

2

11/9/09

CL- 10324 385-2115

NNS-200

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

PORTER RANCH, CA

TELEPHONE:

APR 21 2010

April 7, 2010

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068-5003

BBB AutoLine
Council of Better Business Bureaus, Inc.
4200 Wilson Blvd.
Arlington, VA 22203

Via Online Reporting/Investigation Request

National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

Re: 2009 Nissan Maxima
VIN#1N4AA51E49C

Dear Sir/Ma'am:

My name is [REDACTED] and on October 4, 2008, I leased a brand new 2009 Nissan Maxima automobile from Woodland Hills Nissan, located in Los Angeles, California.

I am writing this letter, which is long overdue given the serious nature and content of same, to inform Nissan North America, and other agencies, of a **very serious problem/defect, which has the potential of causing great bodily harm or death to Nissan consumers and other individuals on the roads.**

Approximately ten (10) months after purchasing the above-referenced vehicle, I started to notice very suspicious functions/activity while driving my vehicle. In or around August 2009, the vehicle started to exhibit the following malfunctions/problems:

1. While applying the brakes at over 60MPH, the steering wheel and the vehicle would start to "shake" and the vehicle would become unstable;
2. The battery light positioned on the dashboard cluster area would turn on at times, especially when the vehicle was in park, and would start to "flicker" and

MC
4/29/10
ER

flash.

On August 8, 2009, I made an appointment at Woodland Hills Nissan, and took in my vehicle to be inspected by Nissan Technicians for the above-listed problems/issues. Woodland Hills Nissan technicians received by vehicle on August 8, 2009, with 4,230 miles, and released the vehicle back to me five (5) days later on August 13, 2009, indicating on the repair order, "Unable to duplicate concern at this time," for both of the issues mentioned hereinabove. (Copies of the Woodland Hills Nissan documents are enclosed herewith for your review and reference)

Within a week of picking up my vehicle, the problem with the flickering battery light started again. (I have photographs of the battery light which I took with my phone while driving) I contacted Woodland Hills Nissan via telephone and informed them of same, and also informed them that the vehicle was experiencing the same issue with the flickering battery light, and that I had pictures which showed same, and the service representative who I was speaking with, responded by saying, "It is doing it now, but you know that when you get here it will stop and we will not be able to duplicate the problem." Having been discouraged by the service representative, I continued to drive the vehicle.

On Friday, September 25, 2009, at approximately 5:45 p.m., while traveling in the number two (2) lane of the US 405 N freeway at speeds of over 65 MPH, I noticed that the battery light started flickering, and within ten (10) seconds the **accelerator ceased to respond when pressure was applied. When the accelerator was pushed, the engine would rev, and the RPM gauge would show the gauge moving up, but the engine would not respond. I pushed the accelerator all the way inwards, but the engine would not respond. Approximately 15-20 seconds later, I noticed that the engine ceased operating, and the wheel locked. I was also unable to apply the breaks, as when I pushed the breaks nothing happened and the break pedal felt very stiff and non-responsive. At the same time, lights on the dashboard cluster were illuminated. I started panicking as I had no control of a vehicle traveling over 60 MPH on a freeway during evening hours Los Angeles traffic. I immediately activated my emergency indicators, and waited in complete panic (realizing that my wife could have been driving the vehicle with our four (4) month old child) until the vehicle came to a rolling stop on the side of the freeway.** Luckily, approximately 500 yards away, the California Highway Patrol was talking to a tow truck driver who was in the process of removing a vehicle from the side of the freeway, which had apparently been involved in an accident earlier. When the Highway Patrol Officers approached my vehicle, the summoned me to lower my passenger side window to speak with them. I was unable to comply, as I realized that the function did not work, and that most of the electrical features of my vehicle were non-responsive. The Highway Patrol officers became suspicious, as I was not complying with their requests, and asked me to step out of the vehicle. When I exited the vehicle, I explained to them what the issue was, and they offered to contact a tow truck. I declined their request, and informed them that I would be contacting the Nissan dealer for assistance. I contacted the nearby Nissan dealer, and was

informed that the Service Department was closed for the day. I was given the number for Nissan Roadside assistance, and when I contacted them, I was informed that I did not have Roadside Assistance coverage for my vehicle through Nissan. Approximately 15-20 minutes of waiting in my vehicle, I tried the ignition button, and the engine responded. I decided to drive the vehicle and take it in first thing in the morning.

