

 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 JUN 29 2010 16-DEC-2009	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City [REDACTED] State [REDACTED] Zip Code [REDACTED]			Repository ☐	
			Reference No. 10296122	
Daytime Telephone Number [REDACTED]			E-mail Address [REDACTED]	
Evening Telephone Number [REDACTED]				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3N1CC11E791 [REDACTED]		Make NISSAN		Model VERSA
Model Year 2009		Date Purchased		Dealer's Name and Telephone Number STAR NISSAN
Original Owner ☒		Dealer's City BAY SIDE		State NY
Zip Code 11361		Engine: No: Cylinders 4		Fuel Type: GAS
Transmission Type ☐ Antilock Brakes ☐ Powertrain ☐ Cruise Control		Multiple Failure: 3 TIMES		Incident Date(s) 10-MAR-2009
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC PAD ROTA			Failure Mileage 2000	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: 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).				
THE CONTACT SAID THAT IN THE LAST YEAR THE FRONT ROTOR AND PADS ON THE VEHICLE HAVE OVER HEATED AND BROKE. THE ROTOR AND PADS HAS BEEN REPLACED 3 TIMES. THIS HAPPENS AT ALL TIMES REGARDLESS OF SPEED. THERE HAS NOT BEEN AN ACCIDENT, BUT THE VEHICLE CONSTANTLY HAS PROBLEM STOPPING. THIS IS ONLY HAVING TO THE FRONT BRAKES AND NOT THE BACK. 2000 MILES AT TIME OF PROBLEM AND 5000 MILES ON VEHICLE NOW.				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				
ATTACH ADDITIONAL SHEETS IF NECESSARY				

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

BRAKE 3 TIMES PERIOD
YEARS 1 1/2

TO MUCH HEAT ON BRAKE

WEAR DOWN QUICK SMALL PAD 3 TIMES

ROT 4 - 2 TIMES TWICE

ATTACH ADDITIONAL SHEETS IF NECESSARY

I HAVE DAMAGED PARTS AT HOME
SEND - SHIPPING LABEL

U.S. Department
of Transportation

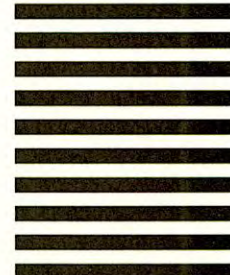
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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**



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





N.Y.S. REPAIR SHOP REG. No. R-7054839

40-20 172ND STREET
FLUSHING, NEW YORK 11358

SERVICE • 718 • 359-7447
PARTS • 718 • 359-7455
FAX • 718 • 463-4045
SHOW ROOM • 718 • 423-0505
WE DO COLLISION WORK • 718 • 464-5205

NICS364850

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CUSTOMER SIGNATURE X

CUSTOMER No. 79062	ADVISOR ROBERT KALMAN	TAG No. 005464	INVOICE DATE 06/10/10	INVOICE No. NICS364850
	LABOR RATE 106.00	LICENSE No. [REDACTED]	MILEAGE 5,797	COLOR BLUE ONYX/B
	YEAR / MAKE / MODEL 09/NISSAN/VERSA/4DR		DELIVERY DATE 12/08/08	STOCK No. 09-0853
LITTLE NECK, NY	VEHICLE I.D. No. 3 N 1 C C 1 1 E 7 9 L		SELLING DEALER NO. STAR	DELIVERY MILES 8
	F. T. E. No.	P. O. No.	R.O. DATE 06/10/10	PRODUCTION DATE 11/12/08
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS E# SVC COM 3/18/09		REPRINT# 1
				MO: 5797

LABOR & PARTS
J# 1 15NIZ-PB *FRONT DISC BRAKES UNITS: TECH(S):02347 0313 159.00
INSTALL FRONT ROTORS AND PADS. PARTS WERE PREPAID. LABOR
TO INSTALL IS ADDITIONAL \$159 + TAX, LESS 10% DISCOUNT
===== CUST WANTS OLD PADS AND ROTORS =====
INSTALL FRONT ROTORS AND PADS
INSPECT CALIPERS TO VERIFY FREE MOVEMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 1	1	999MP-A3042P	BRAKE CLEANER 2			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						159.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	10L	10 % OFF LABOR ONLY		-15.90
TOTAL - MISC				-15.90

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$159.00 (+TAX)

COMMENTS
S.O.P.

