fixed the sunroof. Suffice it to say I wouldn't be writing this letter if the problem was fixed. So I remain, yet again, with a broken vehicle and no return phone call from Jaguar's corporate office in New Jersey (re: Karin Gehrman of Jaguar - unresponsive since 5/8/14 when I demanded the vehicle be repurchased)

It should also be noted that the service manager of Jaguar Houston Central, Dexter Taylor, stated "***If I were in your position, I don't know if I would be as calm as you've been throughout this whole deal to be honest with you. I think you've handled it more than fair***". The problem here is not the dealer

performing the service, the problem is that the manufacturer isn't willing to stand behind their vehicle and the fact that this one vehicle is particularly flawed and has thusfar been unable to be fixed. The service manager and service techs at the local dealer all know there is a problem with this vehicle, which they acknowledge to me, but the manufacturer refuses to act honorably and stand behind their product.

At this point I refuse to take the risk of endangering my personal safety with their latest fix; a loosening of the sunroof bolts allowing it to shift contrary to the proper and intended design of the sunroof and vehicle. I also refuse to be burdened any further with this, either from a time or money perspective. Jaguar will likely maintain this is not a safety issue, but given that one of my close personal friends owns a Land Rover LR2 and had her sunroof shatter inexplicably while she was driving down the freeway, I am not willing to take any more chances with a sunroof manufactured and warranted by Tata Motors (Land Rover, Range Rover, Jaguar). It creaks, it's dangerous, it's out of spec, and they need to repurchase my vehicle. My friends name if you need additional information is [REDACTED] and the local Land Rover dealer in Houston is aware of the incident.

To make matters worse, I am also told that the car is in need of new brake pads and rotors. The dealer had the nerve to call me up and tell me it was a \$2,100 repair and that the car wasn't safe to drive without it. I was sold the "Platinum Warranty Coverage" that was supposed to cover the car bumper to bumper. The local Houston dealer claims that my car did not come with this warranty, and that essentially the dealer who originally sold me the car (Nalley Jaguar) pulled a bait and switch, as the only model year that this Platinum Warranty was offered on was the 2011 and I bought a 2012. I was conned into purchasing the car from the start under the false pretenses that a comprehensive warranty was included with the vehicle based on me signing the documents in 2011, and to make matters worse the dealer whom I purchased the vehicle from in Alpharetta, GA is no longer in business. I went back through my original closing papers and found the only document that was included in the package regarding a warranty, and included in my original package is an original copy of a "Buyers Guide" explaining that I was buying the car with only the factory warranty remaining. The problem with this is that this "Buyers Guide", which I have the original of in my possession, isn't even for the vehicle I bought. It was for a used 2008 Jaguar XJL. The original package I signed had a document showing that I had Platinum Warranty Coverage. It's not a wonder why car dealers get the reputation that they do when you have dealers defrauding innocent citizens like this. So now I am in a situation where I have to spend \$2,100 because Jaguar has welched on their warranty in order to test yet another fix of my sunroof I would presume, the 9<sup>th</sup> such attempt, that will in all likelihood not work and I will just be out more time and money and back at square one. I will not do it. This latest refusal to honor the Platinum Warranty Coverage that I was sold is the proverbial straw that broke the camel's back.

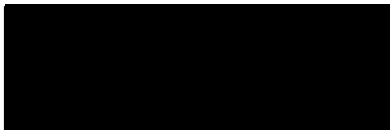
As you can see from the above summary, the vehicle has at this point spent a total of 63 days at the service department trying to repair this sunroof problem. I have been extremely reasonable and patient with the dealer and the manufacturer, but at this point I am being taken advantage of and it is going to stop. I have had the car for a total of 861 days as of the date of this letter, and 7.3% of those days it has spent in the shop with the dealer attempting to fix the sunroof. I don't know what an acceptable threshold is for this type of a problem, but this is excessive and unreasonable. When you spend nearly \$90,000 on a vehicle you expect to get a first class vehicle and enjoy the use of that vehicle. Between my

