



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
2008 DEC 1-888-DASH-2-00T  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 20-NOV-2008  
Repository   
Reference No. 10249431

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City EAST OTIS State MA 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 11.24.08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1N6ED27Y1YQ  
Make NISSAN Model FRONTIER Model Year 2000  
Date Purchased March 14, 2000 Dealer's Name and Telephone Number Jerry Rome Nissan 1 800 637 ROME Engine: No: Cylinders 6 Fuel Type: nonlead  
Original Owner  Dealer's City West Springfield State MA Zip Code 01090  
Transmission Type Manual  Antilock Brakes Powertrain Multiple Failure: Emergency brakes Rust - major problems Incident Date(s) 01-MAR-2003 multiple dates March 2002  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 070000 FUEL SYSTEM, GASOLINE, 160000 STRUCTURE  
Failure Mileage 30000 Failure Speed 0

**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: DOTM19ABC036)  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 0 Number of Deaths 0 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).

TL\*THE CONTACT OWNS A 2000 NISSAN FRONTIER. IN MAY OF 2003, THE CONTACT NOTICED THAT THE UNDERCARRIAGE OF THE VEHICLE WAS CORRODED. SHE ATTEMPTED TO APPLY THE EMERGENCY BRAKE AND IT LOCKED. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY REPLACED THE EMERGENCY BRAKE LINE AND THE MUFFLER. IN 2006, THE DEALER REPLACED THE CALIPER, ROTORS, AND THE BRAKE LINE FOR A SECOND TIME. IN NOVEMBER OF 2007, THE DEALER REPLACED THE GAS TANK DUE TO CORROSION. IN NOVEMBER OF 2008, THE VEHICLE WAS DIAGNOSED WITH MAJOR CORROSION TO ALL UNDERCARRIAGE COMPARTMENTS THAT WERE PREVIOUSLY REPLACED. THE VEHICLE WILL NOT BE REPAIRED. A REPORT WAS FILED WITH THE MANUFACTURER AND THEY STATED THAT THE VEHICLE WAS NOT UNDER A RECALL. THEY FURTHER STATED THAT SALT MAY BE THE CAUSE OF THE FAILURE. THE FAILURE MILEAGE WAS 30,000 AND CURRENT MILEAGE WAS 72,000.

*Please refer to attached pages*

*see attached sheets for clarification  
Thank You*

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 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.

PO Box 12  
East Otis, MA 01029-012  
12/4/08

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE  
Washington, D.C. 20077-9382

Re: Reference #10249431

There are several aspects to my safety issue complaints. I will try to organize the issues, my actions and Nissan's "anti-customer service" reactions in a clear and concise fashion.

I purchased my Nissan Frontier new from Jerry Rome's Nissan. The 130 miles on the truck was explained as "transportation" miles.

**Issue #1: Emergency Brake failure**

April 2001, 10,953 miles the brake drums were removed cleaned and adjusted by Wilson Dodge and Nissan, Torrington, CT 06790.

January 2003 I first encountered an emergency brake problem when I slid off the road while driving in snow. (Truck mileage was 30,636). I was told that I needed to learn how to drive in the snow. Actually, what happened was that even though the Emergency Brake handle in the cab was off, the emergency brake cables were still engaged. My mechanic stated that it should be covered under warranty. I called Jerry Rome Nissan spoke with Mr. Nardoni. He stated that it was only covered if there was a defective part. He also informed me that it should have been cleaned and greased at the 7500 mile service. Since I had the truck's 7500 mile service done at Wilson's Nissan, Torrington, CT, I called them. I was told the emergency brake was not serviced because I did not ask them to do that work. This did not make sense to me if it was a schedule maintenance item. I did contact the National Headquarters, Consumer Affairs Department of Nissan North America, Inc. but did not get a response.

September 2004 I had the same problem with the Emergency Brake system; repaired at Johnson's Nissan, Pittsfield, MA. Truck mileage was 42,707.

December 2005 I had the same problem with the Emergency Brake system. I bought the parts myself and had Monroe Brakes of Winsted, CT install them. Truck mileage was 53,408.