TOTALS

SERVICE IS THE MOST IMPORTANT PRODUCT WE SELL
THANK YOU FOR YOUR BUSINESS

GENUINE NISSAN REPLACEMENT PARTS HAVE A WARRANTY OF 12,000
MILES OR 12 MONTHS FROM THE DATE OF PURCHASE, WHICHEVER
OCCURS FIRST. HOWEVER THIS WARRANTY ONLY APPLIES FOR REPAIRS
NEEDED TO CORRECT DEFECTS IN MATERIALS OR WORKMANSHIP.

TOTAL LABOR....	159.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-15.90
TOTAL TAX.....	12.71
TOTAL INVOICE \$	155.81

NOW OPEN ON SATURDAY'S 6:30AM UNTIL 3:00PM
PLEASE CALL TO SCHEDULE APPOINTMENT FOR DAY

CUSTOMER SIGNATURE



N.Y.S. REPAIR SHOP REG. No. R-7054839

40-20 172ND STREET
FLUSHING, NEW YORK 11358

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SHOW ROOM • 718 • 423-0500

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CUSTOMER SIGNATURE X 79062		ADVISOR ROBERT KALMAN	TAG No. 005464	INVOICE DATE 07/21/09	INVOICE No. NICS343249
RESIDENCE PHONE [REDACTED]		LABOR RATE 106.00	LICENSE No. [REDACTED]	COLOR BLUE ONYX/B	STOCK No. 09-0853
BUSINESS PHONE [REDACTED]		YEAR / MAKE / MODEL 09/NISSAN/VERSA/4DR	MILEAGE 2,913	DELIVERY DATE 12/08/08	DELIVERY MILES 8
LITTLE NECK, NY [REDACTED]		VEHICLE I.D. No. 3 N 1 C C 1 1 E 7 9 1	SELLING DEALER NO. STAR	PRODUCTION DATE 11/12/08	
		F.T.E. No.	P.O. No.	R.O. DATE 07/21/09	
		COMMENTS E# SVC COM 3/18/09			MO: 2913

LABOR & PARTS					
J# 1 15NIZ-PB	*FRONT DISC BRAKES HOURS: 0.70 TECH(S):4646				WARRANTY
CUSTOMER STATES FRONT BRAKES SMELL LIKE THEY ARE BURNING					
FOUND EXCESSIVE ROTOR RUNOUT, AS PER ATTACHED SPECS					
REPLACE FRONT BRAKE ROTORS AND PADS TO RESOLVE.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	WARRANTY
JOB # 1	1	41060-AX085	PAD KIT-DISC BR		WARRANTY
JOB # 1	2	40206-AZ60A	ROTOR DISC BRAK		WARRANTY
JOB # 1	1	999MP-A3042P	BRAKE CLEANER 2		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 16NIZ WHEEL & TIRES HOURS: TECH(S):4646					
CHECK TIRE PRESSURE					
DONE					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

YOUR NEXT VISIT IS SCHEDULED FOR:

FRIDAY, AUGUST 28TH, FOR YOUR OIL CHANGE ... BOBK

THANK YOU FOR ALLOWING ME TO SERVICE YOUR CAR TODAY ... BOBK

TOTALS

SERVICE IS THE MOST IMPORTANT PRODUCT WE SELL	TOTAL LABOR...	0.00
THANK YOU FOR YOUR BUSINESS	TOTAL PARTS...	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G...	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

GENUINE NISSAN REPLACEMENT PARTS HAVE A WARRANTY OF 12,000 MILES OR 12 MONTHS FROM THE DATE OF PURCHASE, WHICHEVER OCCURS FIRST. HOWEVER THIS WARRANTY ONLY APPLIES FOR REPAIRS NEEDED TO CORRECT DEFECTS IN MATERIALS OR WORKMANSHIP.

