

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 156

Date Received

30-MAY-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

862733

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
PLEASE FILL IN	JAGUAR	XJ6	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03200000	Part Name(s) BRAKES:HYDRAULIC SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
-----------------------	-----------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------

No. of Failures	Date(s) of Failure(s) 01-JAN-2000 Mileage at Failure(s) 70 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
-----------------	----------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
------------------------------------------------------------------------------	-----------------------------------------------------------------------------	---------------------------	----------------------	---------------------------	-------------------------------------------------------------------------------------------

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE BRAKES SYSTEM MALFUNCTION CAUSING THE BRAKES SHOCK TO LEAK FLUID MINERALS ONTO THE ENGINE WHICH MAY CAUSE A FIRE. PLEASE PROVIDE FURTHER INFORMATION.

CONTINUED ON BACK PLEASE

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration www.nhtsa.dot.gov/hotline</p>	<p>Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236</p>	<p>FOR AGENCY USE ONLY 156</p> <p>RECEIVED 00 JUN 16 AM 9:37 30-MAY-2000 OFFICE DEFECTS INVESTIGATION</p>
<p>OWNER INFORMATION (Type or Print)</p> <div style="background-color: black; width: 100%; height: 40px;"></div>		<p>Reference No. 862733</p>
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/></p>		<p>Work Number <div style="background-color: black; width: 100px; height: 15px;"></div></p> <p>Home Number <div style="background-color: black; width: 100px; height: 15px;"></div></p>

Signature of Owner Date 6/10/2000

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN.) <u>SATKRV15H726519545</u>	Vehicle Make JAGUAR	Vehicle Model XJ6	Vehicle Year 1996	Current Odometer Reading 73463		
Purchase Date 8-5-98		Dealer's Name Monterey Infants SAAB M.F.D. Jaguar Cars LTD Coventry England		Engine Size (CID/CCR) 3.6 AJ-6		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used		City Seaside		State CA		Zip Code 93955
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag		Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other						

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03260000 03242000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:LINES:HOSE:NON-METALLIC	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 01-JAN-2000	Mileage at Failure(s) 70	Vehicle Speed at Failure(s) 10 MPH, 30 MPH
		Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage 0	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BRAKES SYSTEM MALFUNCTIONED, CAUSING THE BRAKE HOSE TO LEAK FLUID ONTO THE ENGINE WHICH MAY CAUSE A FIRE. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T C H M O H X H 3 1 8

MANUFACTURER/TIRE NAME

Pirelli

Tire size 205/70R15 95V

SIZE R 15 95 V
205/70R15 95

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Within the first month self leveling struts had to be replaced on 9-26-98 & another one 8-21-98. One year later (see enclosed receipts) 8-25-99 rear struts were replaced again as was no braking power almost caused wreck. Reservoir to hydraulic fluid - 7 struts & Brakes have been replaced within a year 3 times & is still unsafe (Receipts enclosed)

Please notify me as soon as possible as struts (self leveling) are defective to go out that fast - & 3 hoses had to be replaced over & over and reservoir bottle ^(to reservoir bottle) should not have gone out. Jaguar dealer said self leveling struts had year went bad for all that year Jaguar & Reservoir bottle has caused struts & brakes to have on-going problems.

★ U.S. G.P.O.: 1992 - 623-887 / 000

Department of Transportation
National Highway Traffic Safety Administration

Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA
400 7th Street, SW
Washington, DC 20590

17816

1998 & 1999
receipts to
show self leveling
shocks replaced
twice within
one year

Monterey

car • INFINITI • SAAB

1711 DEL MONTE BLVD.
SEASIDE, CA 93955
(408) 899-8800
FAX (408) 899-8838
PARTS 800-866-7706

DATE ENTERED 21 AUG 98	YOUR ORDER NO.	DATE SHIPPED 21 AUG 98	INVOICE DATE 21 AUG 98	INVOICE NUMBER 54261
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3
0
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ACCOUNT NO. 710