Spring of 2006 I stopped using the emergency brake.

**Issue #2: Major Rust problems - affecting the undercarriage and frame of the truck**

March 2002 (truck mileage - 21,000) I noted the paint "bubbling" along the seam below the right rear door. I called customer service center; spoke with Shimka (reference #4076764). I explained the problem and requested to know how the frame is constructed. To make a long story short, she referred me to Jerry Rome Nissan. I brought the truck to them and spoke with Jerry Nardoni. He observed the area of concern. He stated that a very tiny rock must have hit the seam to allow water to seep in and cause the bubbling. I pointed out that the seam (at that time) was not damaged. All Mr. Nardoni could do was repeat, "a very tiny rock etc. etc. etc.". That was his response.

November 2004 (truck mileage 43,934) the rust area was expanding. Mark Harper of Johnson's Nissan observed the problem and referred me to their auto body shop, Rufo Auto Body. Laura, an employee of Rufo, took pictures and said she would submit them to Johnson's Nissan. After 3 weeks I called Johnson's Nissan and was informed Mark Harper no longer worked there; no one knows about the pictures of rust from Rufo's and the rust problem is mine.

September 2008 (truck mileage 71,280) one of the leaf springs that connect the frame was cracked due to rust.

November 2008 (truck mileage 72,820) I was driving, put on my brakes only to have none. I took the truck to a new mechanic to have the brake line repaired. I was told that the rust damage is so extensive: brakes, calipers, leaf springs essentially the whole undercarriage, repair would not be cost-effective. I was told the undercarriage looked like Swiss cheese.

The gas tank was also "rusting out". This is interesting as it was replace November 2004 when the Johnson Nissan mechanic damaged the tank while changing the fuel sensor. The fuel sensor was replaced twice: April 2002 due to failure and Oct. 2004 due to a recall.

Other rust issues includes: inside the tail/brake light well (I carried a socket/wrench set as the lights would fall out of their sockets due to rust in the mechanism); bolts to the bed extender which also connected to the brake light systems rotted as well as the bolts to the back seat. Of course the bed of the truck rusted out even after I removed the liner which allowed water to seep under and waxed the bed twice a year.

This has been very frustrating as the mechanical aspect of the truck has caused me no problems except for the fuel sensor issue. I would not expect this type of rust problem with such low mileage.

Sincerely,

Reference #10249431

# L & M AUTO, INC.

*Emergency Brake repair*  
Ref# 10249431

12 OLD BLANDFORD ROAD \* EAST OTIS, MA 01029 \* 413-269-6220

<b>PO #</b>	<b>Date: 01/25/2003</b>	<b>Cust TaxID: 0</b>	<b>Invoice #</b>
Otis, MA		Vin # : 1N6ED27Y1YC	Motor Hours :
Phone1		Yr/Make : 2000 Nissan	Writer : PMP
Phone2	Ext.	Model : Frontier	Date : 01/24/2003
		Plate :	Motor : 6 Cyl 3.3
		Miles : 30,620	Unit # :

**Work To Be Performed**

Lube Service.

Quantity	Part Number / Tech	Description	Parts	Labor
1.00	51356	Oil Filter	\$10.74	
1.00	WF	Washer Fluid	\$1.00	
		CHECK FOR REAR BRAKES STAYING ON. REMOVE REAR DRUMS/FREE-UP EMERGENCY BRAKE PIVOTS.		\$44.00
		NOTE: WILL REQUIRE DISASSEMBLY OF EMERGENCY BRAKE PIVOTS TO REPAIR CORRECTLY.		
		Lube, Oil and Filter. Check and top off all fluid levels. Grease all fittings & lube hinges. Check tires and lights.		\$25.00
	Sublet	4.5 qts of oil		\$10.80

