

06/11/2021
13:09:40

HISTORY LISTING

PAGE 1

SERIAL NO. : SAJWA82C48TH26200

R.O DATE : 09/10/2014 R.O TYPE : S
MILEAGE : 91728

JOB NUMBER : 1 OPERATION 10JAZ06 OP. DESC. CHECK ENGINE LIGHT

COMPLAINT : CUSTOMER STATES CHECK ENGINE LIGHT ON
ENGINE OVERHEATED AND NOW MISSES AND LIGHT FLASHES
CAUSE : VERIFIED COMPLAINT
CORRECTION : DIAGNOSTICS REVEALED MISFIRE CODES ON CYLINDERS #1, #2, #3,
#4, #5, #6 AND #7. REMOVED SPARK PLUGS AND FOUND THEM
FOULED. REPLACED SPARK PLUGS, ENGINE STILL MISFIRING ON
CYLINDER #7. COMPLETED CYLINDER COMPRESSION TEST, DRY AND
WET. COMPRESSION READINGS ARE AS FOLLOWS: #1-120PSI, #2-130
PSI, #3-125PSI, #4-120PSI, #5-130PSI, #6-140PSI, #7-0PSI AND
#8-110 PSI. BORE-SCOPED CYLINDER #7 AND FOUND THE INTAKE
VALVE BENT AND STICKING DOWN INTO THE COMBUSTION CHAMBER.
ENGINE HAS JUMPED TIMING. REPLACED ENGINE ASSEMBLY SWAPPED
IN NEW SPARK PLUGS AND REPLACED ONE LEAKING SUPER-CHARGER
CHARGED AIR COOLING HOSE. VERIFIED ENGINE PERFORMANCE IS
NOMINAL AFTER REPAIRS.
INSTALLED WITH USED ENGINE ASSY PER CUSTOMER REQUEST.
ASC EXTENDED WARRANTY AUTH#942329831
ENGINE HBAS A 6 MONTH PART WARRANTY ONLY

JOB NUMBER : 2 OPERATION 01JAZ100K OP. DESC. 100K SERVICE
SALE TYPE : C
COMPLAINT : CUSTOMER REQUEST 100,000 MILE MAINTENANCE SERVICE
CORRECTION : 100,000 MILE SERVICE COMPLETED
NO ADDITIONAL LABOR CHARGES DUE TO ENGINE REPLACEMENT

JOB NUMBER : 3 OPERATION 01JAZ OP. DESC. MISC OPERATION
SALE TYPE : C TECHNICIAN NO(S). 0424
COMPLAINT : BALANCE BOTH FRT WHEELS FOR EXCESS VIBRATION
CORRECTION : RE-BALANCED BOTH FRONT WHEELS. MOVED LEFT FRONT WHEEL TO
THE REAR DUE TO DAMAGED WHEEL

JOB NUMBER : 4 OPERATION 51JAZ15 OP. DESC. POWER ACCESSORIES
SALE TYPE : C TECHNICIAN NO(S).
COMPLAINT : CUSTOMER STATES W/WIPERS ONLY WORK ON HIGH
CAUSE : VERIFIED COMPLAINT
CORRECTION : CUSTOMER PROVIDED ESTIMATE FOR REPAIRS, CUSTOMER DECLINED
REPAIRS AT THIS TIME.

R.O NO. : 398330 R.O DATE : 01/07/2014 R.O TYPE : S
MILEAGE : 80392

06/11/2021
13:09:40

HISTORY LISTING

PAGE 2

COMPLAINT : CUSTOMER STATES AIR SUSPENSION FAULT MESSAGE DISPLAYED,
FRONT END IS DOWN
CAUSE : INSPECTED AND FOUND LF AIR STRUT LEAKING
RECOMMENDED BOTH FRONT AIR STRUTS TO BE REPLACED
CORRECTION : REPLACED BOTH FRONT AIR STRUTS, VERIFIED REPAIR

R.O NO. : 385376 R.O DATE : 04/05/2013 R.O TYPE : S
MILEAGE : 68229 ADVISOR NO. : 342926

JOB NUMBER : 1 OPERATION 51JAZ01 OP. DESC. BODY ELECT CONCERN
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : CUSTOMER STATES WHEN YOU POP TRUNK TO UNLOCK, IT WILL
POP BUT NOT FULLY UNLATCH
CAUSE : VERIFIED CONCERN
CORRECTION : CHECKED THE TRUNK LATCH, MOTOR NOT FULLY UNLATCHING
MECHANISM CORRECTLY. NEEDS NEW TRUNK LATCH ASSEMBLY.
REPLACED THE TRUNK LATCH ASSEMBLY. VERIFIED TRUNK
WORKING CORRECTLY