CONTE AUTO CARE

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SAME

PAGE 1 OF 1

SHIP VIA		SLSM 4	BL NO.	TERMS CASH	F.O.B. POINT SEASIDE-CA		
QTY	QUANTITY SHIP	B.D.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	CBC-8892	REAR STRUT	345.00	300.00	300.00
1	1	0	JLM-603	REAR PROKE	62.45	56.25	56.25
			JLM-11686	REPLACING PART-NO.			FOR ABOVE PART-
				<p>72 OK #407</p>			
				PARTS			
				SUBLET			
				FREIGHT			
				SALES TAX			
CUSTOMER'S SIGNATURE							
							\$355.00

ELECTRICAL ITEMS AND SPECIAL ORDERS ARE NOT RETURNABLE.
20% HANDLING CHARGE ON ALL RETURNS. NO REFUNDS AFTER 14 DAYS.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

1998

ESSEX IMPORTS
125 SUN STREET *C
SALINAS, CA 93901
PHONE (408) 757-2370
S.A.S. REG. NO. A517M2

SALES ORDER

NO 5121
DATE 9-26-98

[Redacted]

CITY STATE ZIP

CUSTOMER ORDER NO.

CUSTOMER PHONE NO.

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MERCH. RET.	PAID OUT
---------	------	--------	--------	----------	-------------	----------

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1			
2	1 Self Loading Strut	271	50
3			
4	Shipping	6	00
5			
6			
7			
8			
9	R/S SR ABC 1580 225		
10			
11	PAID 316		
12			
	Thank You	SUB-TOTAL	277 50
		TAX	20 12
		TOTAL	297 62

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL

Total \$277.50

RECEIVED BY X _____

MONTEREY JAGUAR

INFINITI • SAAB

1711 DEL MONTE BLVD.

SEASIDE, CA 93955-3603

(831) 899-8800

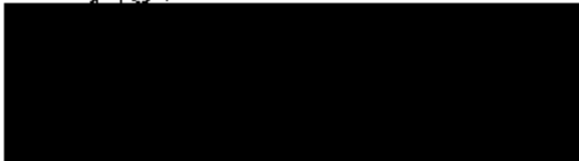
FAX (831) 899-8838

"By law, you may choose another licensed facility to perform repairs or adjustments which the Smog Check test indicates are necessary."

BAR # AE-11759A

EPA ID # CAD-982494460

10262



ORIGINAL ESTIMATE #	DATE	TIME	ESTIMATE #	DATE	TIME
REVISED ESTIMATE #	DATE	TIME	ORIGINAL ESTIMATE #	DATE	TIME

ACKNOWLEDGE METER AND OBD APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

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

MAKE JG	MODEL JG	YEAR 88	ODOMETER 64,655	LICENSE NO.	ST.	\$75.00
------------	-------------	------------	--------------------	-------------	-----	---------

SERVICE CONSULTANT STEVE RICHARDSON	VEHICLE NUMBER SAJAV1349J0 519545	OPEN DATE 8/13/99	CLOSE DATE
----------------------------------------	--------------------------------------	----------------------	------------

WORK ORDER NO. 20413

Tag	Wait	Tech	Color	Trn	In Service	From	To	Work Completed
076	50	50				8/13/99	19:00	8/13/99

01 OIL PANIC LEAK UNDER CAP
 MINERAL OIL RESERVOIR LEAKING EST \$176.00
 REAR STRUTS LEAKING EST \$800.00

MISC- ENGINE REPAIRS-ENG	Add-On?	Tech	Hours	Labor	% Charge	CUST. JOB
	No					

*Receipts for
 items - 11 hours to
 replace with replaced
 items - 11 hours
 your oil change is still
 in progress*

 * Totals Amount *
 * Total..... No Charge Customer *

134782

MONTEREY JAGUAR

INFINITI • SAAB

1711 DEL MONTE BLVD.
SEASIDE, CA 93955-3803

(831) 899-8800

FAX (831) 899-8833

"By law, you may choose another licensed facility to perform repair or adjustments which the Sm Check test indicates are necessary