lease payments over 28 months and my down payment, I've paid \$39,103.12 on this car thusfar and I have not gotten what I contracted for. That may not be a lot of money for Jaguar, but as an individual spending that kind of money I expect to get what I am paying for, and in this particular instance I have not. With this, not only have I gotten a car that was clearly manufactured wrong, Jaguar now adds insult to injury by refusing to acknowledge the problem and do the right thing. They have indicated they won't buy the car back, they haven't offered me any solutions except to yet again tell me that its fixed, and I can only fall for that so many times. Even if I trusted that the sunroof could be fixed, which I don't, the car is unsafe to drive based on the brake issue. Jaguar should be replacing the brakes and then giving me a chance to see if they've repaired the sunroof once and for all, but instead of acting honorably they have told me that I was misled by an out of state dealer no longer in business and that I never had the Platinum Warranty Coverage and as such, I would need to spend \$2,100 just to be able to safely test whether they've found yet another fix for the sunroof. I will not accept such an outcome, I would sooner see my \$2,100 spent on legal counsel than spend one more nickel on a car that is, by every definition of the word, a lemon. This arrogant attitude that Jaguar has shown in dealing with these matters time and time again, trying to take advantage of common citizens, should be addressed by the Department.

It should also be noted that this appears to be a recurring problem on certain Jaguar Model XJ cars and instead of acknowledging that this is an issue, they continue to try and deal with the issue as cheaply as they can be stringing along customers like me. You can go to [jaguarforums.com](http://jaguarforums.com) and see the many blog postings regarding 2011 and 2012 Jaguar XJ vehicles that have had the same sunroof creaking problem I have, and in almost all cases the same K117 repair it and SSM68237 repairs. They don't work most of the time on these individual's vehicles either, just as they haven't worked on my vehicle the last 8 times.

I look forward to a swift resolution to this matter and trust Jaguar will do the right thing without forcing me to litigate. I await a response on next course of action from the Texas DMV.

Thank you,



Cc: National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE, West Building

Washington, DC 20590

CUSTOMER #: 44907

301682



INVOICE

Land Rover Houston / Jaguar Houston

7019 Old Katy Road, Houston, Texas 77024  
713.293.6100 - Fax 713.293.6059

PAGE 1

HOUSTON, TX

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 47075 STEVE MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK/BLAC	12	JAGUAR XJ	SAJWA1GEXCM		25009/25009	T4893	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC11 DD		29DEC2015	17:00 13JAN14			CASH	31JAN14
R.O. OPENED	READY	OPTIONS: ENG:5.0 Liter S/C ULEV					

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

A CUSTOMER STATES LEFT FRONT WINDOW SQUEAKING WHEN IT GOES UP

CAUSE: TSB-JTB00271NAS1

76340190 AS 76-34-01 REMOVE FOR ACCESS, AND  
INSTALL

44441 WCJ

(N/C)

101099 CAMPAIGN - MINIMUM TIME

44441 WCJ

(N/C)

FC: 41 PART#: COUNT:

CLAIM TYPE: 01

AUTH CODE:

\*G09

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

25009 TSB JTB00271NAS1 REPAIRED NOISE IN LEFT FRONT REGULATOR AS  
PER TSB JTB 00271NAS1

\*\*\*\*\*

B INTERIOR TRIM CUSTOMER STATES THERE'S A RATTLE COMING FROM BEHIND  
DRIVERS SEAT

CAUSE: OK

60 INTERIOR TRIM

44441 CCJ

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

25009 SEE LINE C

\*\*\*\*\*

C CUSTOMER STATES THE SUNROOF IS CREAKING SEAMS TO BE WORSE WHEN ITS  
COLD. CUSTOMER STATES HE HAS BEEN COMPLAINING OF SUNROOF SINCE  
HE HAS PURCHASED VEHICLE AND FEELS JAGUAR NORTH AMERICA DOESN'T  
CARE AND IT FRUSTRATES HIM EVERY TIME HE GOES TO MAKE ANOTHER  
PAYMENT

CAUSE: SUNROOF MECHANISM STRIPPED OUT AND COULD NOT TIGHTEN ROOF PANEL.