JOB NUMBER : 2 OPERATION 51JAZ OP. DESC. BODY ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : CUSTOMER STATES ONE KEY FOB WILL NOT UNLOCK VEHICLE.
SECOND REMOTE ALL FUNCTIONS WORK
CAUSE : VERIFIED CONCERN
CORRECTION : CHECK THE FOBS THE UNLOCK BOTTON INSIDE ONE OF THE FOBS
IS DAMAGED. NEEDS A NEW FOB TO WORK CORRECTLY. ESTIMATE
PROVIDED, CUSTOMER DECLINED

JOB NUMBER : 3 OPERATION 60JAZ12 OP. DESC. VISORS
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : RIGHT FRONT SUNVISOR IS COMING LOOSE
CAUSE : VERIFIED CONCERN
CORRECTION : THE RIGHT SIDE VISOR MOUNT CAME LOOSE AND TAB BROKEN OFF
IN BACK. INSTALLED WITH SEALER, TIGHTEN SCREW TO
SPECIFICATION. VERIFIED REPAIR

COMMENTS : DROP BOX

RECOMMEND : RECOMMEND REPLACING ONE KEY FOB \$365
RECOMMEND DIAGNOSING COOLANT LEAK- VEHICLE CAME IN LOW ON COOLANT
RECOMMEND DIAGNOSING WHY SIDEMARKER LAMPS AND ONE LICENSE PLATE
BULB DOES NOT WORK

R.O NO. : 379020 R.O DATE : 11/12/2012 R.O TYPE : S
MILEAGE : 63512 ADVISOR NO. : 342926

JOB NUMBER : 1 OPERATION 01JAZ190 OP. DESC. BALANCE WHEELS/TIRES
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : CUSTOMER STATES RIGHT REAR WHEEL IS CRACKED, OTHERS

13:09:40

MAY BE BENT. PLEASE BALANCE AND CHECK FOR STRAIGHTNESS

CAUSE : WE USE ONLY THE BEST EQUIPMENT TO ENSURE THE LEAST AMOUNT
OF ROLLING RESISTANCE. WE USE THE "JAGUAR" OF SHOP EQUIPMENT

CORRECTION : CHECKED ALL WHEELS FOR STRAIGHTNESS, RIGHT REAR WHEEL
IS CRACKED, CHECKED WITH VENDOR THEY ARE UNABLE TO
REPAIR. CUSTOMER PICKED UP WHEEL AND HAD REPAIRED.
THE LEFT FRONT WHEEL HAS A SLIGHT BEND TO IT, MAY NOT BE
ABLE TO FEEL WHILE DRIVING. CUSTOMER DELEIVERED REPAIRED
WHEEL BACK. INSTALLED NEW TPMS SEAL KIT, MOUNTED AND
BALANCED TIRE. TEST DROVE VEHICLE TO ENSURE TPMS
LAMP WENT OUT. REMOUNTED SPARE TO TRUNK. VERIFIED REPAIR

JOB NUMBER : 2 OPERATION 70JAZ01 OP. DESC. SUBLET REPAIR
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : CUSOTMER REQUESTS TO REPAIR RIGHT REAR WHEEL
CORRECTION : WE ARE UNABLE TO SEND OUT FOR REPAIR, CUSTOMER HAD
WHEEL REPAIRED

R.O NO. : 378199 R.O DATE : 10/24/2012 R.O TYPE : S
MILEAGE : 378199 ADVISOR NO. : 342926

JOB NUMBER : 1 OPERATION 60JAZ08 OP. DESC. CONSOLE
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : CUSTOMER STATES CENTER CONSOLE WILL NOT STAY LATCHED
\$90 .5
CAUSE : VERIFIED CONCERN
CORRECTION : CONSOLE LATCH BROKEN, REPLACED LATCH AND VERIFIED REPAIR

JOB NUMBER : 2 OPERATION 01JAZ221 OP. DESC. WIPER BLADES
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : CUSTOMER STATES WINDSHIELD WASHER RESEVOIR WILL NOT HOLD
FLUID \$110 .5
CAUSE : VERIFIED CONCERN
CORRECTION : FILLER TOP NECK BROKEN, REPLACED TOP FILLER NECK, VERIFIED
REPAIR. TOPPED OFF WINDSHIELD WASHER FLUID