BAR # AE-117584

EPA ID # CAD-882494460

[REDACTED]				ORIGINAL ESTIMATE \$	DATE	TIME	CONTACTED BY (PHONE OR PERSON)	BY	DISCLAIMER OF WARRANTIES 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 the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	
[REDACTED]				REVISED ESTIMATE \$	DATE	TIME	CONTACTED BY (PHONE OR PERSON)	BY		
ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.										
MAKE	MODEL	YEAR	ODOMETER	LICENSE NO.	ST.	PRICE				
JG	XJ6	88	67,527			\$75.00				
SERVICE CONSULTANT STEVE RICHARDSON				VEHICLE NUMBER SAJKV1549JC 519545			OPEN DATE 10/27/99		CLOSE DATE	

WORK ORDER NO.
21392

Tag	Wait	Wash	Color	Trim	In-Service	Promise	Work Completed	Est
988	No	No				10/27/99 19:00	10/27/99	220

01 C/R MINERAL OIL LEAKING
P/S HOSES AND FEED LINE LEAKING \$280 - FT AND RR BRAKE PADS
WORN \$570 - COST DECLINED REPAIRS AT THIS TIME

Fluid Leaking-LEAK	Add-On?	Tech	Hours	Labo	Customer
	No	PERKOL		No Charge	

VALVE COVER GASKET LEAKING \$65 PART

Steve Richardson

 * Totals Amount *
 * Total.....: No Charge Customer *

MONTEREY JAGUAR

INFINITI • SAAB

1711 DEL MONTE BLVD.

SEASIDE, CA 93955-3603

(831) 899-8800

FAX (831) 899-8838

"By law, you may choose another licensed facility to perform repairs or adjustments which the Smog Check test indicates are necessary."

BAR # AE-117564

EPA ID # CAD-982494460

A MEMBER OF THE SAM LINDER GROUP

[REDACTED]				ORIGINAL ESTIMATE #	DATE	TIME	CONTACTED: <input type="checkbox"/> MULTIPLE <input type="checkbox"/> TELEPHONE <input type="checkbox"/> IN PERSON	BY	DISCLAIMER OF WARRANTIES 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 the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
				REVISED ESTIMATE #	DATE	TIME	CONTACTED: <input type="checkbox"/> MULTIPLE <input type="checkbox"/> TELEPHONE <input type="checkbox"/> IN PERSON	BY	
				I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.					
MAKE	MODEL	YEAR	ODOMETER	LICENSE NO.	ST.	PRICE			
JG	XJ6	88	72,204			\$75.00			
SERVICE CONSULTANT				VEHICLE NUMBER		OPEN DATE	CLOSE DATE		
KIMBALL SHIREY				SAJKV15494C 519545		5/01/00			
CONTACT [REDACTED] DAY PHONE NO. [REDACTED] EXT. [REDACTED] EVE PHONE NO. [REDACTED] EXT. [REDACTED]								WORK ORDER NO.	
								23604	

Tag Wait? Was1? Color Trim In-Service <---Promise---> Work Completed
 960 No No 5/01/00 19:00 5/03/00

01 CUSTOMER STATES FLUID LEAK FROM RIGHT FRONT OF VEHICLE
 CLEAN OFF EXCESS FLUID AND ADVISE ON LEAK
 COUNTER TICKET #1523 PARTS WTY 3/23/99
 REPLACED FAULTY FLUID RESERVOIR ASSY UNDER PARTS WTY

	Add-On?	Tech	Hours	Labor
NIS:- ENGINE REPAIRS-ENG	Yes	ALVA07		
Parts		Qty	Each	Parts
PARTS PER ATTACHED-WARR		1		**** Factory

 * Totals Amount
 * Total.....: No Charge Customer

MONTEREY JAGUAR · ROLLS ROYCE

SAAB · INFINITI

1711 DEL MONTE BLVD.

SEASIDE, CA 93955

(408) 899-8800

FAX (408) 899-8838

"By law, you may choose another licensed facility to perform repairs or adjustments which the Smog Check test indicates are necessary."