*Oil chg #*  
*1-25-03*

<p>***** THANK YOU FOR YOUR BUSINESS!! *****</p> <p><b>Service Recommendations</b></p> <p>NOTE: Anti-freeze tested good for -15 below zero.</p>	<p>We Believe that quality workmanship, will protect your Investment and your family. ***Thank You for your Business and Come Again!***</p>	<table border="1"> <tr><td>Labor</td><td>\$69.00</td></tr> <tr><td>Parts</td><td>\$11.74</td></tr> <tr><td></td><td>\$0.00</td></tr> <tr><td></td><td>\$0.00</td></tr> <tr><td>Towing</td><td>\$0.00</td></tr> <tr><td>Sublet</td><td>\$10.80</td></tr> <tr><td>Sales Tax</td><td>\$1.25</td></tr> <tr><td>Shop Charge</td><td>\$2.50</td></tr> <tr><td>F.E.T.</td><td>\$0.00</td></tr> <tr><td>Inspection</td><td>\$0.00</td></tr> <tr><td>Amount Paid</td><td>\$0.00</td></tr> <tr><td><b>Total Due</b></td><td><b>\$95.29</b></td></tr> </table>	Labor	\$69.00	Parts	\$11.74		\$0.00		\$0.00	Towing	\$0.00	Sublet	\$10.80	Sales Tax	\$1.25	Shop Charge	\$2.50	F.E.T.	\$0.00	Inspection	\$0.00	Amount Paid	\$0.00	<b>Total Due</b>	<b>\$95.29</b>
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Inspection	\$0.00																									
Amount Paid	\$0.00																									
<b>Total Due</b>	<b>\$95.29</b>																									
	<p>I hereby authorize you to perform the above repair work including necessary parts and materials set forth. Additional labor, parts or materials may be required to repair the vehicle, and further such repairs shall not be performed until after I have authorized them either in writing or verbally. You and your employees are authorized to operate the vehicle on streets, highways or elsewhere at my risk for the purpose of test inspection and delivery. It is understood and agreed the repair facility is not responsible for any loss or damage to vehicle.</p>																									

X \_\_\_\_\_ Received By

**L & M AUTO, INC.**

*Emergency Brake Repair*  
10249431

**2003**

12 OLD BLANDFORD ROAD \* EAST OTIS, MA 01029 \* 413-269-6220

<b>PO #</b>	<b>Date: 01/30/2003</b>	<b>Cust TaxID: 0</b>	<b>Invoice #</b>
Otis, MA Phone1 Phone2	Ext.	Vin # : 1N6ED27Y1YC Yr/Make : 2000 Nissan Model : Frontier Plate : Miles : 30636	Motor Hours : Writer : Date : 01/30/2003 Motor : 6 Cyl 3.3 Unit # :

**Work To Be Performed**

Quantity	Part Number / Tech	Description	Parts	Labor
		REMOVE REAR DRUMS, DISASSEMBLE EMERGENCY BRAKE PIVOTS, CLEAN AND LUBRICATE WITH NEVER SEIZE LUBE. REASSEMBLE  <i>1/30/03 \$77.62</i>  <i>pd 1/30/03</i>		\$75.00

\*\*\*\*\* THANK YOU FOR YOUR BUSINESS!! \*\*\*\*\*

**Service Recommendations**

We Believe that quality workmanship, will protect your Investment and your family. \*\*\*Thank You for your Business and Come Again!\*\*\*

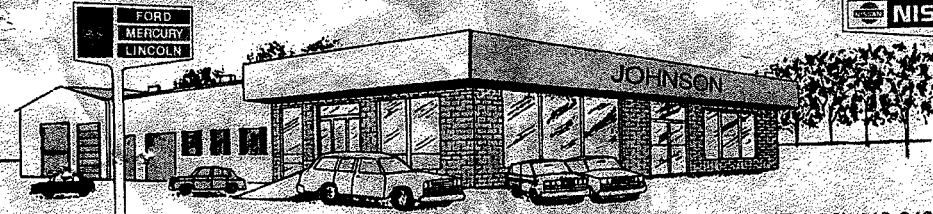
I hereby authorize you to perform the above repair work including necessary parts and materials set forth. Additional labor, parts or materials may be required to repair the vehicle, and further such repairs shall not be performed until after I have authorized them either in writing or verbally. You and your employees are authorized to operate the vehicle on streets, highways or elsewhere at my risk for the purpose of test inspection and delivery. It is understood and agreed the repair facility is not responsible for any loss or damage to vehicle.

