



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-2 PM 2:17
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

01-FEB-2010

Repository

Reference No. 10303692

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City LOS ANGELES

State CA

Zip Code [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
1N4BA41E75C [REDACTED]

Make NISSAN

Model MAXIMA

Model Year 2005

Date Purchased 4/25/05

Dealer's Name and Telephone Number POWER NISSAN OF TORRANCE

Engine: No: Cylinders 6

Fuel Type: GASOLINE

Original Owner

Dealer's City TORRANCE

State CA

Zip Code [REDACTED]

Transmission Type AUTO

Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s) 15-DEC-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
AUTO MATIC TRANSMISSION FAILURE

Failure Mileage 61000

Failure Speed 40

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 NONE

Number of Deaths NONE

Reported to Police NO

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 2005 NISSAN MAXIMA. THE CONTACT WAS DRIVING APPROXIMATELY 40 MPH ON NORMAL ROAD CONDITIONS. PRESSURE WAS APPLIED TO THE ACCELERATOR PEDAL, FOLLOWED BY AN UNINTENDED LUNGE AND FORCEFUL ACCELERATION. THE FAILURE OCCURRED WHENEVER THE VEHICLE WAS SHIFTING IN THE FIRST, SECOND AND THIRD GEARS. THE DRIVER PULLED OVER TO THE SIDE OF THE ROAD AND TURNED THE ENGINE OFF. THE VEHICLE RESTARTED AND RESUMED NORMAL OPERATION. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN RECOMMENDED REPLACEMENT OF THE TRANSMISSION. THE VEHICLE HAS NOT BEEN REPAIRED AT THIS TIME. THE FAILURE MILEAGE WAS 61,000.

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.

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

I HAD AN ACCIDENT WITH VEHICLE 7/15/09 I TOLD THE BODY SHOP THAT THE VEHICLE WAS EXPERIENCING SHIFTING ISSUES AND WAS ADVISED THAT THE TRANSMISSION FAILURE WAS CAUSING VEHICLE TO SLIP FORWARD, ATTACHED REPAIR BILL FROM CIVIC CENTER COLLISION FOR BODY DAMAGE RESTORATION \$ 3182.17

THE TRANSMISSION WAS REPLACED BY DOWNTOWN LA NISSAN 2/06/10 AT COST OF \$ 3664.52

I HAVE NOTIFIED ^{NISSAN} CONSUMER AFFAIRS ABOUT ISSUE WITH TRANSMISSION AND HAVE NOT BEEN ATTACH ADDITIONAL SHEETS IF NECESSARY STATIFIED WITH THEIR RESPONSE

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

NISSAN OF DOWNTOWN L.A.



635 WEST WASHINGTON BLVD.
 LOS ANGELES, CALIFORNIA 90015
 (800) 351-2759
 (213) 748-4501



RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-------------|-----------------------|-------|-------|-----------------|-----------------------|-------|-------|
| 98NIZ-00093 | 15000-45000-75000 MI | MI | | 98NIZ-00048 | LOF FOR 4/6CYLINDERS | MI | |
| 98NIZ-00503 | 27 POINT INSPECTION | MI | | 98NIZ-00065 | EXPRESS LUBE 30 | MI | |
| 98NIZ-00310 | COOLING SERVICE | MI | | 98NIZ-00044 | 4/6.CYLS.OIL FLUSH | MI | |
| 98NIZ-00090 | 7500-22500-37500-MIL | MI | | 56NIZ-CERTIFIED | PREOWNED CERTIFIED | MI | |
| 98NIZ-00061 | FREE LOF PER SALES | MI | | 98NIZ-00046 | ENGINE FLUSH W/ SERV | MI | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MI/LEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|----------|---------|------------|------|-------------|-----------------------|
| 12/05/08 | 247422 | 64013 | 2482 | 2916 | C | 00NIZ-00002 | CAR..OIL CHANGE |
| | | | | 2916 | I | 55NIZGTIR | GREEN TIRE |
| 02/29/08 | 229100 | 46754 | 2482 | 2916 | I | 55NIZINSP | 27 POINT INSPECTION |
| | | | | 2457 | W | 12NIZ | ENGINE |
| | | | | 2457 | I | 55NIZGTIR | GREEN TIRE |
| | | | | 2437 | I | 55NIZINSP | 27 POINT INSPECTION |

SALESPERSON NO.