During the same evening of September 25, 2009, when driving home in Glendale, California, approximately 45 miles from my home, the vehicle started to exhibit the same malfunctions as experienced earlier that day, and the vehicle died in the middle of the street on Colorado Ave. in Glendale, California. After the vehicle died, several pedestrians assisted me to push the vehicle into a driveway. A resident approached me and offered to "jump start" my batter, which failed. None of the electrical functions, including the remote control/access/key, worked. I could not even lock the doors and/or roll up the windows to leave the vehicle on the street, nor open the trunk to retrieve my belongings. Finally, I contacted a tow company and requested a tow to the nearest Nissan dealer in Glendale, which happened to be Glendale Nissan. At approximately 1:45 a.m. on Saturday morning, after having stranded on the streets for hours, my vehicle was towed to Glendale Nissan.

The next morning I went to Glendale Nissan and the service technician took delivery of my vehicle. The only way the electrical features of the vehicle were able to operate was when a battery charger was connected to the battery, and was constantly active. Once the battery charger was removed, the vehicle would die.

My vehicle stayed at Glendale Nissan for approximately two (2) weeks until October 6, 2009. When I picked up the vehicle, the discharge documentation had the following "Labor" listed:

"Client states vehicle won't start. Brake and battery lights are on after charging the battery performed battery test with the battery tester center midtronics Nissan mcr620. GR8 battery tester was unable at this time. Test results good battery and charging system incident. Upon inspection Terminal # 1 connector F6 found terminal melting where connect to alternator and also part of the harness and alternator burnt due to terminal nut loose and has much play.

Call Nissan Tech Line, and report the incident and also for help. They help me to Verified the problem and replaced the right parts.

EGI harness and alternator with terminal nut. Follow service manual procedure removal and installation. Disconnect and removed battery from the vehicle. Drain engine coolant and removed radiator assy. Removed engine cover. Remove right wheel and tire assy. Removed air cleaner and duct assy. Removed battery tray. Evacuate A/C system. Removed the driver belt. Removed A/C compressor assy. Removed idle pulley. Removed A/C idle pulley. Removed generator assy and replaced. Removed intake manifold. Removed power steering pump bolt and replaced EGI Harness" (A copy of the Glendale Nissan documentation is attached herewith for your review and reference)

At the time my vehicle was accepted by Glendale Nissan, it had only 6,907 miles, and when released back to me, it had 6,908 miles. The dealer had not even driven my vehicle to see whether the vehicle was working properly!

In the past seven (7) months since the incident, I have tried to drive the Nissan Maxima only when there are no other vehicles available at my home, and have driven less than 3,000 miles since the incident. My parents and my wife are not allowed to drive said vehicle, and we do not transport our child with the vehicle in fear of their safety.

Recently, I had become convinced that the vehicle was properly repaired by Glendale Nissan and the defect was resolved, until on April 5, 2010, when my vehicle again experienced similar symptoms and died while I was on my way to the gym, less than 2 miles away from my home. Approximately 2-5 minutes later, the vehicle was operating again, and I returned the vehicle home, where it has been parked since then. I do not know what else to do to try and resolve these very serious and potentially deadly issues, and I am requesting assistance from all relevant sources to assist me herein.

Thank you in advance for your anticipated attention and consideration herein.

Very Truly Yours,

A large black rectangular redaction box covering the signature area.

Subj: **Acknowledgement from NHTSA/ODI of your safety complaint**
Date: 4/7/2010 5:24:44 P.M. Pacific Daylight Time
From: donotreplyodi@dot.gov
To: [REDACTED]

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: **10324385**

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) Web site or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.