X \_\_\_\_\_  
Received By

Labor	\$75.00
Parts	\$0.00
	\$0.00
	\$0.00
Towing	\$0.00
Sublet	\$0.00
Sales Tax	\$0.12
Shop Charge	\$2.50
F.E.T.	\$0.00
Inspection	\$0.00
Amount Paid	\$0.00
<b>Total Due</b>	<b>\$77.62</b>

# JOHNSON FORD-LINCOLN-MERCURY-NISSAN, Inc.

V 9/04  
Mustang  
Replacement  
Emergency  
Brake repair



694 EAST STREET • P.O. BOX 1144 • PITTSFIELD, MASSACHUSETTS 01202

PHONE (413) 443-6431

Ref 10249431

CHECK <input checked="" type="checkbox"/> APPROPRIATE BOX		
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT
\$	\$	\$
PARTS	LABOR	TOTAL

### DISCLAIMER OF WARRANTIES

Any warranties on the product 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 product. Any limitation contained herein does not apply where prohibited by law.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE, OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) \_\_\_\_\_ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) \_\_\_\_\_

X \_\_\_\_\_

INVOICE 10		DRIVER/OWNER INFORMATION		INVOICE#
EAST 0115 MA		EAST 0115 MA		
HOME#		HOME#		
FOR OFFICE USE		VEHICLE INFORMATION		
TAG#	ADV: 200 HARPER, M INVOICE# PRELIM DUS C VO	VIN IN6ED27Y1YC	LICENSE NUMBER#	
TAX RULIS:	YY2NN INVOICE# 09/22/2004 09:53:50	00 NISSAN	FRONTIER	4X4 CRIM CAR
ODMETER IN: 43039	OUT: 43037	OBS: NIS		
DATES	BEGIN: 09/22/04	END: 09/22/04		
CONCERN 51 PART CUSTOMER REQUEST CLEAN, LUBE ADJUST E-BRAKE PIVOTS ECT., CORRECTION FREED UP AND ADJUSTED E-BRAKE FACTORY		OPERATION	TECH	AMOUNT
SS#: [REDACTED]		M	111	E 91.00
TYPE: C		SUBTOTAL		
SUMMARY OF CHARGES FOR INVOICE C44615		LAB MECHANICAL 91.00		
MATERIALS CHARGE	6.37	TOTAL CHARGE FOR CONCERN 91.00		
SERVICE HISTORY	.25	PAYMENT DISTRIBUTION FOR INVOICE C44615		
LAB MECHANICAL	91.00	TOTAL CHARGE 91.94		
SUB-TOTAL	97.62	CASH TUE 97.94		
MASS SALES TAX	.32	GRAND TOTALS		
TOTAL CHARGE	97.94			
ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:				
DATE OPENED RO# DATES INVOICED				
09/22/04 44613				
IF YOU HAVE ANY QUESTIONS PLEASE SEE MATT HARPER				
*****IMPORTANT NOTICE*****				
JOHNSON DEALERSHIP IS COMMITTED TO PROTECTING OUR ENVIRONMENT. THE 10% SOLID ANODUS CHARGE ON YOUR BILL IS ONLY A FRACTION OF THE COST TO PROPERLY HANDLE THE HAZARDOUS WASTE AND MATERIALS INVOLVED IN REPAIRING YOUR VEHICLE. EVERYONE, THANK YOU FOR YOUR CONCERN				
ANY QUESTIONS PLEASE CONTACT THE SERVICE MANAGER				
PAID SEP 22 2004				
PAGE 1 LAST PAGE				



6823613111  
JOHNSON FORD LINCOLN-MERC  
634 EAST ST  
PITTSFIELD, MA 01201  
413-443-6431

Plant ID: 30000005866  
Job ID: 001  
Work ID: 1

Ref # 009

# JOHNSON



JOHNSON FORD-LINCOLN-MERCURY, INC.