S E R V I C E

STATE REG# AA 130014

| | | | | | | |
|--------------------------------------|--------------------------------------|--|---|---|---------------------------------------|-------------------------------|
| TERMS | VEHICLE ID NO. 1N4BA41E750 | YEAR/MAKE/MODEL 05/NISSAN/MAXIMA | PRODUCTION DATE 10/01/04 | STOCK NO. | LICENSE NO. | R. O. NO. 249242 |
| CASH <input type="checkbox"/> | | | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. TORRANCE | R. O. DATE 01/07/09 |
| CREDIT CARD <input type="checkbox"/> | | | CUSTOMER NO. 184771 | SERVICE CONTRACT | CONTRACT NO. | EXPIRATION DATE |
| CHECK <input type="checkbox"/> | | | COLOR BLUE/ | | EXPIRATION MILES | TAG NO. 0580 |
| OTHER <input type="checkbox"/> | | | TURBO <input type="checkbox"/> | M/MC NIZZ | AIR COND. Y | P.S. Y |
| SAVE | LOS ANGELES, CA | | M/TRANS A | MI/LEAGE 66,505 | ADVISOR NO. 2482 | ADVISOR RAMIRO GARCIA |
| REMOVED | | BUSINESS PHONE | <small>I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCED HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER OUR PREFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.</small> | | | |
| PARTS FOR CUSTOMER | | | | | | |
| <input type="checkbox"/> YES | TIME RECEIVED 09:08am | DATE/TIME PROMISED 01/07/09 12:00pm | PRIORITY | <small>TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.</small> | | |
| <input type="checkbox"/> NO | CELL: [REDACTED] | | | <small>CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF</small> | | |

| JOB | ORIGINAL CUSTOMER ESTIMATE: | PARTS | LABOR | TOTAL |
|-----|--|-------|-------|-------|
| X | | 98.00 | 0.00 | 98.00 |
| 1 | COMMENTS : TRANS FLUSH \$220.00 C 21NIZ AUTO TRANS CUST. STATES WHEN ACCELERATING TRANS JERKS CHECK OPERATIONS AND ADVISE | | | |
| 2 | I 55NIZGTIR GREEN TIRE INSPECTED TIRES AND FOUND 6/32 OF TIRE TREAD OR MORE | | | |
| 3 | I 55NIZINSP 27 POINT INSPECTION PERFORM 27 POINT INSPECTION | | | |

SERVICE AND PARTS DEPT. HOURS
 MONDAY THRU FRIDAY
 7:00 A.M. to 7:00 P.M.
 SATURDAY
 7:00 A.M. to 4:00 P.M.

NOTICE TO CUSTOMERS
 WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES.
 RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.
 THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY, FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

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

WE GUARANTEE OUR LABOR 90 DAYS OR 4,000 MILES - WHICHEVER OCCURS FIRST, GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT.

QUARTERS SHUTTLE

IF YOU PAY BY CHECK, A 15 DAY WAITING PERIOD MUST BE OBSERVED BEFORE ANY REFUNDS CAN BE ISSUED.

FUEL GAUGE

PRIOR BODY DAMAGE

BAR # ARD130014 • EPA # CAD 914424038
 toC's and Reynolds Company FRANTW014E G0516287 Q (08/06)

NISSAN OF DOWNTOWN L.A.