60 INTERIOR TRIM

44441 WCJ

(N/C)

1 C2D16897 SEAL

(N/C)

1 C2D5740 KIT-FIXING

(N/C)

1 C2D16893 ASSEMBLY-GLASS

(N/C)

NOT RESPONSIBLE FOR ANY CB	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
RADIO, CB ANTENNAS, TAPE DECKS, TAPES, CELLULARPHONES, CELLULAR ANTENNAS, OR ANY PERSONALITEMS LEFT IN VEHICLE.	Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
TERMS: STRICTLY CASH OR APPROVED CREDIT CARD	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: 44907

301571



INVOICE

Land Rover Houston / Jaguar Houston

7019 Old Katy Road, Houston, Texas 77024  
713.293.6100 - Fax 713.293.6059

HOUSTON, TX

PAGE 1

HOME  
BUS:

CONT:  
CELL:

SERVICE ADVISOR: 47075 STEVE MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK/BLAC	12	JAGUAR XJ	SAJWA1GEXCM		24443/24443	T4956
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30DEC11 DD	29DEC2015	17:00	31DEC13			VM
R.O. OPENED	READY	OPTIONS: ENG:5.0 Liter S/C ULEV				INV. DATE
						09JAN14

09:18 24DEC13 11:42 06JAN14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	I376	24	MONTH				

CAUSE: I376

102082 30,000 MILE (48,000 KM) ROUTINE SERVICE

44441 WCJ

9 JC5W20 5W20 CASTROL # 06333

1 C2D3670 FILTER-OIL

2 C2C36093 FILTER-HEATED CO

1 C2Z6525 FILTER-AIR

FC: 82 PART#: COUNT:

CLAIM TYPE: 04

AUTH CODE:

I376B\*

(N/C)  
(N/C)  
(N/C)  
(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
24443 I376 COMPLETED THE 30K SERVICE

\*\*\*\*\*

B INTERIOR TRIM CUSTOMER STATES SUNROOF RATTILING

CAUSE: BOLTS INSTALLED TOO TIGHT ON RECALL K117 AND ROOF PANEL TRIMMED  
AS PER SSM 68237

761400 SSM68237 REPREFORMED K117 REPAIR

44441 WCJ

FC: 42 PART#: COUNT:

CLAIM TYPE: 01

AUTH CODE:

\*N43

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
24443 BOLTS INSTALLED TOO TIGHT ON RECALL K117 AND ROOF PANEL

TRIMMED AS PER SSM 68237 TRIMMED SUNROOF PANEL AS PER SSM 68237 AND  
RECALL K117 REPLACING ALL BOLTS AND WASHERS FOR ROOF ASSY.

\*\*\*\*\*

C WIPERS - REPLACE FRONT RAINZ LATTITUDE

WIPER2 WIPERS - REPLACE FRONT RAINZ LATTITUDE

44441 CCJ

1 C2Z22422 BLADE-WIPER

1 C2D30569 BLADE-WIPER

	8.90	8.90
29.50	29.50	29.50
27.10	27.10	27.10

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RADIOS, CB ANTENNAS, TAPE DECKS,  
TAPES, CELLULARPHONES, CELLULAR  
ANTENNAS, OR ANY PERSONALITEMS  
LEFT IN VEHICLE.

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Any warranties on the products sold  
hereby are those made by the  
manufacturer. The Seller, hereby  
expressly disclaims all warranties, either  
express or implied, including any implied  
warranty of merchantability or fitness for  
a particular purpose, and neither assumes  
nor authorizes any other person to assume  
for it any liability in connection with the  
sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

CUSTOMER SIGNATURE

CUSTOMER #: 44907

300670



INVOICE

Land Rover Houston / Jaguar Houston

7019 Old Katy Road, Houston, Texas 77024  
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PAGE 1

HOUSTON, TX  
HOME: [REDACTED] CONT [REDACTED]  
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 47075 STEVE MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK/BLAC	12	JAGUAR XJ	SAJWA1GEXCM [REDACTED]		18139/18139	T4761	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC11 DD	29DEC2015	17:00	12AUG13			VM	19AUG13
R.O. OPENED	READY	OPTIONS:	ENG:5.0_Liter_S/C_ULEV				

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

A INTERIOR TRIM CUSTOMER STATES THERE IS A SQUEAK IN THE SUNROOF WHILE GOING OVER BUMPS AND WHILE DRIVING  
CAUSE: LOOSE AND MISALIGNED FASTENERS FOR ROOF PANEL.

60 INTERIOR TRIM  
44441 CCJ 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
18139 LOOSE AND MISALIGNED FASTENERS FOR ROOF PANEL. REMOVED HEADLINER FOR ACCESS , TIGHTENED ALL ROOF FASTENERS AND ADJUSTED STUDS AT REAR OF ROOF TO KEEP FROM BINDING ON TURNS CAUSING NOISES . REINSTALLED HEADLINER AND TEST DROVE FOUND NO OTHER NOISES AT THIS TIME FROM ROOF AREA .