Glendale NISSAN



727 South Brand Blvd. • Glendale, CA 91204

(818) 240-6000

CELL: 818-913-2929

CUSTOMER NO.	257019	ADVISOR	RUFINO SALINAS	720	TAG NO	422	INVOICE DATE	10/06/09	INVOICE NO.	NICS430653
PORTER RANCH, CA		LABOR RATE			MILEAGE	6,907	COLOR	SILVER/	STOCK NO.	
		YEAR / MAKE / MODEL					DELIVERY DATE		DELIVERY MILES	
		09/NISSAN/MAXIMA/4DR SDN S					SELLING DEALER NO.		PRODUCTION DATE	
		VEHICLE I.D. NO.					P.O. NO.		R.O. DATE	
1 N 4 A A 5 1 E 4 9 C							09/26/09			
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		MO: 6908				

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 55NIZYTIR 4/32" TO 5/32" TREAD UNITS: TECH(S):7435 WARRANTY
WE MEASURE THE TREAD DEPTH AT EVERY CUSTOMER VISIT.
PREVENTATIVE MAINTENANCE AND DIAGNOSTICS IS OUR CONCERN FOR
THE SAFETY OF YOU AND YOUR PASSENGERS WHEN TRAVELING IN
YOUR VEHICLE.

TIRES OK AT THIS TIME.

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

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$125.00 (+TAX)

COMMENTS
IL 10/06/09

TOTALS	

* I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE *	TOTAL LABOR.... 0.00
* IN THE ORIGINAL ESTIMATED PRICE. *	TOTAL PARTS.... 0.00
*	TOTAL SUBLET... 0.00
*	TOTAL G.O.G.... 0.00
*	TOTAL MISC CHG... 0.00
* CUSTOMER SIGNATURE *	TOTAL MISC DISC 0.00
*****	TOTAL TAX..... 0.00

EPA# CAD982040412 ALL OUR WORK IS GUARANTEED!

TOTAL INVOICE \$ 0.00

THE ALL NEW GLENDALE NISSAN IS DEDICATED TO SERVING ALL
YOUR AUTOMOTIVE NEEDS. Your complete SATISFACTION is our
primary concern. If a situation arises that is not addressed
to your satisfaction, please call our Consumer Affairs Dept.
AT 818-240-6000

CUSTOMER SIGNATURE





Glendale NISSAN

727 South Brand Blvd. • Glendale, CA 91204

(818) 240-6000



CELL: 818-913-2929

CUSTOMER NO.	257019	ADVISOR	RUFINO SALINAS	720	TAG NO.	422	INVOICE DATE	10/06/09	INVOICE NO.	NICS430653
PORTER RANCH, CA		LABOR RATE		LICENSE NO.		MILEAGE	6,907	COLOR	SILVER/	STOCK NO.
		YEAR / MAKE / MODEL	09/NISSAN/MAXIMA/4DR SDN S				DELIVERY DATE	DELIVERY MILES		
		VEHICLE I.D. NO.	1 N 4 A A 5 1 E 4 9 C 8				SELLING DEALER NO.	PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. DATE	09/26/09			
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS							