635 WEST WASHINGTON BLVD.
 LOS ANGELES, CALIFORNIA 90015
 (800) 351-2759
 (213) 748-4501



MILEAGE

| | | | | |
|-------------------------------|--|--|---------------------------------------|------------------------------------|
| CUSTOMER NO. 184771 | ADVISOR RAMIRO GARCIA | TAG NO. 2482 0580 | INVOICE DATE 01/07/09 | INVOICE NO. NICS249242 |
| [REDACTED] | LICENSE NO. [REDACTED] | MILEAGE 66,505 | COLOR BLUE/ | STOCK NO. |
| LOS ANGELES, CA [REDACTED] | YEAR / MAKE / MODEL 05/NISSAN/MAXIMA | VEHICLE I.D. NO. 1 N 4 B A 4 1 E 7 5 C | DELIVERY DATE | DELIVERY MILES |
| [REDACTED] | F.T.E. NO. | P.O. NO. | SELLING DEALER NO. TORRANCE | PRODUCTION DATE 10/01/04 |
| [REDACTED] | BUSINESS PHONE | COMMENTS | B.O. DATE 01/07/09 | |

MO: 66506

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 21NIZ AUTO TRANS UNITS TECH(S) 2772 98.00
 CUST. STATES WHEN ACCELERATING TRANS JERKS CHECK OPERATIONS AND ADVISE
 PERFORMED DIAGNOSE AND FOUND TRANS HAS SHIFT SHOCK AND FOUND INTERNAL TRANS FAILURE. TRANS FLUID BURNED AND BLACK ALSO FOUND FRONT & REAR ENGINE MOUNTS BROKEN... RECOMEND NEW TRANS ASSY AND 2 ENGINE MOUNTS NO WORK DONE CUST. DECLINED REPAIR AT THIS TIME

DATE TAKEN FOR SERVICE
They found Internal Failure

JOB# 1 TOTALS-----
 LABOR 98.00
 JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 98.00

JOB# 2 CHARGES-----
 LABOR-----
 J# 2 55NIZGTIR GREEN TIRE UNITS 0.00 TECH(S) 2772 INTERNAL
 INSPECTED TIRES AND FOUND 6/32 OF TIRE TREAD OR MORE
 TIRES GOOD WITH MORE THAN 6/32 OF TREAD LEFT

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
 LABOR-----
 J# 3 55NIZINSP 27 POINT INSPECTION UNITS 0.00 TECH(S) 2772 INTERNAL
 PERFORM 27 POINT INSPECTION DUE BY TIME OR MILAGE COMPLETED 27 POINT INSPECTION

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$98.00 (+TAX)

COMMENTS-----
 TRANS FLUSH \$220.00
 INVOICED BY MARICELA 01.06.09

RECOMMENDATIONS-----
 TRANSMISSION ASSY
 2 ENGINE MOUNT
 FRONT & REAR
 COST=\$4598.64

IF YOU PAY BY CHECK, A 15 DAY WAITING PERIOD MUST BE OBSERVED BEFORE ANY REFUNDS CAN BE ISSUED.

B.A.R. # ARD130014 • EPA # CAD 914424038

The Reynolds and Reynolds Company BRANTSH, AE 60315096 Q (03/08)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

Customer Number: N184771

Invoice No: 211476



INVOICE

CIVIC CENTER COLLISION

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NISSAN OF DOWNTOWN L.A.

635 WEST WASHINGTON BLVD.
LOS ANGELES, CALIFORNIA 90015
(800) 351-2759 (213) 748-4501

LOS ANGELES, CA

Home:

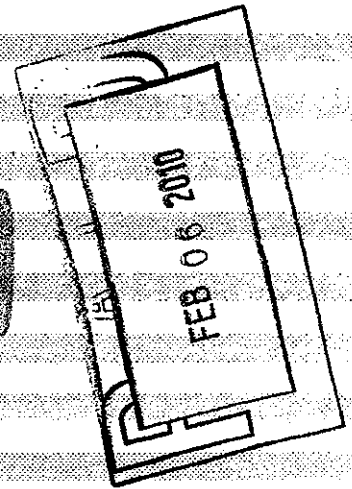
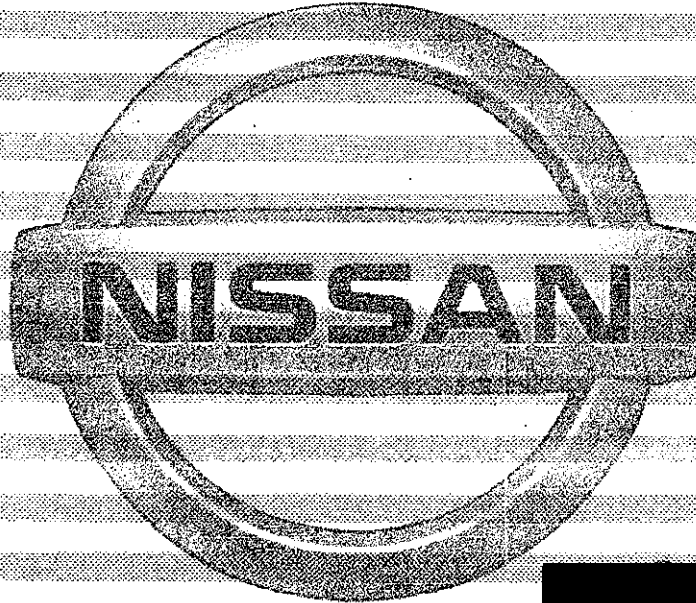
Bus:

Cell:

Email:

SERVICE ADVISOR: 2010 ERNESTO FLORES

| | | | | | | | |
|---------------|---------------|---|---------------|----------|------------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
| RED BLAZE | 05 | NISSAN MAXIMA | 1N4BA41E75C | | 74183 / 74189 | T0580 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01JAN05 | 01OCT04 | | 17:00 06FEB10 | | | COUPP | 06FEB10 |
| R.O. OPENED | READY | OPTIONS: DLR:TORRANCE ENG:3.5_LITER_GAS TRN:A | | | | | |
| 13:07 05FEB10 | 12:45 06FEB10 | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
| EST: | 3,000.00 | 05FEB10 | 13:07 | SA: 2010 | | | |



IF YOU PAY BY CHECK, A
15 DAY WAITING PERIOD
MUST BE OBSERVED
BEFORE ANY REFUNDS

| DESCRIPTION | TOTALS |
|------------------------|------------|
| LABOR AMOUNT | \$ 1072.50 |
| PARTS AMOUNT | \$ 2584.98 |
| GAS, OIL, LUBE | \$ 0.00 |
| SUBLET AMOUNT | \$ 0.00 |
| MISC. CHARGES | \$ 0.00 |
| TOTAL CHARGES | \$ 3657.48 |
| LESS INSURANCE | \$ 245.00 |
| SALES TAX | \$ 252.04 |
| PLEASE PAY THIS AMOUNT | \$ 3664.52 |

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

Notice to Consumer: Please read important information on back.

BAR ARD 130014

EPA CAD903814424

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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

Customer Copy

CC059988 0 (06/09)

Customer Number: N184771

Invoice No: 211476



INVOICE

CIVIC CENTER COLLISION

Page 1 of 2

NISSAN OF DOWNTOWN L.A.

635 WEST WASHINGTON BLVD.
LOS ANGELES, CALIFORNIA 90015
(800) 351-2759 (213) 748-4501

LOS ANGELES, CA

Home: Bus: Cell:

Email:

SERVICE ADVISOR: 2010 ERNESTO FLORES

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for a 2005 Nissan Maxima.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A 27 POINT INSPECTION
CAUSE: DUE BY TIME OR MILAGE
55NIZINSP 27 POINT INSPECTION
2343 I (N/C)

B YELLOW TIRE
CAUSE: TIRES WERE AT 4/32 TO 5/32 TREAD LEFT AT THIS TIME
YELLOW YELLOW TIRE
2343 I (N/C)

