



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

30-AUG-2006

Reference No.
10167097

OWNER INFORMATION (Type or Print)

Name

Address

City

AMARGOSA VALLEY

State

NV

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1N6AA06A14N

Make

NISSAN

Model

TITAN

Model Year

2004

Date Purchased
04-MAY-04

Dealer's Name and Telephone Number
PLANET NISSAN 702 876 8000

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

LAS VEGAS

State

NV

Zip Code

89103

Transmission Type

☒

Antilock Brakes

☐

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
30-AUG-2004

Failure Mileage
3000

Failure Speed
65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED WHILE DRIVING 65 MPH ON A FREEWAY A VIBRATION WAS OBSERVED IN THE FRONT OF THE VEHICLE AND THERE WAS SQUEALING WHEN THE BRAKE PEDAL WAS DEPRESSED. THE VEHICLE HAD ONLY 3000 MILES WHEN IT WAS TAKEN TO THE DEALERSHIP WHO DETERMINED THE FRONT BRAKES WERE TOO OLD. THE TWO FRONT ROTORS WERE REPLACED HOWEVER THE BRAKE PROBLEMS CONTINUED. THE VEHICLE WAS TAKEN TO REPLACE THE FRONT ROTORS 5 TIMES. THE SIXTH TIME THE VEHICLE WAS TAKEN TO THE DEALERSHIP ALL FOUR ROTORS WERE REPLACED. THE CONTACT EXPRESSED CONCERN BECAUSE THE VEHICLE CONTINUED WITH THE BRAKES PROBLEM AND IT HAS REPRESENTED A SERIOUS SAFETY RISK.

When the brake pedal is depressed there is a popping sound, the Pedal vibrates, then it slips all the way down, The brake does not hold or brake. When I took it to be serviced before, I was told the brakes were worn down each time and therefore needed to be replaced. The last technician who worked on my truck at Planet Nissan told me I was having problems because I did not know how to drive.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

At that time I was also told the brakes on the right side were cracked and the ones on the left side were about to or ready to crack as well.

Dia 8/29/06

1:50pm. bolbieron a tronar los frenos

2:00pm. q' llegue a casa afrene pa' parquear la camioneta y volvierona tronar los frenos. 8/29/06

2:20pm. mas omenos llame a la Nissan pa' ver q' avian averiguado y no tienen ninguna informacion. 8/29/06

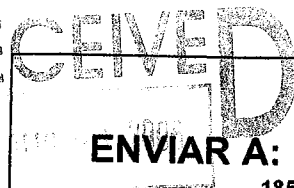
2:30pm. llame al Tel. 1-800-955-5100 todo lo q' se ase es por medio de claves y no hay respuesta. 8/29/06

3:45. llame al 1-888-327-4236 Transportacion y seguridad, me dijeron q' dejara el ~~no~~ # de Tel. asta otro dia me van a regresar la llamada. 8/29/06

El viernes 18 de Agosto llame a la compania de la Nissan pero no tienen nada envestigado, las personas q' estan pa' chequear el caso ya se abian hid

El Miercoles 15 de Agosto ise la primer llamada a la Nissan, pa' notificar el problema de la camioneta, quedaron en resolver en 24 horas. y llame el 18 de agosto, no tenian nada investi.

El 21 de agosto ago el reporte a las oficinas del consumidor quedaron en darme respuesta asta despues de tres semanas.



CONSUMER AFFAIRS DIVISION
LAS VEGAS

STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY

ENVIAR A: NEVADA CONSUMER AFFAIRS DIVISION

1850 East Sahara • Suite 101 • Las Vegas • Nevada • 89104

Teléfono (702) 486-7355 • Fax (702) 486-7371

E-mail: ncad@fyiconsumer.org

NEVADA CONSUMER AFFAIRS DIVISION
LAS VEGAS

FORMULARIO DE QUEJA

Gracias por tomar el tiempo para llenar este formulario de queja. Las quejas de los consumidores es una de las fuentes primarias de información sobre las cuales la División de Asuntos del Consumidor de Nevada confía para identificar áreas problemáticas. Si su queja está bajo la jurisdicción de otra agencia, la División de los Asuntos del Consumidor de Nevada puede remitir su queja a esa agencia.

INSTRUCCIONES: POR FAVOR ESCRIBA A MÁQUINA O A MANO (CON TINTA) Y FIRME EL FORMULARIO LLENO

SECCIÓN 1.