TOTAL INVOICE \$ 0.00

NOW OPEN ON SATURDAY'S 6:30AM UNTIL 3:00PM

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CUSTOMER SIGNATURE



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40-20 172ND STREET
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CUSTOMER SIGNATURE X

CUSTOMER No. 79062	ADVISOR ROBERT KALMAN	TAG No. 005464	INVOICE DATE 07/16/09	INVOICE No. NICS342953
	LABOR RATE 106.00	LICENSE No. [REDACTED]	COLO. BLUE ONYX/B	STOCK No. 09-0853
	YEAR / MAKE / MODEL 09/NISSAN/VERSA/4DR	MILEAGE 2,857	DELIVERY DATE 12/08/08	DELIVERY MILES 8
LITTLE NECK, NY	VEHICLE I.D. No. 3N1CC11E791		SELLING DEALER NO. STAR	PRODUCTION DATE 11/12/08
	F.T.E. No.	P.O. No.	R.O. DATE 07/16/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# SVC COM 3/18/09		
				MO: 2857

LABOR & PARTS

CUSTOMER STATES THE BRAKES FEELS LIKE THEY ARE BURNING.
ESPECIALLY THE LEFT FRONT.
\$106.00/HOUR DIAGNOSTIC CHARGE
FOUND ROTORS WITH EXCESSIVE RUNOUT, AS PER
ATTACHED SPECIFICATIONS.
WE ARE ORDERING ROTORS AND PADS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	0	41060-AX085	PAD KIT-DISC BR	81.77	81.77	0.00
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 1	0	40206-AZ60A	ROTOR DISC BRAK	109.48	109.48	0.00
PART ON SPECIAL ORDER						
** QUANTITY 2 IS SPECIAL ORDERED **						
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

CUSTOMER STATES SOMETIMES THE SHIFTER FEELS STIFF
\$106.00/HOUR DIAGNOSTIC CHARGE
FOUND SHIFTER TO BE WORKING AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						
JOB # 2 TOTAL LABOR & PARTS						0.00

CUSTOMER STATES HE THINKS THE IDLE IS TOO HIGH. IT FEELS
LIKE THE CAR IS RACING.
FOUND IDLE TOO HIGH
PERFORM IDLE LEARN PROCEDURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						
JOB # 3 TOTAL LABOR & PARTS						0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$106.00 (+TAX)

COMMENTS

YOUR NEXT VISIT IS SCHEDULED FOR:
FRIDAY, AUGUST 28TH, FOR YOUR OIL CHANGE ... BOBK

THANK YOU FOR ALLOWING ME TO SERVICE YOUR CAR TODAY ... BOBK



N.Y.S. REPAIR SHOP REG. No. R-7054838

40-20 172ND STREET
FLUSHING, NEW YORK 11358

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CUSTOMER SIGNATURE X 79062		ADDRESS ROBERT KALMAN	TAG No 005464	INVOICE DATE 07/21/09	INVOICE No. NICS343249
[REDACTED]		LABOR RATE 106.00	MILEAGE 4090	COLOR BLUE ONYX/B	STOCK No 09-0853
LITTLE NECK, NY		LICENSE No [REDACTED]	YEAR / MAKE / MODEL 08/NISSAN/VERSA/4DR	DELIVERY DATE 12/08/08	DELIVERY MILES 8
		VEHICLE I.D. No. 3N1CC11E791	SELLING DEALER NO [REDACTED]	PRODUCTION DATE 11/12/08	
		F.T.E. No. [REDACTED]	P.O. No. [REDACTED]	R.O. DATE 07/21/09	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS E# SVC COM 3/18/09			
					MO: 2913

LABOR & PARTS					
CUSTOMER STATES FRONT BRAKES SMELL LIKE THEY ARE BURNING FOUND EXCESSIVE ROTOR RUNOUT. AS PER ATTACHED SPECS REPLACE FRONT BRAKE ROTORS AND PADS TO RESOLVE.					
PARTS	QTY	FP. NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	41060-AX085	PAD KIT-DISC BR		
JOB # 1	2	40206-AZ60A	ROTOR DISC BRAK		
JOB # 1	1	999MP-A3042P	BRAKE CLEANER 2		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