C CUSTOMER STATES THE TRANS DOES NOT SHIFT INTO GEAR.
CAUSE:
21NIZ AUTO TRANS
2343 CPC
6 999MP-MTK00P MATEC MAU 101.82 10.82 64.92
1 999MP-AM006P TRANSMISSI 12.06 12.06 12.06
1 11270-8J10A INSULATOR 157.27 133.00 133.00
1 999M1-NB24F GROUP 24F 94.99 75.00 75.00
1 3102M-8Y100RE REMAN AUTO 2300.00 2300.00 2300.00
CORE CHARGE C 800.00 800.00
1 3102M-8Y100RE CORE RETURN 2278.57 800.00 -800.00

REPLACED TRANSMISSION ASSEMBLY ALONG WITH FRONT TORN LOWER ENGINE MOUNT AND VEHICLE BATTERY THAT HAD A BAD CELL. INITIALIZED TRANS, TEST DROVE 5 MILES AND CHECKED OK,

D** DURING INSPECTION TECH FOUND AC HOSE LEAKING
28NIZ AIR CONDITIONING
2343 W (N/C)
1 92480-ZK30A HOSE-FLEXI (N/C)
2 LOCAL-SUVAX R134A FREON (N/C)

REPLACED HOSE AND CHARGED SYSTEM,

IF YOU PAY BY CHECK, A 15 DAY WAITING PERIOD MUST BE OBSERVED BEFORE ANY REFUNDS

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

Notice to Consumer: Please read important information on back.

BAR ARD 130014

EPA CAD903814424

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

Date: 9/14/2009 3:52:12 pm
Estimate ID: 090024003900-8100102
Estimate Version: 0
Committed
Profile ID: CUSTOMIZED

CIVIC CENTER COLLISION
1403 W. Pico Blvd.
Los Angeles, CA 90015
(213) 747-6668
Fax: (213) 747-2336

Damage Assessed By: LOUIS MEDINA
Supplemented By:
Appraised For:

DATE OF ACCIDENT
DUE TO TRANSMISSION FAILURE

Condition Code: Good

Date of Loss: 7/15/2009

Contact Date:

Payer:

Claim Paid:

File Number: 46893

Policy No:

Insured:

Claimant:

Address:

Telephone:

Owner:

LOS ANGELES, CA

Home Phone:

Type of Loss:

Arrival Date:

Accident Date:

Deductible: 500.00

Claim Number: 090024003900-8100102

Mitchell Service: 910099

Description: 2005 Nissan Maxima SE Vehicle Production Date: 10/04

Body Style: 4D Sed

Drive Train: 3.5L Inj 6 Cyl 5A FWD

VIN: 1N4BA41E75C

License:

Mileage: 72,632

OEM/ALT: A

Search Code: None

Color: RED

Point(s) of Impact

ESTIMATE RECALL NUMBER: 9/14/2009 15:51:55 090024003900-8100102

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UltraMate Version: 6.7.024

Date: 9/14/2009 3:52:12 pm
 Estimate ID: 090024003900-8100102
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