CONSUMIDOR

Su apellido: [REDACTED]

Su nombre: [REDACTED]

Su dirección: [REDACTED]

Amargosa Valley Nevada
(Ciudad) (Estado) (Código Postal)
Cell. [REDACTED]

Su número de teléfono: [REDACTED]

Su número de móvil: [REDACTED]

Su número de fax: [REDACTED]

Su email: [REDACTED]

¿Tiene usted 65 años de edad o más? ☐ Sí ☒ No

SU QUEJA ES EN CONTRA

Negocio/individuo: Planet Nissan

Si es un negocio, persona de contacto: _____

Dirección del negocio/individuo: 5850 Centennial
Center Blvd L.V. NV. 89103
(Ciudad) (Estado) (Código Postal)

Número de teléfono del negocio/individuo: 876-7000

Número de móvil del negocio/individuo: NICS393615

Número de fax del negocio/individuo: _____

Email del negocio/individuo: _____

Website del negocio/individuo: _____

SECCIÓN 2.

¿Usted hizo pagos a este individuo o negocio? ☒ Sí ☐ No

Si sí, por favor informe:

Fecha de pagos: 8/6/06

Forma de pagos: Cheque

Cantidad total pagada: \$553.50

POR FAVOR ADJUNTE COPIAS DE TODOS LOS DOCUMENTOS, COPIE LOS DOS LADOS DE TODOS LOS CHEQUES COBRADOS.

SECCIÓN 3.

Por favor escriba detalladamente la naturaleza de su queja en contra del individuo o negocio arriba nombrado. Incluya "quién, qué, cuándo, por qué, y dónde" de su queja.

Mi queja es: Sobre el problema de una Nissan titan de los frenos

POR FAVOR CONTINÚE ESCRIBIENDO SU QUEJA AQUÍ:

son varias veces que se a llevado esta camioneta a reglar de los freno, tengo 2 años con ella, pero continuo el proble en los frenos, ya hablé a la compañía grande de la Nissan dijeron que en 24 horas me daban una respuesta, y no me an dado ninguna el reclamo que ago es que ya no quiero la camioneta, porque me duele algo, al rato es otra cosa, y estoy arriesgando la vida de los demás y mi familia.

(Usted puede adjuntar las hojas adicionales en caso de necesidad)

SECCIÓN 4.

Enumere y adjunte todas las fotocopias (NO ORIGINALES) de cualesquier documento importante, acuerdos, correspondencia, o recibos que sustenten su queja, (tal como la prueba de la compra, cheques cobrados, contratos, garantías, etc).

- a. 08/09/2004
- b. 10/16/2004
- c. 12/13/2004
- d. 06/04/2005
- e. 05/20/2006
- f. 08/15/2006
- g. _____
- h. _____
- i. _____

SECCIÓN 5.

POR FAVOR FIRME Y ESCRIBA LA FECHA EN ESTA FORMA. LA DIVISIÓN DE LOS ASUNTOS DEL CONSUMIDOR DE NEVADA NO PROCESARÁ QUEJAS SIN FIRMAR, INCOMPLETAS O ILEGIBLES.

Entiendo que la División de los Asuntos del Consumidor de Nevada representa al público asegurándose de que los negocios estén en conformidad con las leyes prohibiendo prácticas fraudulentas, engañosas o injustas. Entiendo que la información contenida en esta queja puede ser utilizada para establecer violaciones de la ley de Nevada en el cumplimiento de acciones privadas y públicas. Entiendo que la División de los Asuntos del Consumidor de Nevada enviará mi queja y soportes al individuo o al negocio identificado en esta queja.

Afirmo por este medio bajo la penalidad de juramento que soy un adulto, 18 años de edad o mayor, que tengo conocimiento personal del asunto indicado aquí, y que las afirmaciones contenidas en esta queja son verdaderas.