JOHNSON NISSAN

694 East St. P.O. Box 1144  
Pittsfield, Mass. 01202  
Tel. (413) 443-6431  
Parts Direct: (413) 442-3084

11/05  
Emergency  
Brake parts purchased  
from Nissan Parts Dept  
Reference # 10249431

Sale

XXXXXXXXXX3019

COVER Entry Method: Manual

03/05 12:41:22

# 132783 Appr Code: 003868

Order: OnLine Batch #: 307001

Code: ZIP MATCH Z

Price: \$ 29.69  
*Tele Auth*  
Customer Care  
THANK YOU!

INV# CASH

MASSACHUSETTS

01201

NAD# 002000 M99 05 BP 00  
MP007/375 A15 11/03/05

IN PART NUMBER	DESC	QTY	LIST	SELL	XSELL
VT 440457B700	*PULLEY-S	2	DEPOSIT	29.69	29.69

*FAST*  
No. 03/2005

SUBTOTAL 29.69  
TAX .00  
INVOICE TOTAL 29.69

ADDITIONAL LINES 1  
CALL US FOR FORD AND MOTORCRAFT PARTS NEEDS  
ELECTRICAL PARTS ARE NON-RETURNABLE SPECIAL ORDERS 15%  
DISCOUNT. YOUR ORDER WAS FILLED BY GEORGE ROUSE

NO REFUND WITHOUT THIS INVOICE.  
NO REFUNDS ON ELECTRICAL PARTS AND  
SPECIAL ORDERS.  
5% HANDLING CHARGE FOR ALL RETURNS.  
NO RETURNS AFTER 30 DAYS.

X \_\_\_\_\_  
RECEIVED BY

12/05

6823013111  
JOHNSON FORD LINCOLN-MERC  
694 EAST ST  
PITTSFIELD, MA 01201  
413-443-6431

*Emergency Brake  
Parts*

*Reference # 10249431*

Merchant ID: 30000005866  
Term ID: 001  
Clerk ID: 1  
Ref #: 014

# JOHNSON



JOHNSON FORD-LINCOLN-MERCURY, INC.

**JOHNSON NISSAN**

694 East St. P.O. Box 1144  
Pittsfield, Mass. 01202  
Tel. (413) 443-6431  
Parts Direct: (413) 442-3084

**Sale**

XXXXXXXXXX  
DISCOVER Entry Method: Manual

12/15/05 16:14:30

Inv Appr Code: 015112

Appr: Online Batch #: 349001

AVS Code: ZIP MATCH Z

Total: \$ 19.78

Customer Copy  
THANK YOU!

PHONE#

INV#

CASH

ASSAL... 01029

NAD# 002000 M99 50 DP 00  
MP007/826 024 12/15/05

EN PART NUMBER	DESC	QTY	LIST	SELL	XSELL
PD 4308820600	BOLT-DEA	2	5.29	5.29	10.58
PD 442224B000	RETAININ	2	.97	.97	1.94
PD 271907B700	WASHER L	2	1.73	1.73	3.46
NC FREIGHT	*****	1	3.00	3.00	3.00

**PAID**  
DEC 15 2005  
BY: *DISC*

SUBTOTAL 19.98  
TAX .80  
INVOICE TOTAL 19.78

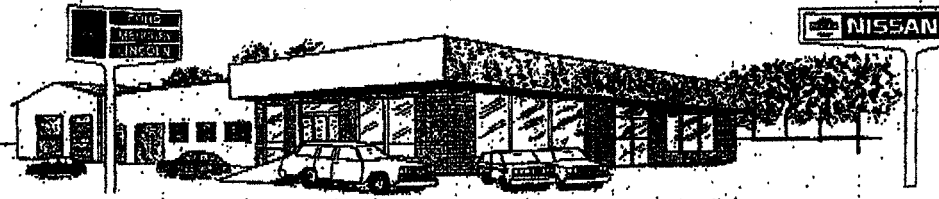
TOTAL LINES 5

CALL US FOR FORD AND MOTORCRAFT PARTS NEEDS  
ELECTRICAL PARTS ARE NON-RETURNABLE SPECIAL ORDERS 15%  
AGE 001 OF 001 YOUR ORDER WAS FILLED BY GEORGE ROUSE

**NO REFUND WITHOUT THIS INVOICE.**  
**NO REFUNDS ON ELECTRICAL PARTS AND**  
**SPECIAL ORDERS.**  
15% HANDLING CHARGE FOR ALL RETURNS.  
NO RETURNS AFTER 30 DAYS.