COMMENTS : BOB

R.O NO. : 377880 R.O DATE : 10/17/2012 R.O TYPE : S
MILEAGE : 62402 ADVISOR NO. : 342926

JOB NUMBER : 1 OPERATION 60JAZ08 OP. DESC. CONSOLE
SALE TYPE : I TECHNICIAN NO(S). 8588
COMPLAINT : CUSTOMER STATES WOOD TRIM PEELING ROOF CONSOLE NEAR
SUNGLASS HOLDER
CAUSE : VERIFIED CONCERN
CORRECTION : CHECK WOOD TRIM AND GLUE TRIM TO HOLDER.THE TAPE SHOULD
STAY ON TILL 3:00

06/11/2021

HISTORY LISTING

PAGE 4

13:09:40

INTERNAL CHARGE AS OVERHEAD CONSOLE TOOK SEVERAL MONTHS
TO COME IN ORIGINALLY AND WOOD HAS BEEN REGLUED ONCE
BEFORE.

JOB NUMBER : 2 OPERATION 60JAZ01 OP. DESC. INT TRIM CONCERN
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : CUSTOMER STATES CENTER CONSOLE WILL NOT STAY LATCHED
CAUSE : VERIFIED CONCERN
CORRECTION : ESTIMATE PROVIDED FOR REPAIRS, STOCK ORDERED PARTS

JOB NUMBER : 3 OPERATION 01JAZ221 OP. DESC. WIPER BLADES
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : CUSTOMER STATES WINDSHIELD WASHER RESEVOIR WILL NOT HOLD
FLUID
CAUSE : VERIFIED CONCERN
CORRECTION : WINDSHIELD WASHER FLUID FILLER NECK IS SOURCE OF LEAK,
STOCK ORDERED PARTS

JOB NUMBER : 4 OPERATION 01JAZ222 OP. DESC. EXTERIOR LIGHTING
SALE TYPE : C TECHNICIAN NO(S). 8588
COMPLAINT : CUSTOMER STATES LEFT FRONT PILOT BULB OUT
CAUSE : VERIFIED CONCERN
CORRECTION : REPLACE THE LEFT HEAD LAMP RUNNING LAMP BULB ,LAMP NOW
WORKING.

COMMENTS :

R.O NO. : 370921 R.O DATE : 05/23/2012 R.O TYPE : S
MILEAGE : 56316 ADVISOR NO. : 342926

JOB NUMBER : 1 OPERATION 60JAZ OP. DESC. INTERIOR TRIM
SALE TYPE : C TECHNICIAN NO(S). 6657
COMPLAINT : CUSTOMER STATES TRIM PANEL UNDER GLOVE BOX IS RIPPED.
BEN HAS PARTS IN STOCK
CAUSE : OWNER'S REQUEST
CORRECTION : REPLACE TRIM PANEL, RETEST, OK

JOB NUMBER : 2 OPERATION 60JAZ08 OP. DESC. CONSOLE
SALE TYPE : I TECHNICIAN NO(S). 6657
COMPLAINT : CUSTOMER STATES ROOF CONSOLE COMING APART, SEE HISTORY
CAUSE : STICK TAPE LOOSE
CORRECTION : REMOVE ROOF CONSOLE WOOD AND REATTACHED WITH STRONGER
ADHESIVE
INTERNAL CHARGE AS ROOF CONSOLE REPLACED UNDER WARRANTY
RO 365133 1/1/2012

COMMENTS : WAIT

13:09:40

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
354083-C 768204

JOB NUMBER : 4 OPERATION 60JAZ01 OP. DESC. INT TRIM CONCERN
SALE TYPE : W TECHNICIAN NO(S). 6657
COMPLAINT : HEADLINER LOOSE ABOVE DRIVERS HEAD
CAUSE : VERIFY OWNER'S COMPLAINT
CORRECTION : CAUSE: RETAINING CLIPS AROUND SUNROOF OPENING IN HEADLINER
HAS BROKENRETAINING CLIPS
CORRECTION: PARTICAL R&R OF HEADLINER TO GAIN ACCESS TO CLIP
REPLACE CLIPS & SECURE, RETEST, OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
354083-D 769524