(Firma)

Fecha:

8/21/06

(Imprima su nombre)

(Firma)

Fecha:

(Imprima su nombre)

08/15/2006

HISTORY LISTING

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CUSTOMER NAME : [REDACTED] SERIAL NO. : 1N6AA06A14N [REDACTED]

R.O NO. : 56904 R.O DATE : 05/20/2006 R.O TYPE : S
MILEAGE : 49651 ADVISOR NO. : 102

JOB NUMBER : 1 OPERATION 13N1ZZZ4 OP. DESC. SHIMMY WHILE BRAKING

SALE TYPE : C TECHNICIAN NO(S). 287

COMPLAINT : CUSTOMER STATES SHIMMY WHEN BRAKING
ALSO BRAKES ARE SQUEEING CK AND ADVISE

CORRECTION : RESURFACE FRONT ROTORS

COMMENTS : BRAKES

R.O NO. : 45418 R.O DATE : 01/06/2006 R.O TYPE : S
MILEAGE : 44741 ADVISOR NO. : 187

JOB NUMBER : 1 OPERATION 01N1Z0152 OP. DESC. 42,000 MILE SERVICE

SALE TYPE : I TECHNICIAN NO(S). 391

COMPLAINT : CUSTOMER REQUESTS THE 42,000 MILE SERVICE BE PERFORMED.
CHANGED ENGINE OIL AND FILTER.

CAUSE : INSPECT ALL VISIBLE DRIVE BELTS, INSPECTED ALL HOSES,
CONNECTIONS AND CLAMPS, CHECK ALL FLUID LEVELS,

CORRECTION : ADJUSTED TIRE PRESSURE AS NECESSARY, FULL CHASSIS
LUBRICATION. 27 POINT SAFETY CHECK.

R.O NO. : 42121 R.O DATE : 11/19/2005 R.O TYPE : S
MILEAGE : 41141 ADVISOR NO. : 184

JOB NUMBER : 1 OPERATION 09N1Z10 OP. DESC. TRANSMISSION FLUSH

SALE TYPE : C TECHNICIAN NO(S). 538

COMPLAINT : PERFORMED TRANSMISSION POWER FLUSH, REPLACED 10 QUARTS OF
TRANSMISSION FLUID

CAUSE : ROADTESTED VEHICLE

CORRECTION : JOB COMPLETED

JOB NUMBER : 2 OPERATION 04N1ZZ4 OP. DESC. FUEL INJECTION SVC

SALE TYPE : C TECHNICIAN NO(S). 538

COMPLAINT : PERFORM BG FUEL INJECTION SERVICE

CAUSE : FLUSHED FUEL INJECTORS

CORRECTION : JOB COMPLETED

JOB NUMBER : 3 OPERATION 01N1Z0152 OP. DESC. 42,000 MILE SERVICE

SALE TYPE : C TECHNICIAN NO(S). 538

COMPLAINT : CUSTOMER REQUESTS THE 42,000 MILE SERVICE BE PERFORMED.
CHANGED ENGINE OIL AND FILTER.

CAUSE : INSPECT ALL VISIBLE DRIVE BELTS, INSPECTED ALL HOSES,
CONNECTIONS AND CLAMPS, CHECK ALL FLUID LEVELS,

CORRECTION : ADJUSTED TIRE PRESSURE AS NECESSARY, FULL CHASSIS

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LUBRICATION. 27 POINT SAFETY CHECK.

R.O NO. : 38798 R.O DATE : 10/04/2005 R.O TYPE : S
MILEAGE : 37694 ADVISOR NO. : 285

JOB NUMBER : 1 OPERATION 01NIZ012 OP. DESC. LUBE OIL AND FILTER
SALE TYPE : I TECHNICIAN NO(S). 401
COMPLAINT : CHANGED OIL AND FILTER.....
CAUSE : 0
CORRECTION : YOUR NEXT SERVICE IS DUE IN 3 MONTHS OR 3,000 MILES

JOB NUMBER : 2 OPERATION 25NIZZ1 OP. DESC. BCM HARNESS
SALE TYPE : W TECHNICIAN NO(S). 401
COMPLAINT : PERFORM VOLUNTARY SERVICE CAMPAIGN BODY CONTROL MODULE
SUB HARNESS
P5234
CAUSE : PERFORMED CAMPAIGN AS PER NISSAN GUIDELINES

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
38798-02 P52340

JOB NUMBER : 3 OPERATION 25NIZ12 OP. DESC. TITAN REAR SEATBELT
SALE TYPE : W TECHNICIAN NO(S). 401
CORRECTION : PERFORMED RECALL CAMPAIGN AS PER NISSAN GUIDELINES
REPLACED OUTBOARD REAR BELTS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
38798-03 R04060

R.O NO. : 34788 R.O DATE : 08/12/2005 R.O TYPE : S
MILEAGE : 34575 ADVISOR NO. : 285

JOB NUMBER : 1 OPERATION 13NIZZ2 OP. DESC. BRAKE NOISE
SALE TYPE : C TECHNICIAN NO(S). 10
COMPLAINT : CUSTOMER STATES THERE IS A NOISE FROM THE BRAKES.
PLEASE INSPECT AND ADVISE.
CAUSE : UNABLE TO DUPLICATE ANY PROBLEM..
CORRECTION : NO PROBLEM FOUND AT THIS TIME...