| Line | Code | Code | Description | Unit | Quantity | Price | Notes |
|------|------|------|-----------------------------------|------|----------|--------|---|
| 19 | REF | RO | ADD FOR HOOD UNDERSIDE | C | 1.3 | | Entry#:AUTO |
| 20 | REF | RO | R FENDER OUTSIDE | C | 1.6 | | Entry#:AUTO |
| 21 | REF | RO | L FENDER OUTSIDE | C | 1.6 | | Entry#:001910 |
| 22 | BDY | RI | R FENDER ASSY | | 1.6# | | Entry#:001911 |
| 23 | BDY | RI | L FENDER ASSY | | 1.6# | | Entry#:001791 |
| 24 | BDY | RP | R FENDER PANEL | | 3.0*# | | Entry#:001792 |
| 25 | BDY | RP | L FENDER PANEL | | 2.5*# | | Entry#:000176 Part#/Type:Existing |
| 26 | BDY | RR | FRONT BODY RADIATOR SUPPORT (Com) | | 390.07 | 4.0# | Entry#:000177 Part#/Type:Existing |
| 0 | MCH | RR | ADD TO R&R MECHANICAL COMPONENTS | -M | | ** | Entry#:000188 Part#/Type:62500-7Y000 |
| 27 | MCH | * RP | CHECK ALL FLUID FOR LEAKS | | | 0.5* | Entry#:AUTO |
| 28 | MCH | * RP | SET BACK WIRING HARNESS | | | 0.5* | Entry#:900500 Part#/Type:Existing |
| 29 | BDY | * RR | COOLANT | | 12.00 | * 0.0* | Entry#:900500 Part#/Type:Existing |
| 30 | BDY | RP | L FRONT BODY SIDEMEMBER ASSEMBLY | -S | | 3.0*# | Entry#:900500 Part#/Type:**Qual Repl Part |
| 31 | REF | RF | L FRONT BODY SIDEMEMBER ASSEMBLY | -S | | 0.5* | Entry#:000213 Part#/Type:Existing |
| 32 | | AC | FLEX ADDITIVE | | 8.00 | * | Entry#:936014 |
| 33 | | AC | R134A FREON & OIL | | 85.00 | * | Entry#:936018 |
| 34 | BDY | * AO | FRAME/RACK SET UP | | 0.00 | * 2.0* | Entry#:933006 |
| 35 | FRM | AO | PULL FOR MASH | | | 3.0* | Entry#:933031 |
| 36 | REF | AO | CLEAR COAT | | | 2.5 | Entry#:AUTO |
| 37 | BDY | * AO | TINT COLOR | | | 0.5* | Entry#:933003 |
| 38 | BDY | * AO | FINISH SAND AND BUFF | | | 2.0* | Entry#:933017 |

ESTIMATE RECALL NUMBER: 9/14/2009 15:51:55 090024003900-8100102

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UltraMate Version: 6.7.024

Date: 9/14/2009 3:52:12 pm
 Estimate ID: 090024003900-8100102
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

12 Front Center (P)

Options:
 AUTOMATIC TRANSMISSION

| Line Item | Labor Type | Op | Line Item Description | Dollar Amount | Labor Units |
|-----------|------------|----|--|---------------|-------------|
| 1 | BDY | OV | FRT BUMPER COVER ASSY Entry#:001871 | | 2.0# |
| 2 | BDY | RR | FRT BUMPER COVER Entry#:001950 Part#/Type:** QUAL REPL PART | 195.00 | * INC# |
| 3 | REF | RO | FRT BUMPER COVER Entry#:AUTO | | C 2.6 |
| 4 | | | CAPA CERTIFIED PER KEYSTONE | | |
| 5 | BDY | RR | FRT BUMPER IMPACT CUSHION Entry#:000028 Part#/Type:62090-7Y000 | 64.50 | INC |
| 6 | BDY | RR | FRT BUMPER REINFORCEMENT Entry#:000029 Part#/Type:62030-8J000 | 139.55 | INC |
| 7 | BDY | RR | FRT BUMPER LICENSE BRACKET Entry#:000036 Part#/Type:96210-7Y000 | 7.50 | INC |
| 8 | BDY | RR | GRILLE Entry#:000037 Part#/Type:62070-7Y00A | 196.62 | 0.1 |
| 9 | BDY | RR | GRILLE ADHESIVE EMBLEM Entry#:000038 Part#/Type:62890-7Y000 | 20.80 | 0.1 |
| 10 | BDY | CA | HEADLAMPS Entry#:001942 | | 0.4 |
| 11 | BDY | RI | R FRT COMBINATION LAMP Entry#:001786 | | INC# |
| 12 | BDY | RI | L FRT COMBINATION LAMP Entry#:001787 | | INC# |
| 13 | BDY | RI | R FOG LAMP Entry#:001788 | | INC# |
| 14 | BDY | RI | L FOG LAMP Entry#:001789 | | INC# |
| 15 | MCH * | AD | 2 WHEEL ALIGNMENT Entry#:900500 Part#/Type:Sublet | 55.00 | * 0.0* |
| 16 | BDY | RI | HOOD ASSY Entry#:001752 | | INC |
| 17 | BDY | RR | HOOD PANEL Entry#:000079 Part#/Type:65100-7Y030 | 476.55 | 1.0 |
| 18 | REF | RO | HOOD OUTSIDE | | C 2.6 |