B WHEEL/TIRES CUSTOMER STATES BOTH FRONT WHEELS NEED REFURBISHED  
46 WHEEL/TIRES  
888 CCJ 0.00 0.00  
SUBL BOTH FRONT WHEEL REFURBISHMENT PO#32645  
CCJ 330.00 330.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 330.00 TOTAL LINE B: 330.00

C ENGINE MINOR CUSTOMER STATES IF YOU REV THE ENGINE UP WHEN IT'S RPMS ARE COMING BACK DOWN IT BACK FIRES EXHAUST IS POPPING  
CAUSE: OK  
11 ENGINE MINOR  
44441 CCJ 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
18139 WORKING AS DESIGNED

D LOANER VEHICLE LRH-38 D8 [REDACTED]  
CAUSE: LOANER  
LOAN LOANER VEHICLE  
44441 WCJ (N/C)  
FC: 82 PART#: COUNT:  
CLAIM TYPE: 01  
AUTH CODE:

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, TAPES, CELLULARPHONES, CELLULAR ANTENNAS, OR ANY PERSONALITEMS LEFT IN VEHICLE.

STATEMENT OF DISCLAIMER  
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

CUSTOMER SIGNATURE

CUSTOMER #: 44907

300416



INVOICE

Land Rover Houston / Jaguar Houston

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713.293.6100 · Fax 713.293.6059

PAGE 1

HOUSTON, TX  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 47075 STEVE MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK/BLAC	12	JAGUAR XJ	SAJWA1GEXCM		16002/16002	T4684	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC11 DD		29DEC2015	17:00	28JUN13		CASH	28JUN13
R.O. OPENED	READY	OPTIONS: ENG:5.0 Liter_S/C_ULEV					
09:33	26JUN13	10:30 28JUN13					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 A INTERIOR TRIM CUSTOMER STATES WHEN HITTING POT HOLE IT'S MAKING A  
 CREAKING NOISE SUN SHADE NOT CLOSING RIGHT OR SOMETIMES NOT  
 CLOSING ALL THE WAT WITH TWO INCH GAP

CAUSE: OK  
 60 INTERIOR TRIM  
 44441 CCJ 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 16002  
 calibrated sunroof using sdd.  
 NO LABOR

\*\*\*\*\*  
 B WHEEL/TIRES ARE REALLY LOW WANTS A PRICE ON FOUR TIRES  
 46 WHEEL/TIRES  
 44441 CCJ 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 16002 DECLINED TIRES

\*\*\*\*\*  
 C \*Maintenance Plan  
 MP MAINTENANCE PLAN  
 44441 CCJ 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 \*\*\*\*\*

D \*Complimentary Multipoint Inspection ... a \$49.97 Value  
 IJAG COMPLIMENTARY MULTIPOINT INSPECTION... A  
 \$49.97 VALUE  
 44441 CCJ 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 \*\*\*\*\*

E\*\* LRH-09 DPS71484  
 CAUSE: OK  
 LOAN LOANER VEHICLE  
 44441 WCJ (N/C)  
 FC: 82 PART#: COUNT:  
 CLAIM TYPE: 01

NOT RESPONSIBLE FOR ANY CB RADIO, CB ANTENNAS, TAPE DECKS, TAPES, CELLULARPHONES, CELLULAR ANTENNAS, OR ANY PERSONALITEMS LEFT IN VEHICLE.	STATEMENT OF DISCLAIMER Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	DESCRIPTION	TOTALS
TERMS: STRICTLY CASH OR APPROVED CREDIT CARD	CUSTOMER SIGNATURE	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER #: 44907

71629



INVOICE

Land Rover Houston / Jaguar Houston

7019 Old Katy Road, Houston, Texas 77024  
713.293.6100 · Fax 713.293.6059

PAGE 1

HOUSTON, TX  
HOME:  
BUS: CONT:  
CELL:

SERVICE ADVISOR: 47075 STEVE MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK/BLAC	12	JAGUAR XJ	SAJWA1GEXCM		10351/10352	T4272	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC11 DD		29DEC2015	17:00 20DEC12			CASH	20DEC12
R.O. OPENED	READY	OPTIONS: ENG:5.0_Liter_S/C_ULEV					
11:17 19DEC12	18:54 20DEC12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES SERVICE IS DUE I375  
CAUSE: I375