CHECK TIRE PRESSURE DONE					
PARTS	QTY	FP. NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS
YOUR NEXT VISIT IS SCHEDULED FOR:
FRIDAY, AUGUST 28TH, FOR YOUR OIL CHANGE ... BOBK

THANK YOU FOR ALLOWING ME TO SERVICE YOUR CAR TODAY ... BOBK

TOTALS					
SERVICE IS THE MOST IMPORTANT PRODUCT WE SELL				TOTAL LABOR....	0.00
THANK YOU FOR YOUR BUSINESS				TOTAL PARTS....	0.00
GENUINE NISSAN REPLACEMENT PARTS HAVE A WARRANTY OF 12,000 MILES OR 12 MONTHS FROM THE DATE OF PURCHASE, WHICHEVER OCCURS FIRST. HOWEVER THIS WARRANTY ONLY APPLIES FOR REPAIRS NEEDED TO CORRECT DEFECTS IN MATERIALS OR WORKMANSHIP.				TOTAL SUBLET...	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

NOW OPEN ON SATURDAY'S 6:30AM UNTIL 3:00PM
PLEASE CALL TO SCHEDULE APPOINTMENT FOR DAY

CUSTOMER SIGNATURE



N.Y.S. REPAIR SHOP REG. No. R-7054839

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CUSTOMER SIGNATURE X

CUSTOMER No 79062	ADVISOR ROBERT KALMAN	TAG No. 005464	INVOICE DATE 06/03/10	INVOICE No. NICS364329
	LABOR RATE 106.00	MILEAGE 5,779	COLOR BLUE ONYX/B	STOCK No. 09-0853
	YEAR / MAKE / MODEL 09 / NISSAN / VERSA / 4DR		DELIVERY DATE 12/08/08	DELIVERY MILES 8
LITTLE NECK, NY	VEHICLE I.D. No. 3N1CC11E791		SELLING DEALER NO. STAR	PRODUCTION DATE 11/12/08
	F.T.E. No.	P.O. No.	R.O. DATE 06/03/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# SVC COM 3/18/09		
				MO: 5779

LABOR & PARTS

JOB # 1 FRONT DISC BRAKES. 50 TECH(S):0313

CUSTOMER STATES REAR BRAKES SQUEAK AND GRIND WHEN MOVING IN REVERSE. \$53 TO INSPECT BRAKES. FOUND NOISE IS COMING FROM FRONT BRAKES. PADS ARE WORN DOWN TO THE METAL, DAMAGING THE ROTORS AGAIN. NEED FRONT ROTORS AND PADS. WE ARE ORDERING PARTS & CUSTOMER IS PREPAYING FOR THE PARTS. LABOR TO INSTALL WILL BE \$159

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	41060-AX085	PAD KIT-DISC BR	81.77	81.77	81.77
JOB # 1	2	40206-AZ61A	ROTOR DISC BRAK	109.48	109.48	218.96
				JOB # 1 TOTAL PARTS		300.73
				JOB # 1 TOTAL LABOR & PARTS		353.73

JOB # 2 MAINTENANCE. UNITS: TECH(S):0313

CHECK ANTIFREEZE LEVEL AND TRANS FLUID.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	10P	10 % OFF PARTS ONLY	
			TOTAL - MISC
			-30.07
			-30.07

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$53.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$514.00 (+TAX) ON 06/03/10 AT 01:39pm

BY HAROLD COMMENTS

TOTALS

SERVICE IS THE MOST IMPORTANT PRODUCT WE SELL

THANK YOU FOR YOUR BUSINESS

GENUINE NISSAN REPLACEMENT PARTS HAVE A WARRANTY OF 12,000 MILES OR 12 MONTHS FROM THE DATE OF PURCHASE, WHICHEVER OCCURS FIRST. HOWEVER THIS WARRANTY ONLY APPLIES FOR REPAIRS NEEDED TO CORRECT DEFECTS IN MATERIALS OR WORKMANSHIP.