112284

BAR # AE-117584

EPA ID # CAD-982494460

receipt of other owner

ADDRESS		ZIP CODE		ORIGINAL ESTIMATE \$	DATE	TIME	CONTACTED IN PERSON	BY	DISCLAIMER OF WARRANTIES 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 the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
[REDACTED]		[REDACTED]		REVISED ESTIMATE \$	DATE	TIME	CONTACTED IN PERSON	BY	
I ACKNOWLEDGE NOTICE AND FINAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE									
MAKE	MODEL	YEAR	ODOMETER	LICENSE NO.	ST.	\$70.00			
JG	I36	88	47,542						
SERVICE CONSULTANT				VEHICLE NUMBER		OPEN DATE		CLOSE DATE	
DANNY FARROW				SAJKV15493C 519545		11/14/96			
[REDACTED]								WORK ORDER NO. 06932	

Tag	Wait?	Wash?	Color Film	In-Service	Work Completed		
245	No	Yes		11/14/96 17:00	11/14/96		
01 PERFORM ENGINE FLUSH							
PERFORMED ENGINE FLUSH							
			Add-on?	Tech	Hours	Labor	
			No	PERN01	1.0	129.95	Customer
POWER FLUSH LUBE OIL SYS-FLUSH							
Expenses							
						Expense	
						No Charge	Customer
POWER FLUSH DETERGENT-FLU							
02 CHANGE OIL AND FILTER							
CHANGED OIL AND FILTER							
			Add-on?	Tech	Hours	Labor	
			No	PERN01	.4	26.00	Customer
LUBE OIL FILTER-SOF							
Parts							
			Qty	Each	Parts		
			9	1.50	13.50	Customer	
PRN 10W30-10W30							
			1	10.30	10.30	Customer	
PARTS PER ATTACHED-RO							
Expenses							
						Expense	
						1.00	Customer
HAZARDOUS WASTE FEE							
HAZWASTE-HAZ							

THANK YOU FOR SERVICING OUR CUSTOMERS. PLEASE APPRECIATE YOUR BUSINESS.

PAID
NOV 14 1996

Totals	Amount	*
* Labor.....	155.95	*
* Parts.....	23.80	*
* Expenses.....	1.00	*
* Tax.....	1.73	*
* Total.....	182.48	Customer *

135919

MONTEREY JAGUAR

INFINITI • SAAB

1711 DEL MONTE BLVD.

SEASIDE, CA 93955-3603

(831) 899-8800

FAX (831) 899-8838

"By law, you may choose another licensed facility to perform repairs or adjustments which the Smog Check test indicates are necessary."

BAR # AE-117584

EPA ID # CAD-982494460

[REDACTED]				CODE		ORIGINAL ESTIMATE \$	DATE	TIME	CONTACT NAME	BY	DISCLAIMER OF WARRANTIES 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 the Seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of said products.
				REVISED ESTIMATE \$		DATE	TIME	CONTACT NAME	BY		
				I ACKNOWLEDGE NOTICE AND CONSENT APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.							
MAKE	MODEL	YEAR	ODOMETER	LICENSE NO.	ST.	\$75.00					
JG	NJ6	88	68,612								
SERVICE CONSULTANT				VEHICLE NUMBER			OPEN DATE		CLOSE DATE		
STEPHEN R RICHARDSON				SAJKV1549JC 519545			12/22/99				
CONTACT		DAY PHONE NO.		EXT.		EVE PHONE NO.		EXT.		WORK ORDER NO.	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		22061	

Tag	Wait?	Wash?	Color Trim	In-Service	<---Promise---	Work Completed	Est
105	No	No				12/22/99 13:00	227

C/P FLUID STILL LEAKING FROM RGT FRT CORNER OF CAR
 MISDIAGNOSED ON PREV RD- HYDRAULIC SYSTEM PUMP FEED HOSE
 LEAKING \$180 - CUST DECLINED REPAIRS