R.O NO. : 347572 R.O DATE : 12/08/2010 R.O TYPE : S
MILEAGE : 30786 ADVISOR NO. : 7740

JOB NUMBER : 1 OPERATION 01JAZ30K OP. DESC. 30K SERVICE
SALE TYPE : C TECHNICIAN NO(S). 941553
COMPLAINT : CUSTOMER REQUEST 30,000 MILE MAINTENANCE SERVICE
CORRECTION : 30,000 MILE SERVICE COMPLETED

JOB NUMBER : 2 OPERATION 01JAZROTBAL OP. DESC. ROTATE AND BALANCE
SALE TYPE : C TECHNICIAN NO(S). 941553
COMPLAINT : CUSTOMER REQUEST ROTATE AND BALANCE
CAUSE : TIME AND OR MILEAGE
CORRECTION : COMPLETED ROTATE AND BALANCE

R.O NO. : 341126 R.O DATE : 07/14/2010 R.O TYPE : S
MILEAGE : 23116 ADVISOR NO. : 7740

JOB NUMBER : 1 OPERATION 01JAZ20K OP. DESC. 20K SERVICE
SALE TYPE : C TECHNICIAN NO(S). 6657
COMPLAINT : CUSTOMER REQUEST 20,000 MILE MAINTENANCE SERVICE
CAUSE : MAINTENANCE SERVICE
CORRECTION : MAINTENANCE SERVICE COMPLETED

JOB NUMBER : 2 OPERATION 60JAZ OP. DESC. INTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 6657
COMPLAINT : CHROME TRIME AT CENTER CONSOLE COMMING OFF
CAUSE : VERIFY OWNER'S COMPLAINT
CORRECTION : VERIFIED. FOUND RETAINER EAR WEAK. CRACKED. DEFECT IN MATERI
CORRECTION : REPAIR PROCEDURE, REPLACE CONSOLE LIP CHROME
OPEN LEVER, RETEST, OK

13:09:40

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
341126-B 769502

JOB NUMBER : 3 OPERATION 60JAZ10 OP. DESC. SEATS
SALE TYPE : W TECHNICIAN NO(S). 6657
COMPLAINT : PASS SEAT TRIM AT VENT COMMING LOOSE
CAUSE : VERIFY OWNER'S COMPLAINT
CORRECTION : CAUSE : PASSENGER'S SIDE CONSOLE VENT IS DISPLACED
CORRECTION : REPAIR PROCEDURE, REINSTALL VENT & SECURE,
RETEST. OK

JOB NUMBER : 4 OPERATION 61JAZ01 OP. DESC. EXT TRIM CONCERN
SALE TYPE : W TECHNICIAN NO(S). 6657
COMPLAINT : DRIVER REAR TAIL LIGHT TRIM FELL OFF
CAUSE : VERIFY OWNER'S COMPLAINT
CORRECTION : CAUSE : MISSING
CORRECTION : REPAIR PROCEDURE, CHROME NOT AVAILABLE SEPARATE
REPLACE LEFT TAIL LAMP ASM, RETEST, OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
341126-D 864146

JOB NUMBER : 5 OPERATION 51JAZ01 OP. DESC. BODY ELECT CONCERN
SALE TYPE : W TECHNICIAN NO(S). 6657
COMPLAINT : CUST STATES AT TIMES WHEN ATTEMPTING TO USE NAV SCREEN WILL
TURN GRAY AND HAVE NO RESPONCE MUST RECYCLE KEY
CAUSE : UNABLE TO VERIFY COMPLAINT
CORRECTION : REPAIR PROCEDURE, CHECK FOR CODE IN NAV. SCREEN, NONE, HAS
LATEST SOFEWARE LEVEL, SHOWED PAUL, NO FURTHER ACTION TAKEN

JOB NUMBER : 6 OPERATION 17JAZ OP. DESC. RENTAL CAR
SALE TYPE : W TECHNICIAN NO(S). 6657
COMPLAINT : RENTAL VEHICLE PROVIDED
CORRECTION : RENTAL VEHICLE PROVIDED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
341126-F

JOB NUMBER : 7 OPERATION 01JAZ134 OP. DESC. REPLACE REAR BRAKES
SALE TYPE : C TECHNICIAN NO(S). 6657
COMPLAINT : FOUND REAR BRAKE PADS IN NEED OF REPLACEMENT
CAUSE : REAR FRICTIONS WORN
CORRECTION : REPLACE REAR PADS AND ROTORS