R.O NO. : 31204 R.O DATE : 06/27/2005 R.O TYPE : S
MILEAGE : 30826 ADVISOR NO. : 285

JOB NUMBER : 1 OPERATION 01NIZ0148 OP. DESC. 30,000 MILE SERVICE
SALE TYPE : C TECHNICIAN NO(S). 10
COMPLAINT : LUBE OIL AND FILTER CHANGE, ROTATE & BALANCE TIRES,

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SERV & ADJ BRAKES AS NEC, INCL PARK. BRAKE, REPL
CAUSE : AIR AND FUEL FILTERS, REPL PCV VALVE, REPLACE SPARK PLUGS
AS APPLICABLE, SET TIMING AND IDLE. ADJUST BELTS AS NEC.
CORRECTION : TOP OFF ALL. ADD FUEL AND OIL SUPPLEMENTS, CK CHARGING
SYSTEM, 27 POINT SAFETY CK, ROAD TESTED FOR PERFORMANCE

R.O NO. : 29634 R.O DATE : 06/04/2005 R.O TYPE : S
MILEAGE : 28955 ADVISOR NO. : 471

JOB NUMBER : 1 OPERATION 13NIZZZ4 OP. DESC. SHIMMY WHILE BRAKING
SALE TYPE : W TECHNICIAN NO(S). 371
COMPLAINT : CUSTOMER STATES SHIMMY WHEN BRAKING
CAUSE : BULLETIN AS PER NISSAN
CORRECTION : REPLACE FRONT ROTORS AND RESURFACE REAR ROTORS AND
REPLACE BOTH FRONT AND REAR PADS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
29634-01 PX23AA

R.O NO. : 28267 R.O DATE : 05/16/2005 R.O TYPE : S
MILEAGE : 27252 ADVISOR NO. : 471

JOB NUMBER : 1 OPERATION 01NIZ0147 OP. DESC. 27,000 MILE SERVICE
SALE TYPE : C TECHNICIAN NO(S). 459
COMPLAINT : CUSTOMER REQUESTS A 27,000 MILE SERVICE
CHANGED ENGINE OIL AND FILTER.
CAUSE : INSPECT ALL VISIBLE DRIVE BELTS, INSPECTED ALL HOSES,
CONNECTIONS AND CLAMPS, CHECK ALL FLUID LEVELS,
CORRECTION : ADJUSTED TIRE PRESSURE AS NECESSARY, FULL CHASSIS
LUBRICATION. 27 POINT SAFETY CHECK.

R.O NO. : 22443 R.O DATE : 02/05/2005 R.O TYPE : S
MILEAGE : 20737 ADVISOR NO. : 101

JOB NUMBER : 1 OPERATION 01NIZ0146 OP. DESC. 22,500 MILE SERVICE
SALE TYPE : C TECHNICIAN NO(S). 287
COMPLAINT : CUSTOMER REQUESTS THE 22,500 MILE SERVICE.
36 POINT SAFETY INSPECTION, ROAD TESTED FOR PERFORMANCE
CAUSE : CHANGED OIL AND OIL FILTER, FULL CHASSIS LUBRICATION, ROTATE
TIRES, CLEANED AND ADJUSTED BRAKES
CORRECTION : INSPECTED/TIGHTENED/ADJUSTED ALL BELTS AND HOSES, TOPPED OFF
ALL FLUIDS, SERVICED THE BATTERY, SET TIMING/IDLE AS NEC

JOB NUMBER : 2 OPERATION 13NIZZZ4 OP. DESC. SHIMMY WHILE BRAKING
SALE TYPE : W TECHNICIAN NO(S). 287
COMPLAINT : CUSTOMER STATES SHIMMY WHEN BRAKING

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CAUSE : FRONT BRAKE ROTORS OUT OF ROUND
CORRECTION : RESURFACE FRONT BRAKE ROTORS AND ROAD TEST

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
22443-02 PB25AA

R.O NO. : 19952 R.O DATE : 12/24/2004 R.O TYPE : S
MILEAGE : 17002 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 01NIZ0145 OP. DESC. 18/21,000 MILE SERV
SALE TYPE : C TECHNICIAN NO(S). 391
COMPLAINT : CUSTOMER REQUESTS THE 18,000/21,000 MILE SERVICE BE COMPLETE
CHANGED ENGINE OIL AND FILTER.
CAUSE : INSPECT ALL VISIBLE DRIVE BELTS, INSPECTED ALL HOSES,
CONNECTIONS AND CLAMPS, CHECK ALL FLUID LEVELS,
CORRECTION : ADJUSTED TIRE PRESSURE AS NECESSARY, FULL CHASSIS
LUBRICATION. 27 POINT SAFETY CHECK.