X \_\_\_\_\_  
RECEIVED BY

JOHNSON FORD-LINCOLN-MERCURY-NISSAN, Inc.



*Fuel  
sensor  
repair -  
Cost me  
hoochoo bucks  
for next-a-car  
4/30/02 to  
5/6/02*

694 EAST STREET P.O. BOX 1144 PITTSFIELD, MASSACHUSETTS 01202

PHONE (413) 443-6431

CHECK (✓) APPROPRIATE BOX

CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT
PARTS	LABOR	TOTAL

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, other 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 product. Any limitation contained herein does not apply where prohibited by law.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

ON BEHALF OF SERVICES RENDERED, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES RENDERED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO ALTERATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM AND BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RESOLVING SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEARS FROM THE DATE OF PAYMENT WITHOUT CHARGE AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

ISSUES: DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON DATE:

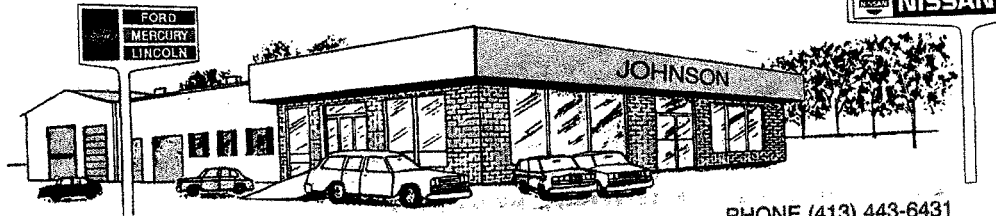
INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE#	
EAST OTIS MA		EAST OTIS MA	
HOME#		HOME#	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG#	ADVT: 200 HARPER, N INVOICE# FINAL, BAR W EN	VIN 1NNE027Y1YC	LICENSE NUMBER: MA
TAX TRACES: YVWNN	INVOICE# 05/06/2002 10:55:20	00 NISSAN FRONTIER 4X4	GEN CAB
ODOMETER IN: 22782	OUT: 22782	DISP: NIS	
DATES	ISSUE: 04/30/02	DATE: 05/06/02	
CONCERN ST	CUSTOMER STATES THE VEHICLE SUDDENLY STOPPED RUNNING AND NOW WILL CRANK BUT NOT START.	OPERATION	RECH HOURS AMOUNT
CAUSE	INTERNAL FAILURE	FIZDAA	111 1.3 67.60
CONNECTION	FPL FUEL LEVEL SENDING UNIT		
PART NUMBER	FOR	NOTE	DESCRIPTION
QAT: 23060-4S415			SENDER UNIT FUE
PARTS: QUANT			QTY LIST SP11
			1 31.47 30.83 30.83
FACTORY	SS#: CONCERN CH: 32	CERT#: 5650	COND CODE: F 32
ONS/COMP: AA			FAIL CODE: 32
			SUBTOTAL
			PARTS 43.23
			LAB-MECHANICAL 67.60
			TOTAL CHARGE FOR CONCERN 110.83
TYPE: W			GRAND TOTALS
SUMMARY OF CHARGES FOR INVOICE			PAYMENT DISTRIBUTION FOR INVOICE
PARTS 43.23			TOTAL CHARGE 110.83
LAB-MECHANICAL 67.60			TAC WARRANTY 110.83
TOTAL CHARGE 110.83			
IF YOU HAVE ANY QUESTIONS -- PLEASE SEE MATT HARPER			
IF YOU RECEIVE A SURVEY FROM FORD OR NISSAN			
PLEASE FILL OUT AND RETURN, THANK YOU!			