TOTAL LABOR....	53.00
TOTAL PARTS....	300.73
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-30.07
TOTAL TAX.....	28.73
TOTAL INVOICE \$	352.39

NOW OPEN ON SATURDAY'S 6:30AM UNTIL 3:00PM
PLEASE CALL TO SCHEDULE APPOINTMENT FOR DAY

CUSTOMER SIGNATURE

PAID
JUN 03 2010
BNA Cover.....



N.Y.S. REPAIR SHOP REG. No. R-7054839

40-20 172ND STREET
FLUSHING, NEW YORK 11358

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CUSTOMER SIGNATURE 79062		ADVISOR ROBERT KALMAN	TAB No. 005464	306	INVOICE DATE 12/02/09	INVOICE No. NICS352627
LABOR RATE 106.00		LICENSE No.	MILEAGE 4,626	COLOR BLUE ONYX/B	STOCK No. 09-0853	
YEAR/MAKE/MODEL 09/NISSAN/VERSA/4DR		VEHICLE ID No. 3N1CC11E791		DELIVERY DATE 12/08/08	DELIVERY MILES 8	
P.T.E. No.		P.O. No.		SELLING DEALER NO. STAR	PRODUCTION DATE 11/12/08	
R.O. DATE 12/02/09						
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# SVC COM 3/18/09		MO: 4626		

LABOR & PARTS			
REQUEST A SAFETY INSPECTION ONLY (STATE FEE \$10.00) STICKER # 12798911 PERFORMED SERVICE AS REQUESTED			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			LIST PRICE-UNIT PRICE- JOB # 1 TOTAL PARTS 0.00
			JOB # 1 TOTAL LABOR & PARTS 10.00

CUSTOMER STATES RIGHT FRONT SEAT BELT DOESN'T PULL OUT SOMETIMES. UNABLE TO DUPLICATE CONDITION AT THIS TIME			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			LIST PRICE-UNIT PRICE- JOB # 2 TOTAL PARTS 0.00
			JOB # 2 TOTAL LABOR & PARTS 0.00

CHECK CONDITION OF BRAKE PADS FOUND FRONT BRAKE PADS WORN DOWN. PADS WERE REPLACED 7/21/09, R/O 343249, MK. 2913, ATTACHED. REPLACE BRAKE PADS. NOTE TO CUSTOMER - THIS IS A ONE TIME ONLY GOODWILL REPLACEMENT OF BRAKES.			
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 3	1	41060-AX085	PAD KIT-DISC BR
JOB # 3	1	999MP-A3042P	BRAKE CLEANER 2
			LIST PRICE-UNIT PRICE- JOB # 3 TOTAL PARTS 0.00
			JOB # 3 TOTAL LABOR & PARTS 0.00

CAMP 27N1Z-PM816, A/C LABEL IS NOT YET AVAILABLE. NO ACTION AT THIS TIME			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			LIST PRICE-UNIT PRICE- JOB # 4 TOTAL PARTS 0.00
			JOB # 4 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$10.00 (+TAX)

BY



N.Y.S. REPAIR SHOP REG. No. R-7054539



40-20 172ND STREET
FLUSHING, NEW YORK 11358

SERVICE • 718 • 359-7443

PARTS • 718 • 359-7454

FAX • 718 • 463-4049

SHOW ROOM • 718 • 423-0500

WE DO COLLISION WORK • 718 • 464-5200

SERVICE IS THE MOST IMPORTANT PRODUCT WE SELL

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR & PARTS 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED 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.

CUSTOMER SIGNATURE X CUSTOMER No. 79062		ADVISOR ROBERT KALMAN	TAG No. 005464	INVOICE DATE 07/16/09	INVOICE No. NICS342953
[REDACTED]		LABOR RATE 106.00	LICENSE No. [REDACTED]	COLOR BLUE ONYX/B	STOCK No. 09-0853
LITTLE NECK, NY		YEAR/MAKE/MODEL 09/NISSAN/VERSA/4DR	MILEAGE 2,857	DELIVERY DATE 12/08/08	DELIVERY MILES 8
		VEHICLE ID No. 3N1CC11E791		SELLING DEALER NO. STAR	PRODUCTION DATE 11/12/08
		F.T.E. No.	P.O. No.	R.O. DATE 07/16/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# SVC COM 3/18/09			MO: 2857