R.O NO. : 335735 R.O DATE : 03/10/2010 R.O TYPE : S
MILEAGE : 16684 ADVISOR NO. : 7740

JOB NUMBER : 1 OPERATION 01JAZ00 OP. DESC. OIL CHANGE
SALE TYPE : C TECHNICIAN NO(S). 8588

06/11/2021

HISTORY LISTING

13:09:40

COMPLAINT : CUSTOMER REQUEST OIL CHANGE
 CAUSE : CHANGE OIL AND FILTER
 CHECK FLUIDS
 CORRECTION : OIL CHANGE COMPLETED

JOB NUMBER : 2 OPERATION 01JAZROTBAL OP. DESC. ROTATE AND BALANCE
 SALE TYPE : C TECHNICIAN NO(S). 8588
 COMPLAINT : CUSTOMER REQUEST ROTATE AND BALANCE
 CAUSE : TIME AND OR MILEAGE
 CORRECTION : COMPLETED ROTATE AND BALANCE
 NOTE THE RIGHT SIDE RIMS ARE BENT ,WORST IS ON THE REAR.

R.O NO. : 330533 R.O DATE : 10/28/2009 R.O TYPE : S
 MILEAGE : 10680 ADVISOR NO. : 7740

JOB NUMBER : 1 OPERATION 51JAZ OP. DESC. BODY ELECTRICAL
 SALE TYPE : W TECHNICIAN NO(S). 8588 06209
 COMPLAINT : CUST STATES VEHICLE GETS NO VOLUME FROM RADIO CD OR BLUETOOTH
 H
 CAUSE : CHECK CODES-U2602(21),U2602(10),U2603 AND U2604 STORED-LOST
 COMMUNICATION ON D2B NETWORK
 CORRECTION : TESTED POWER AND GROUND TO AMP-OK-SWAPPED AMP FROM DONOR CAR
 NO CHANGE-TESTED NAV,SAT RADIO AND REAR ICE SYSTEM-NAV WORKS
 REAR ICE INOP AND SAT RADIO NOT COMING UP AS OPTION ON BAND
 SELECTION-TEST POWER AND GROUND TO GATEWAY MODULE-OK-CHECK
 FIBER OPTIC CABLES TO AMP AND GATEWAY MODULE-OK-CALLED TECH
 LINE-WAS TOLD TO TEST SAT RADIO MODULE-REMOVED UPPER AND
 LOWER REAR SEATS-TEST POWER AND GROUND TO SAT RADIO MODULE-
 OK-MODULE NOT RECOGNIZED IN MODULE LIST IN IDS(FOR CODES) -
 REMOVED COMPONENT STACK IN TRUNK-TESTED POWERS AND GROUNDS-
 ALL OK-CHECKED FIBER OPTIC CABLES-FOUND PHONE MODULE WAS LIT
 WITH FIBER OPTICS UNPLUGGED-PERFORMED HARD RESET ON PHONE
 MODULE-LIGHT WENT OUT-RECONNECT ALL WIRING AND FIBER OPTIC
 CABLES-RETEST-SYSTEM WORKING-CLEARED CODES FROM ALL MODULES-
 ALL SYSTEMS CAME BACK-REAR ICE AND SAT RADIO WORKING NORMALY
 REASSEMBLE REAR SEATS AND TRUNK-RETEST ALL SYSTEMS-ALL OK-
 CALLED TECH LINE WITH RESULTS AND CLOSED CASE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO
 330533-A 865010 330533-A 869942
 330533-A 869999 330533-A 866200
 330533-A 865003 330533-A 101010
 330533-A 869996

JOB NUMBER : 2 OPERATION 17JAZ OP. DESC. RENTAL CAR
 SALE TYPE : W TECHNICIAN NO(S). 06209
 COMPLAINT : RENTAL VEHICLE PROVIDED
 CORRECTION : RENTAL VEHICLE PROVIDED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO

06/11/2021

HISTORY LISTING

PAGE 9

13:09:40

330533-B

R.O NO. : 328939 R.O DATE : 09/21/2009 R.O TYPE : S
MILEAGE : 8479 ADVISOR NO. : 7740

JOB NUMBER : 1 OPERATION 51JAZ01 OP. DESC. BODY ELECT CONCERN
SALE TYPE : C TECHNICIAN NO(S) . 06209
COMPLAINT : CUST STATES PASS SIDE HEADREST VIDEO SCREEN DOES NOT COME ON
CAUSE : UNABLE TO DUPLICATE-ALL WORKING PROPERLY WHEN TESTED