*Copy mailed to customer on 8/28/02*

PAGE 1  
LAST PAGE

*Artin:*

# JOHNSON FORD-LINCOLN-MERCURY-NISSAN, Inc.



*Fuel sensor recall*  
Ref: 10249431

PHONE (413) 443-6431

694 EAST STREET • P.O. BOX 1144 • PITTSFIELD, MASSACHUSETTS 01202

(CHECK (✓) APPROPRIATE BOX)

CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT
---------------	-------------------------------	-----------------

PARTS \$      LABOR \$      TOTAL \$

Authorized Signature And Date

IN BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE ENGINE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OBTAINED AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product 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 product. Any limitation contained herein does not apply where prohibited by law.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

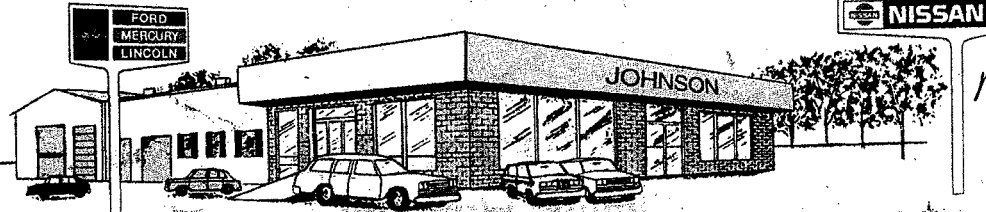
(SIGNED) \_\_\_\_\_ (DATE) \_\_\_\_\_  
DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

X

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE #
EAST OTIS MA		EAST OTIS MA		
HOME#		HOME#		
FOR OFFICE USE		VEHICLE INFORMATION		LICENSE NUMBER MA
ADV: 203 HARPER, M	INVOICE# FINAL HAR W	EM	VIN 1NGEDZ7Y1YC	
TAX RUTS: YNNN	INVOICE# 10/04/2004 14:19:23	00 NISSAN	FRONTIER 4X4	CREW CAB
DISC: NIS				
ODOMETER IN: 43294	OUT: 43294			
DATES BEGIN: 10/01/04	END: 10/04/04			
CONCERN 51	RECALL R0401 (W) D22 FUEL SMD SLT NYD04062	OPERATION	TECH HOURS	AMOUNT
CAUSE	R0401	R04010	129 1.3	83.20
CORRECTION	R0401			
PART NUMBER	QTY	LIST	SELL	
DAT 25060-4S426	1	52.90	31.74	31.74
FMC# YI 229	2	1.36	.65	1.30
PARTS COUNT 3				
FACTORY	SS#: 5139	CR#: 5139		
CONCERN CD: X	FAIL CODE: X			
	LINE AUTH: EM 100404 14:19			
GRAND TOTALS		SUBTOTAL		
		PARTS		46.14
		LAB-MECHANICAL		83.20
		TOTAL CHARGE FOR CONCERN		129.34
SUMMARY OF CHARGES FOR INVOICE		PAYMENT DISTRIBUTION FOR INVOICE		
PARTS	46.14	TOTAL CHARGE		129.34
LAB-MECHANICAL	83.20			
TOTAL CHARGE	129.34			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE MATT HARPER		EAC WARRANTY		129.34
*****IMPORTANT NOTICE*****		<b>THIS IS NOT A BILL</b>		
JOHNSON DEALERSHIPS IS COMMITTED TO PROTECTING OUR ENVIRONMENT. THE MISCELLANEOUS CHARGE ON YOUR BILL IS ONLY A FRACTION OF THE COST TO PROPERLY HANDLE THE HAZARDOUS WASTE AND MATERIALS INVOLVED IN REPAIRING YOUR VEHICLE. EVERYONE, THANK YOU FOR YOUR CONCERN		<b>WARRANTY COPY ONLY</b>		
		PAGE 1		