MISC REPAIRS-MISC	Adc-On?	Tech	Hours	Labor
	No	BELLO3	.5	37.50 Dealer

Stephen Richardson

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*****
* Totals Amount
* Total.....: No Charge Customer
*
* Labor.....: 37.50
* Total.....: 37.50 Dealer
*****

```


27983

Monterey

1711 DEL MONTE BLVD.

SEASIDE, CA 93955

Jaguar • Rolls-Royce • INFINITI • SAAB

(831) 899-8800

FAX (831) 899-8838

PARTS 800-866-7706

DATE ENTERED 01 MAY 00	YOUR ORDER NO.	DATE SHIPPED 01 MAY 00	INVOICE DATE 01 MAY 00	INVOICE NUMBER 3618
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ACCOUNT NO. 4094

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PAGE 1 OF 1

SHIP VIA		SLSM.	D/L NO.	TERMS	F.O.B. POINT		
		1	JAG	CASH	SEASIDE, CA.		
ORD.	QUANTITY SHIP	NO.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
3	3	0	BBC-1	BRAKE CLEA	4.95	2.37	7.11
1	1	0	CBC-6952	FLUID RESE	230.25	216.80	216.80
3	3	0	JLM-9886	HSMO FLUID	7.45	6.26	18.78
***** COUPON SPECIAL *****				MISC SUPPLIES			
***** 10% OFF *****				PARTS	242.69		
***** ANY ROUTIQUE ITEM *****				SUBLET			
***** WITH THIS COUPON *****				FPEIGHT	0.00		
***** JAGUAR INFINITI SAAB *****				SALES TAX	0.00		
CUSTOMER'S SIGNATURE					RD 23604		
					0.00		

ELECTRICAL ITEMS AND SPECIAL ORDERS ARE NOT RETURNABLE.
 20% HANDLING CHARGE ON ALL RETURNS. NO REFUNDS AFTER 14 DAYS.
 ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

22029



Jaguar • INFINITI • SAAB

1711 DEL MONTE BLVD.
SEASIDE, CA 93955
(831) 899-8800
FAX (831) 899-8838
PARTS 800-866-7706

DATE ENTERED 1 MAY 99	YOUR ORDER NO.	DATE SHIPPED 1 MAY 99	INVOICE DATE 1 MAY 99	INVOICE NUMBER 56080
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ACCOUNT NO. 700

PARTS CASH RETAIL

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PAGE 1 OF 1

SHIP VIA	SLSM.	BL NO.	TERMS	F.O.B. POINT	
	4	JAG	CASH	SEASIDE, CA.	
QUANTITY	UNIT	DESCRIPTION	EST.	NET	AMOUNT
1	1	0 X CBC-5152 BRAKE HOSE	50.61	44.45	44.45
1	1	0 CBC-6313/1 HOSE	3.35	3.65	3.65
1	1	0 CAC-7517/3 ACCUM HOSE	4.92	3.35	3.35



PAID
MAY 11 1999
704

***** COUPON SPECIAL *****
***** 10% OFF *****
***** ANY BOUTIQUE ITEM *****
***** WITH THIS COUPON *****
***** JAGUAR INFINITI SAAB *****

PARTS	51.4
SUBLET	
FREIGHT	0.0
SALES TAX	3.7
	\$55.1

ELECTRICAL ITEMS AND SPECIAL ORDERS ARE NOT RETURNABLE.
20% HANDLING CHARGE ON ALL RETURNS. NO REFUNDS AFTER 14 DAYS.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

Monterey

1711 DEL MONTE BLVD.
SEASIDE, CA 93955

Jaguar • Rolls-Royce • INFINITI • SAAB

(831) 899-8800

FAX (831) 899-8838

PARTS 800-866-7706

DATE ENTERED 19 OCT 99	YOUR ORDER NO.	DATE SHIPPED 29 OCT 99	INVOICE DATE 29 OCT 99	INVOICE NUMBER 1742
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ACCOUNT NO. 710
CASH WHOLESALE TAXBLE

SAME PAGE 1 OF 1

SHIP VIA	SLSM. A	B/L NO. JAG	TERMS CASH	F.O.B. POINT SEASIDE, CA.
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QTY	UNIT	PRICE	PART NUMBER	DESCRIPTION	EXT.	TAX	TOTAL
1	1	0	CAC-9992	PAS HOSE L	65.95	54.06	56.06
1	1	0	EAC-7739	PAS HOSE L	14.60	12.41	12.41



JAGUAR

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(P)

***** COUPON SPECIAL *****
***** 10% OFF *****
***** ANY BOUTIQUE ITEM *****
***** WITH THIS COUPON *****
***** JAGUAR INFINITI SAAB *****

PARTS	59.4
SUBLET	
FREIGHT	0.0
SALES TAX	4.9

CUSTOMER'S SIGNATURE

573.4

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