102078 15,000 MILE (24,000 KM) ROUTINE SERVICE

44441 WCJ

9 JC5W20 5W20 CASTROL # 06333

1 C2D3670 FILTER-OIL

FC: 82 PART#: COUNT:

CLAIM TYPE: 04

AUTH CODE:

I375B

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

10350 I375 COMPLETED THE SERVICE

\*\*\*\*\*

B INTERIOR TRIM CUSTOMER STATES SUNROOF MAKING NOISE OR RATTLING

60 INTERIOR TRIM

44441 CCJ

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

10350 ADJUSTED SUNROOF GLASS FOR RATTLE OVER ROUGH ROADS. NO LABOR

\*\*\*\*\*

C \*No Interval Due Vehicle History indicates No Maintenance Interval Due

NID NO INTERVAL DUE

44441 CCJ

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*

D \*Complimentary Multipoint Inspection ... a \$49.97 Value

IJAG COMPLIMENTARY MULTIPOINT INSPECTION... A

\$49.97 VALUE

44441 CCJ

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, TAPES, CELLULARPHONES, CELLULAR ANTENNAS, OR ANY PERSONAL ITEMS LEFT IN VEHICLE.	STATEMENT OF DISCLAIMER Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	DESCRIPTION	TOTALS
TERMS: STRICTLY CASH OR APPROVED CREDIT CARD	CUSTOMER SIGNATURE	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER #: 44907

69012



INVOICE

Land Rover Houston / Jaguar Houston

7019 Old Katy Road, Houston, Texas 77024  
713.293.6100 · Fax 713.293.6059

PAGE 1

HOUSTON, TX

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 47075 STEVE MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK/BLAC	12	JAGUAR XJ	SAJWA1GEXCM		8111/8112	T4546
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30DEC11 DE	29DEC2015	19:00	04OCT12			CASH
R.O. OPENED	READY	OPTIONS	ENG:5.0 Liter S/C_ULEV			

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

A CUSTOMER STATES SUNROOF RATTLING/CREEKING

CAUSE: SUNROOF MISALIGNED

768204 SLIDING ROOF PANEL - ADJUST

44441 WCJ

(N/C)

101010 DRIVE IN-OUT

44441 WCJ

(N/C)

FC: 41 PART#: COUNT:

CLAIM TYPE: 01

AUTH CODE:

\*N43

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

8111 SUNROOF MISALIGNED LUBRICATED AND ADJUSTED SUNROOF GLASS AND SEALS.

\*\*\*\*\*

B CUSTOMER STATES RATTLE RIGHT BEHIND DRIVERS HEAD SOUNDS LIKE METAL ON METAL

60 INTERIOR TRIM

44441 IPSJ

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

8111 SAME AS LINE A

\*\*\*\*\*

C Jaguar Multi-Point Inspection Report  
IJAG Jaguar Multi-Point Inspection Report

44441 IPSJ

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

8111 COMPLETED THE INSPECTION

\*\*\*\*\*

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
			CUSTOMER SIGNATURE

CUSTOMER #: 44907

67541



INVOICE

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PAGE 1

HOUSTON, TX

HOME:

CONT:

SERVICE ADVISOR: 2094 DEXTER TAYLOR

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK/BLAC	12	JAGUAR XJ	SAJWA1GEXCM		7269/7273	T8267	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	
30DEC11 DD		29DEC2015	17:00	27AUG12		VM	
R.O. OPENED	READY	OPTIONS: ENG:5.0 Liter S/C_ULEV					
10-17	27AUG12	17:13	31AUG12				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A C/S: CUSTOMER STATES: SUNROOF SHADE ISN'T CLOSING PROPERLY. LEAVE ABOUT HALF INCH OPEN WHEN IN CLOSED POSITION.  
 CAUSE: SUNROOF MISALIGNED/ OUT OF CALIBRATION  
 768200 CALIBRATE SLIDING SHADE (N/C)  
 44439 WCJ  
 FC: 07 PART#: COUNT:  
 CLAIM TYPE: 01  
 AUTH CODE:  
 \*J03

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

7269 SUNROOF MISALIGNED/ OUT OF CALIBRATION PERFORMED BODY SYSTEM DIAG// PERFORMED SDD DIAG// RECALIBRATED SUNROOF// TEST TO CONFIRM REPAIR.