ESTIMATE RECALL NUMBER: 9/14/2009 15:51:55 090024003900-8100102

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Date: 9/14/2009 3:52:12 pm
 Estimate ID: 090024003900-8100102
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

39 REF * AO MASK FOR OVERSPRAY 10.00 *
 Entry#:933018
 40 AC PAINT/MATERIALS 330.20 *
 Entry#:AUTO

* - Judgment Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc

AC = Additional Cost AD = Additional Labor AI = Access/Inspect
 AL = Align AO = Additional Operation BL = Blend
 CA = Check/Adjust PR = Paintless Repair OV = Overhaul
 RI = Remove/Install PB = Part Betterment RR = Remove/Replace
 RF = Refinish/Repair LB = Labor Betterment RO = Refinish
 RP = Repair PL = Part/Labor Betterment

Recycler Information Section:

Prior Damage

Remarks:

| | | | Add'l | | | |
|----|-----------------|-------|-------|--------|--------|--------|
| | | | Labor | Sublet | | |
| I. | Labor Subtotals | Units | Rate | Amount | Amount | Totals |
| | Body | 23.8 | 38.00 | 0.00 | 0.00 | 904.40 |
| | Bdy-S | 0.0 | 38.00 | 0.00 | 0.00 | 0.00 |
| | Refinish | 12.7 | 38.00 | 10.00 | 0.00 | 492.60 |
| | Glass | 0.0 | 38.00 | 0.00 | 0.00 | 0.00 |
| | Mechanical | 1.0 | 55.00 | 0.00 | 55.00 | 110.00 |
| | Frame | 3.0 | 47.00 | 0.00 | 0.00 | 141.00 |

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 Estimate ID: 090024003900-8100102
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 Committed
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Taxable Labor

Labor Tax @ 0.000 0.00
 @

Non-Taxable Labor Non-Taxable Labor 1,648.00

Labor Summary 40.5 1,648.00

II. Part Replacement Summary Amount
 Taxable Parts 1,502.59
 Parts Adjustments 64.78-
 Glass Adjustments @ 0.000 0.00
 Sales Tax @ 9.750 140.19

Non-Taxable Parts
 Parts Adjustments 0.00
 Glass Adjustments @ 0.000 0.00

Total Replacement Parts Amount 1,578.00

III. Additional Costs Amount
 Taxable Costs 338.20
 Sales Tax @ 9.750 32.97

Non-Taxable Costs 85.00

Total Additional Costs 456.17

IV. Adjustments Amount
 Betterment 0.00
 Betterment Credit 0.00
 Insurance Deductible 500.00-
 Deductible Reduction Credit 0.00
 Insurance Prepaid Amount 0.00
 Appearance Allowance 0.00
 Related Prior Damage 0.00

Customer Responsibility 500.00-

Total Labor: 1,648.00
 Total Replacement Parts: 1,578.00

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Date: 9/14/2009 3:52:12 pm
Estimate ID: 090024003900-8100102
Estimate Version: 0
Committed
Profile ID: CUSTOMIZED

Total Additional Costs: 456.17
Gross Total: 3,682.17
Total Adjustments: 500.00
Net Total: 3,182.17

COST OF
REPAIRS

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. ANY WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE PARTS, RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE.

Insurance Co: Mercury Insurance Group
Address: 555 E. Imperial Hwy.
Brea, CA
Telephone: (714) 671-6700
(714) 671-6700 ext. 2500
Fax Phone:

Body Shop:
Address:
Telephone:
Fax Phone:
State Lic. No:

Cycle Time Information

Drop Off Date and Time:
Promise Date:
Start Date:
Vehicle Pick Up Date and Time:
Completion Date:

Is Vehicle Driveable (Y/N)?:
Assisted With Rental (Y/N)?:

Inspection Site: C C C
Address:

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