MO: 6908

LABOR & PARTS

J# 1 14NIZADIAG3 BODY ELECT DIAG 3 UNITS: 9.00 TECH(S):7435

WARRANTY

CLIENT STATES VEHICLE WON'T START
BRAKE AND BATTERY LIGHTS ARE ON
AFTER CHARCHING THE BATTERY PERFORMED BATTERY TEST WITH
THE BATTERY TESTER CENTER MIDTRONICS NISSAN MCR620 .
GR8 BATTERY TESTER WAS UNABLE AT THIS TIME .
TEST RESULT GOOD BATTERY AND CHARCHING SYSTEM INCIDENT
.UPON INSPECTION TERMINAL #1 CONNECTOR F6 FOUND TERMINAL
MELTING WHERE CONNECT TO THE ALTERNATOR AND ALSO PART OF THE
HARNES AND ALTERNATOR BURNT DUE TO TERMINAL NUT LOOSE AND
HAS MUCH PLAY .
CALL NISSAN TECH LINE AND REPORT THE INCIDENT
AND ALSO FOR HELP . THEY HELP ME TO VERIFIED THE PROBLEM
AND REPLACED THE RIHGT PARTS .
EGI HARNES AND ALTERNATOR WITH TERMINAL NUT .
FOLLOW SERVICE MANUAL PROCEDURE REMOVAL AND INSTALLATION
DISCONNECT AND REMOVED BATTERY FROM THE VEHICLE .
DRAIN ENGINE COOLANT AND REOMVED RADIATOR ASSY .
REMOVED ENGINE ROOM COVER.
REMOVE FROM RIGHT WHEEL AND TIRE ASSY.
REMOVED AIR CLEANER AND DUCT ASSY
REMOVED BATTERY TRAY .
EVACUATE A/C SYSTEM .REMOVED THE DRIVER BELT.
REMOVED A/C COMPRESSOR ASSY. REMOVED IDLE PULLEY.REMOVED A/C
IDLE PULLEY.REMOVED GENERATOR ASSY AND REPLACED .
REMOVED INTAKE MANIFOLD .REMOVED POWER STEERING PUMP BOLT
AND REPLACED EGI HARNES .

GENERATOR PULLEY NUT TORQUE 87 FT-LB
LOWER GENERATOR NUT 62 FT-LB
.ADJUSTED IDLE LEARNING .
AJUSTED ST ANGLE SENSOR
AND REINSPECTED NORMAL SYSTEM CHARCHING

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		23100-JA11AR	REMAN-ALT ASSY	
JOB # 1	1		24011-9N40A	HARNES ASSY-EG	
JOB # 1	1		01221-00381	NUT	
JOB # 1	-1		23100-JA11AR	CORE RETURN	
JOB # 1	1		14032-JA10A	GASKET-ADAPTER	
JOB # 1	1		999MP-AF000P	LONG LIFE ANTIF	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 55NIZINSP 27 POINT INSPECTION UNITS: COMPLIMENTARY MULTI-POINT INSPECTION

TECH(S):7435

WARRANTY

OK AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
					JOB # 2 TOTAL PARTS

0.00



WOODLAND HILLS NISSAN

WE RECOMMEND THE FOLLOWING REPAIRS:

20539 VENTURA BLVD.
WOODLAND HILLS, CA 91364
(818) 346-6200

BAR# ARD242238

EPA# CAL000299897

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	
		X _____ CUSTOMER INITIALS		X _____ CUSTOMER SIGNATURE

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W44134

WINNETKA

CA

WINNETKA

CA

WORK:

HOME:

WORK:

HOME:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0004 ADV: 165 KATZ, JEF INVOICE: PRELIM WAR W I WH
MFG: 04075 TAX RULES: YNNY INVOICED: 08/13/2009 12:51:43
ODOMETER IN: 4230 DIST: JNL
DATES BEGIN: 08/08/09 DONE: 08/13/09

VIN 1N4AA51E49C
09 NISSAN MAXIMA 3.5 SV 4DR SDN SILVER
LICENSE NUMBER:
STOCK# 00890158 INV ACCT 15C
DATES INSERVICE: 100608 SOLD: 100408

CONCERN 53 PER CUSTOMER REQUEST INSPECT FRONT WINDSHIELD AND ADVISE (CRACKED)
CAUSE INTERNAL FAILURE
CORRECTION REPLACED WINDSHIELD
FACTORY TECH: 999 - HOUSE, HOUSE
SYMP (A-Z): ZZ

OPERATION 53 TECH 999 HOURS .0 AMOUNT

DIAG (0-9): 99

PART AUTH: JK 081209 18:48

PAYMENT DISTRIBUTION FOR INVOICE W44134

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

INT - INTERNAL

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JEFFREY A KATZ
THANK YOU FOR SERVICING YOUR VEHICLE AT WOODLAND HILLS NISSAN. IF YOU
ARE NOT COMPLETELY SATISFIED WITH THIS VISIT, PLEASE CONTACT ME
PERSONALLY, MANNY CASILLAS, SVC MGR (818) 577-2715
I HAVE BEEN INFORMED OF ALL SERVICES PERFORMED:

PAGE 1
LAST PAGE

PART #'S ENDING IN -84 ARE REMANUFACTURED

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR LISTED ABOVE

X

CUSTOMER

ON LINE SERVICE INVOICING BY ucs © 1979 TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 76214



WOODLAND HILLS NISSAN

WE RECOMMEND THE FOLLOWING REPAIRS:

20539 VENTURA BLVD.
WOODLAND HILLS, CA 91364
(818) 346-6200

BAR# ARD242238

EPA# CAL000299897

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts: vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

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REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	
			X CUSTOMER INITIALS	X CUSTOMER SIGNATURE

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: I44134

WINNETKA

CA

WINNETKA

CA

WORK:

HOME:

WORK:

HOME:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0004 ADV: 165 KATZ, JEF INVOICE: PRELIM INT W I WH
MFG: 04075 TAX RULES: YNNY INVOICED: 08/13/2009 12:52:11
ODOMETER IN: 4230 DIST: JN1
DATES BEGIN: 08/08/09 DONE: 08/13/09

VIN 1N4AA51E49C LICENSE NUMBER: CA
09 NISSAN MAXIMA 3.5 SV 4DR SDN SILVER
STOCK# 00890158 INV ACCT 15C
DATES INSERVICE: 100608 SOLD: 100408

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
51	CUSTOMER STATES INTERMITTENTLY CLUSTER RPM WILL FLICKER. HAPPENS MORE FREQUENTLY WITH VEHICLE RUNNING IN PARK	51	100	.0	.00
CORRECTION UNABLE TO DUPLICATE CONCERN AT THIS TIME					
FACTORY TECH: 100 - TEAM, 100					

TYPE: I

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
52	CUSTOMER STATES AT HIGHWAY SPEEDS WHEN BRAKES APPLIED, STEERING SHIMMY PRESENT. CHECK AND ADVISE	52	100	.0	.00
CORRECTION UNABLE TO DUPLICATE CONCERN AT THIS TIME					
PART NUMBER PO# NOTE DESCRIPTION QTY SELL					
DAT 72700-9N00A SPO *GLASS-WINDSHIEL-SPO 1					
SPO 72700-9N00A *GLASS-WINDSHIEL 1 181.35 181.35					
DAT 1CLASSAUTOGLASS 23899 ***** 1B 108.90 108.90					
FACTORY TECH: 100 - TEAM, 100					

TYPE: I

SUBTOTAL
PARTS 181.35
SUBLET REPAIRS 108.90
TOTAL CHARGE FOR CONCERN 290.25

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE I44134

PARTS 181.35
SUBLET REPAIRS 108.90
TOTAL CHARGE 290.25

PAYMENT DISTRIBUTION FOR INVOICE I44134
TOTAL CHARGE 290.25
INTERNAL 290.25

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

PAGE 1

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DISCLAIMER OF WARRANTIES

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Thank You

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

CUSTOMER

ON LINE SERVICE INVOICING BY UCS © 1979 TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 76214 84701 CC88825 D 05/09



WOODLAND HILLS NISSAN

20539 VENTURA BLVD.
WOODLAND HILLS, CA 91364
(818) 346-6200

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BAR# ARD242238

EPA# CAL000299897

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AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS
				X _____ CUSTOMER SIGNATURE

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: I44134

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0004 ADV: 165 KATZ, JE INVOICED: 08/13/2009 12:52:11 WH 09 MAXIMA SILVER LICENSE NUMBER: [REDACTED]

WAR - WARRANTY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JEFFREY A KATZ
THANK YOU FOR SERVICING YOUR VEHICLE AT WOODLAND HILLS NISSAN.
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH THIS SERVICE
VISIT, PLEASE CONTACT ME PERSONALLY AT 818-577-2715,
MANNY CASILLAS, SERVICE MANAGER

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Thank You

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