# JOHNSON FORD-LINCOLN-MERCURY-NISSAN, Inc.

Gas Tank Replacement



Ref # 10249431

PHONE (413) 443-6431

694 EAST STREET • P.O. BOX 1144 • PITTSFIELD, MASSACHUSETTS 01202

(CHECK (✓) APPROPRIATE BOX)		
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT
\$ PARTS	\$ LABOR	\$ TOTAL

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the product 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 product. Any limitation contained herein does not apply where prohibited by law.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

(SIGNED) \_\_\_\_\_ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) \_\_\_\_\_ X \_\_\_\_\_

INVOICE TO \_\_\_\_\_ DRIVER/OWNER INFORMATION INVOICE # \_\_\_\_\_

EAST OTIS MA \_\_\_\_\_ EAST OTIS MA \_\_\_\_\_

FOR OFFICE USE  
 TAG# ADV: 208 HARPER, M INVOICE# FINAL MAR W CM VIN IN6ED2/Y1V LICENSE NUMBER#  
 TAX RULES: YVNNN INVOICE# 11/05/2004 09:51:46 00 NISSAN FRONTIER 4X4 CREW CAB  
 ODOMETER IN: 43234 OUT: 43234 DEST: NIS  
 DATES BEGIN: 11/03/04 DONE: 11/05/04

CONCERN 51 CUSTOMER STATES THERE IS A STRONG ODDOR OF RAW FUEL. REPLACE FUEL TANK AS OPERATION TECH HOURS AMOUNT  
 PART OF RELATED DAMAGE: WHEN PREFORMING RECALL R0401 T110AA 129 1.3 83.20

CAUSE	INTERNAL FAILURE								
CORRECTION	RE FUEL TANK	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL	AMOUNT
		SPN 17202-78400			TANK ASSY-FUEL	1	302.97	185.98	185.98
		SPN 17341-40000			RETAINER-FUEL G	1	3.42	2.05	2.05
		DAT 17342-01A00			RING-O FUEL GAG	1	7.15	4.29	4.29
		FMC# YF 229			CLAMP HOSE	2	1.36	.65	1.30
		PARTS COUNT 5							

FACTORY SS# 5139 CTR# 5139 CONCERN CD: 32 FAIL CODE: 32  
 DMG/COMM: 73 LINE AUTH: FM 110504 09:51

SUBTOTAL	
PARTS	270.95
LAB-MECHANICAL	83.20
TOTAL CHARGE FOR CONCERN	354.15

SUMMARY OF CHARGES FOR INVOICE		PAYMENT DISTRIBUTION FOR INVOICE	
PARTS	270.95	TOTAL CHARGE	354.15
LAB-MECHANICAL	83.20	IAC WARRANTY	354.15
TOTAL CHARGE	354.15		

**THIS IS NOT A BILL  
 WARRANTY COPY ONLY**

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MATT HARPER  
 \*\*\*\*\*IMPORTANT NOTICE\*\*\*\*\*  
 JOHNSON DEALERSHIPS IS COMMITTED TO PROTECTING OUR ENVIRONMENT. THE M



319003000

PLUS

501 A DPENZ 11/28/08

Our records show that you received Emergency Road Service on

11/17/08 at 17:23

from A & M GARAGE

DETACH HERE

For the following problem:

Tow

- 1. Overall, how would you rate the service you received?
- 2. How would you rate the way you were treated by the person you talked to when you phoned for help?
- 3. Thinking about the person you talked to on the phone, how would you rate him/her on being courteous and professional?
- 4. Now, thinking about the service vehicle that came out to help you, how would you rate the service person on:
  - Being courteous
  - Being professional
- 5. Did the service vehicle arrive within the time quoted?
- 6. Was your vehicle towed?  
If yes, how many miles? \_\_\_\_\_
- 7. Date of Birth: \_\_\_\_\_ Email: \_\_\_\_\_

Totally Satisfied	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	Totally Dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		YES	NO	
		<input type="radio"/>	<input type="radio"/>	
		<input type="radio"/>	<input type="radio"/>	

*Truck without any brakes towed.*