COMMENTS : WAIT

R.O NO. : 19288 R.O DATE : 12/13/2004 R.O TYPE : S
MILEAGE : 16049 ADVISOR NO. : 285

JOB NUMBER : 1 OPERATION 13NIZZZ4 OP. DESC. SHIMMY WHILE BRAKING
SALE TYPE : W TECHNICIAN NO(S). 105
COMPLAINT : CUSTOMER STATES SHIMMY WHEN BRAKING
CAUSE : FOUND FRONT ROTORS BELOW SPECS...
AND OUT OF ROUND...
CORRECTION : REPLACED FRONT ROTORS...WORK COMPLETED...
ORIGINAL : REPLACED FRONT ROTORS...WORK COMPLETED...
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
19288-01 PB23AA

R.O NO. : 18272 R.O DATE : 11/23/2004 R.O TYPE : S
MILEAGE : 14108 ADVISOR NO. : 285

JOB NUMBER : 1 OPERATION 01NIZ0144 OP. DESC. 15,000 MILE SERVICE
SALE TYPE : C TECHNICIAN NO(S). 287
COMPLAINT : PERFORMED MAJOR SERVICE,CHANGE OIL AND FILTER,LUBRICATE
CHASSIS AND ADJUST FANBELTS.PERFORM MAJOR ENGINE TUNE-UP
CAUSE : ROTATED AND BALANCED ALL TIRES,ADJUSTED AIR PRESSURE
CLEANED AND ADJUSTED BRAKES,TIGHTED FANBELTS,TOPPED
CORRECTION : OFF FLUID LEVELS,CLEANED BATTERY CABLES,RESET ENGINE IDLE
AND TIMING TO FACTORY SPECS,ROADTEST VEHICLE

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R.O NO. : 16054 R.O DATE : 10/16/2004 R.O TYPE : S
MILEAGE : 11343 ADVISOR NO. : 101

JOB NUMBER : 1 OPERATION 13N1ZZZ4 OP. DESC. SHIMMY WHILE BRAKING
SALE TYPE : W TECHNICIAN NO(S). 287
COMPLAINT : CUSTOMER STATES SHIMMY WHEN BRAKING
CAUSE : FRONT BRAKE ROTORS OUT OF ROUND
CORRECTION : RESURFACE FRONT BRAKE ROTORS AND REPLACE FRONT BRAKE PADS
AND PERFORM FRONT BRAKE SERVICE BULLITEN

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
16054-01 PB25AA

JOB NUMBER : 2 OPERATION 14N1ZZZ3 OP. DESC. TIRE WARNING LIGHT
SALE TYPE : C TECHNICIAN NO(S). 287
COMPLAINT : CUSTOMER STATES TIRE PRESSURE WARNING LIGHT COMES ON
CAUSE : LOW TIRE PRESSURE
CORRECTION : RESET TIRE PRESSURE

JOB NUMBER : 3 OPERATION 01N1Z0143 OP. DESC. 11,000 MILE SERVICE
SALE TYPE : C TECHNICIAN NO(S). 287
COMPLAINT : CUST REQUESTS THE 11,000 MILE SERVICE
CAUSE : CHANGED ENGINE OIL AND FILTER, FULL CHASSIS LUBRICATION.
SET TIRE PRESSURE, INSPECTED ALL BELTS AND HOSES.
CORRECTION : INSPECT ALL FLUID LEVELS AND TOPPED OFF AS APPLICABLE.

R.O NO. : 14842 R.O DATE : 09/23/2004 R.O TYPE : S
MILEAGE : 9272 ADVISOR NO. : 285

JOB NUMBER : 1 OPERATION 01N1Z0143 OP. DESC. 11,000 MILE SERVICE
SALE TYPE : I TECHNICIAN NO(S). 371
COMPLAINT : CUST REQUESTS THE 11,000 MILE SERVICE
CAUSE : CHANGED ENGINE OIL AND FILTER, FULL CHASSIS LUBRICATION.
SET TIRE PRESSURE, INSPECTED ALL BELTS AND HOSES.
CORRECTION : INSPECT ALL FLUID LEVELS AND TOPPED OFF AS APPLICABLE.