B CUTS STATES WHEN TURNING AT LOWER SPEEDS LIKE IN OR OUT OF A DRIVE WAY STEERING WHEEL VIBRATES  
 CAUSE: NO FAULT FOUND- WORKING AS DESIGNED AT THIS TIME  
 45 STEERING/SUSPENSION

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

7269 NO FAULT FOUND- WORKING AS DESIGNED AT THIS TIME PERFORMED STEERING SYSTEM DIAG// PERFORMED SDD DIAG-NO CODES FOUND// CHECKED STEERING COMPONENTS- ALL COMPONENTS IN GOOD CONDITION// CHECKED P/S FLUID- FLUID FULL NO LEAKS FOUND// P/S SYSTEM WORKING AS DESIGNED AT THIS TIME.

C CUTS STATES LHF FRONT DOOR SPEAKER RATTLES. SEE DEX  
 CAUSE: SPEAKER COVER WARPED

865009 FRONT SPEAKER GRILLE - RENEW  
 44439 WCJ (N/C)  
 1 C2D11626 GRILLE-SPEAKER (N/C)  
 FC: 34 PART#: COUNT:

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

CUSTOMER SIGNATURE

CUSTOMER #: 44907

302251



\*INVOICE\*

Land Rover Houston / Jaguar Houston

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HOUSTON, TX

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 47075 STEVE MASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK/BLAC	12	JAGUAR XJ	SAJWA1GEXCM [REDACTED]		28261/28261	T4260	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC11 DD		29DEC2015	17:00 21APR14			CASH	08MAY14
R.O. OPENED	READY	OPTIONS: ENG:5.0_Liter_S/C_ULEV					
09:32 21APR14	13:34 08MAY14						

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

A CUSTOMER STATES WHEN BRAKING HARD THE STEERING WHEEL VIBRATES  
40 BRAKES

44441	CCJ					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

28261 DECLINED BRAKE REPAIRS  
\*\*\*\*\*

B CUSTOMER STATES SMART KEY BATTERY LOW  
52 TRIM ELECTRICAL

44441	CCJ					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

28261 DECLINED BATTERY FOR KEY  
\*\*\*\*\*

C CUSTOMER STATES RIGHT FRONT TIRE IS FLAT  
46 WHEEL/TIRES

44441	CCJ					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

28261 DECLINED TIRE  
\*\*\*\*\*

D CUSTOMER STATES THE SUNROOF IS RATTLING ANYTIME OVER UNEVEN SURFACES  
OR VEHICLE BEING TORQUED \*\*\*\*SEE DEXTER BEFORE DOING ANY WORK  
ON VEHICLE\*\*\*

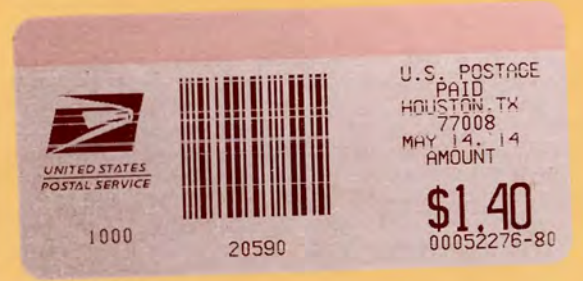
CAUSE: SLIDING ROOF ADJUSTMENT AND DROPPED HEADLINER RECHECKED AND  
ADJUSTED ROOF ASSY. FOR POPPING NOISE ON INCLINES DID THESE  
REPAIRS WITH FSE AS PER HIS REQUEST

60 INTERIOR TRIM

44441	WCJ						(N/C)
1	C2D5740	KIT-FIXING					(N/C)
1	C2D5752	SHIELD					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

28261 SLIDING ROOF ADJUSTMENT AND DROPPED HEADLINER RECHECKED AND  
ADJUSTED ROOF ASSY. FOR POPPING NOISE ON INCLINES DID THESE REPAIRS  
WITH FSE AS PER HIS REQUEST REPLACED SLIDING ROOF ADJUSTMENT BOLTS AND  
ADJUSTED SLIDING ROOF ,DROPPED HEADLINER FOR ACCESS CHECKED AND  
ADJUSTED TORQUE ON ROOF ASSY. BOLTS ALL AS PER FSE .

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	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	



FIRST CLASS

National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE, WEST Building  
Washington, D.C. 20590

Attn: Office of Defects Investigation (NVS-210)