LABOR & PARTS

CUSTOMER STATES THE BRAKES FEELS LIKE THEY ARE BURNING, ESPECIALLY THE LEFT FRONT.
\$106.00/HOUR DIAGNOSTIC CHARGE
FOUND ROTORS WITH EXCESSIVE RUNOUT, AS PER ATTACHED SPECIFICATIONS.
WE ARE ORDERING ROTORS AND PADS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	0	41060-AX085	PAD KIT-DISC BR	81.77	81.77	0.00
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 1	0	40206-AZ60A	ROTOR DISC BRAK	109.48	109.48	0.00
PART ON SPECIAL ORDER						
** QUANTITY 2 IS SPECIAL ORDERED **						
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

CUSTOMER STATES SOMETIMES THE SHIFTER FEELS STIFF
\$106.00/HOUR DIAGNOSTIC CHARGE
FOUND SHIFTER TO BE WORKING AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

CUSTOMER STATES HE THINKS THE IDLE IS TOO HIGH. IT FEELS LIKE THE CAR IS RACING.
FOUND IDLE TOO HIGH
PERFORM IDLE LEARN PROCEDURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$106.00 (+TAX)

COMMENTS
YOUR NEXT VISIT IS SCHEDULED FOR:
FRIDAY, AUGUST 28TH, FOR YOUR OIL CHANGE ... BOBK

THANK YOU FOR ALLOWING ME TO SERVICE YOUR CAR TODAY ... BOBK



star NISSAN

N.Y.S. REPAIR SHOP REG. No. R-7054839

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CUSTOMER SIGNATURE X CUSTOMER NO. 79062		ADVISOR ROBERT KALMAN	TAG No. 005464	INVOICE DATE 08/28/09	INVOICE No. NICS346381
RESIDENCE PHONE [REDACTED]		LABOR RATE 106.00	MILEAGE 3,147	COLOR BLUE ONYX/B	STOCK No. 09-0853
BUSINESS PHONE [REDACTED]		LICENSE No. [REDACTED]	YEAR/MAKE/MODEL 09/NISSAN/VERSA/4DR	DELIVERY DATE 12/08/08	DELIVERY MILES 8
LITTLE NECK, NY [REDACTED]		VEHICLE I.D. No. 3N1CC11E791	SELLING DEALER NO. STAR	PRODUCTION DATE 11/12/08	
		F.T.E. No. [REDACTED]	P.O. No. [REDACTED]	R.O. DATE 08/28/09	
COMMENTS E# SVC COM 3/18/09			MO: 3147		

LABOR & PARTS

CUSTOMER REQUESTS TO PARTICIPATE WITH FREE OIL CHANGE AND FILTER REPLACEMENT, WITH ALL SUGGESTED SCHEDULE MAINTANCES PERFORMED @ STAR NISSAN SERVICE DEPARTMENT COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	INTERNAL
JOB # 1	1	15208-65F0C	OIL FILTER		INTERNAL
JOB # 1	1	11026-01M02	WASHER-DRAIN		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

CUSTOMER REQUESTS TO PARTICIPATE WITH NISSAN VOLUNTARY SERVICE CAMPAIGN 2009 NISSAN AIR CONDITIONING INFO LABEL CAMP# PM816 AS INSTRUCTED BY MANUFACTURER NOT DONE AT THIS TIME - LABELS ARE NOT YET AVAILABLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	INTERNAL
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

CHECK BRAKE PADS, FRONT AND REAR BRAKES ARE GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	INTERNAL
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

CUSTOMER REQUESTS TO PARTICIPATE WITH NISSAN OFFICIAL CAR CARE CLINIC (COURTESY INSPECTION- VALUED @ \$29.95) COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	INTERNAL
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

CUSTOMER REQUESTS TO PARTICIPATE WITH NISSAN TIRE WEAR INSPECTION (COURTESY INSPECTION- VALUED @ \$19.95)

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	INTERNAL
JOB # 5 TOTAL PARTS					0.00

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