R.O NO. : 12948 R.O DATE : 08/16/2004 R.O TYPE : S
MILEAGE : 6244 ADVISOR NO. : 102

JOB NUMBER : 1 OPERATION 01N1Z012 OP. DESC. LUBE OIL AND FILTER
SALE TYPE : I TECHNICIAN NO(S). 287
COMPLAINT : PERFORM LUBE OIL AND FILTER CHANGE
AND CHECK ALL FLUID LEVELS AND ADJUST TIRE PRESSURES
CAUSE : 0
CORRECTION : YOUR NEXT SERVICE IS DUE IN 3 MONTHS OR 3,000 MILES

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JOB NUMBER : 2 OPERATION 01NIZ0142 OP. DESC. 7,500 MILE SERVICE
SALE TYPE : C TECHNICIAN NO(S). 287
COMPLAINT : REPLACED ENGINE OIL AND FILTER, FULL CHASSIS LUBRICATION.
ADDED FUEL AND OIL SUPPLEMENTS
CAUSE : ROTATED AND INSPECTED TIRES, INSPECTED AND ADJUSTED
ALL BELTS, AND HOSES. ADJUSTED TIMING/IDLE, TOPPED OFF ALL
CORRECTION : FLUIDS, SET THE TIRE PRESSURE, INSPECTED THE BRAKES--ADVISED
SERVICED THE BATTERY FILLED AS NEC. ROAD TESTED FOR PERFORM.
COMMENTS : USE OIL CHANGE CARD TOWARDS SERVICE/1 MORE FREE OIL

R.O NO. : 12570 R.O DATE 08/09/2004 R.O TYPE : S
MILEAGE : 5226 ADVISOR NO. : 285

JOB NUMBER : 1 OPERATION 13NIZZZ4 OP. DESC. SHIMMY WHILE BRAKING
SALE TYPE : W TECHNICIAN NO(S). 107
COMPLAINT : CUSTOMER STATES SHIMMY WHEN BRAKING
CAUSE : FOUND FRONT ROTORS WARPED..
ORIGINAL : FOUND FRONT ROTORS WARPED..
CAUSE :
CORRECTION : RESURFACED ROTORS AND REPLACED PADS..
WORK COMPLETED...

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
12570-01 PB25AA

JOB NUMBER : 2 OPERATION 17NIZ OP. DESC. ALL BODY MISC
SALE TYPE : C TECHNICIAN NO(S). 107
COMPLAINT : INSTALL LOWER BILLET GRILL.
CAUSE :
CORRECTION : WORK COMPLETED..

R.O NO. : 10834 R.O DATE : 07/05/2004 R.O TYPE : S
MILEAGE : 3094 ADVISOR NO. : 285

JOB NUMBER : 1 OPERATION 01NIZ0141 OP. DESC. 3,000 MILE SERVICE
SALE TYPE : I TECHNICIAN NO(S). 303
COMPLAINT : CHANGED ENGINE OIL AND FILTER, FULL CHASSIS LUBRICATION,
SET TIRE PRESSURE AND INSPECT TIRES FOR WEAR.
CAUSE : INSPECTED ALL BELTS AND HOSES, INSPECT AND TOP OFF
ALL FLUID LEVELS AS APPLICABLE. 36 POINT SAFETY CK
CORRECTION : ROAD TESTED FOR PERFORMANCE AS APPLICABLE.

R.O NO. : 7330 R.O DATE : 04/17/2004 R.O TYPE : P

08/15/2006

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MILEAGE : 6

ADVISOR NO. : 102

JOB NUMBER : 1 OPERATION 23NIZZ OP. DESC. PDI CLEAN AND WAX
SALE TYPE : W TECHNICIAN NO(S). 294
COMPLAINT : PERFORM PDI AND VIN-ETCH
CORRECTION : PERFORMED PRE DELIVERY INSPECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 7330-01 YX10AA

JOB NUMBER : 2 OPERATION 14NIZZZZZ OP. DESC. WHEEL LOCKS
SALE TYPE : I TECHNICIAN NO(S). 10
COMPLAINT : INSTALL WHEEL LOCKS

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).