

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

Los Angeles, CA

SEP 30 2010

F A X

To: Matthew Schaber From: [Redacted]

Attn: Date: September 28, 2010

Fax: 202-366-1767 Pages: 3 including cover page

Phone: Re: Nissan Armada brake issue

Dear Mr. Schaber,

I'm sending this fax in response to the email you sent me on July 21, 2010. I apologize for the delay but I had misplaced the work order and receipt. I only recently found it.

You asked me a few questions in that email and here are the answers:

- 1) I did have my vehicle towed to the Nissan dealer in Santa Monica, CA and was told that I needed a new brake booster assembly. I did have the work done at that dealership. (please see attached documents)
- 2) I do have the invoice...please see attached documents. I have already paid for the work that was done.
- 3) I have not experienced another brake failure since have a new brake booster assembly installed. However, when I am driving and need to apply the brakes it feels different than it used to before my braking system went out. Sometimes it feels like the vehicle is not going to stop. I have taken it to the dealer to have it checked out and was told that they braking system is working fine. It just doesn't feel like it's working fine.

**I am planning on selling my Nissan Armada soon. I just don't feel comfortable driving it anymore.

Thank you.

[Redacted signature]

880636

SANTA MONICA NISSAN

1599 SANTA MONICA BLVD.
SANTA MONICA, CA 90404
(310) 998-2200
www.santamonicanissan.com

WE RECOMMEND THE FOLLOWING REPAIRS:

B.A.R. REG # AD166452 E.P.A. # CAD981379712

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

| | | | | | |
|---|---|---|-----------------------|---|--|
| ORIGINAL ESTIMATE (PARTS AND LABOR) \$ | ADD'L REPAIRS OK'D BY | CONTACTED BY <input type="checkbox"/> PHONE <input type="checkbox"/> PERSON | ADD'L REPAIRS OK'D BY | CONTACTED BY <input type="checkbox"/> PHONE <input type="checkbox"/> PERSON | SUPPLIES: A when charge above 10% to 2% of the labor charge is in. Excludes for machine used on your vehicle. Minimum charge of \$4.00. APPROX. labor time per 15 min. repairs. See price schedule on back of card. 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, etc. |
| AUTHORIZED ADD'L REPAIRS \$ | DRIVERS LIC. NO. | | DRIVERS LIC. NO. | | |
| AUTHORIZED ADD'L REPAIRS \$ | DATE | TIME | DATE | TIME | |
| TOTAL & REVISED ESTIMATES \$ | I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE | | | | |
| APPROVAL IS HEREBY GRANTED FOR SUBLET REPAIRS | INITIAL | I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW | | | |

FORM PRINTED ON PREMIUM CARBONLESS RECYCLED PAPER

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: 082657

LONG BEACH CA
 CELL: WORK:
 TAG: 0309 ADV: 164 PACHECO. INVOICE: PRELIM C/S C MM
 TAX RULES: YMMV INVOICED: 05/07/2010 17:23:19
 ODOMETER IN: 40955 DIST: DAT
 DATES BEGIN: 05/04/10 DONE: 05/07/10

LONG BEACH CA
 CELL: WORK:
 VIN: FN1AA08A74M
 04 NISSAN PTH ARMADA 4DR SUV
 CHASSIS A
 DATES PRODUCTION: 090104
 LICENSE NUMBER:

| CONCERN | DESCRIPTION | OPERATION | TECH | AMOUNT |
|------------------------------------|--|-----------|------|--------|
| 24 | CUSTOMER STATES PERFORM 27POINT VEHICLE INSPECTION | INSP | 120 | .00 |
| CORRECTION INSPECTION DONE | | | | |
| FACTORY TECH: 120 - TEAM", "GREEN" | | | | |
| TYPE: C | | | | |
| SUBTOTAL | | | | .00 |
| TOTAL CHARGE FOR CONCERN | | | | .00 |

| CONCERN | DESCRIPTION | OPERATION | TECH | AMOUNT |
|---|---|-----------|------|---------|
| 51 | CUSTOMER STATES WHILE DRIVING ON THE FREEWAY, GOING OFF THE RAMP, BRAKE MADE LOUD NOISE, COULD NOT STOP, HAD TO PUMP BRAKES | 51 | 120 | 550.00 |
| CAUSE: FAULTY BRAKE BOOSTER, DELTA SENSOR | | | | |
| CORRECTION: REPLACE BRAKE BOOSTER | | | | |
| PART NUMBER: DAT 47210-7C01C | | | | |
| FACTORY TECH: 120 - TEAM", "GREEN" | | | | |
| TYPE: C | | | | |
| SUBTOTAL | | | | 550.00 |
| TOTAL CHARGE FOR CONCERN | | | | 1182.49 |

PAID
MAY - 7 PAID

GRAND TOTALS

| SUMMARY OF CHARGES FOR INVOICE 082657 | | PAYMENT DISTRIBUTION FOR INVOICE 082657 | |
|---------------------------------------|---------|---|---------|
| PARTS | 632.49 | TOTAL CHARGE | 1744.16 |
| LAB-MECHANICAL | 550.00 | CASH DUE | 1744.16 |
| SUB-TOTAL | 1182.49 | | |
| SALES TAX | 61.67 | | |
| TOTAL CHARGE | 1744.16 | | |

VISA

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 76214

SALE

SANTA MONICA NISSAN
1599 SANTA MONICA BLVD
SANTA MONICA, CA 904040000
TID: 00000834936

MONICA SAN

1599 SANTA MONICA BLVD.
SANTA MONICA, CA 90404
(310) 998-2200
www.santamonicanissan.com

380636

TIME: 05:23 PM DATE: 05/07/10

MERCHANT #: 267509690884
VISA

REPAIRS:

B.A.R. REG # AD166452

E.P.A. # CAD981379712

INVOICE: 00000
APPROVAL CODE:
SEQ: 022

TOTAL AMOUNT \$1244.16

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

| | | | | |
|---|---|-----------------------|---|--|
| ADD'L REPAIRS OK'D BY | CONTACTED BY <input type="checkbox"/> PHONE <input type="checkbox"/> PERSON | ADD'L REPAIRS OK'D BY | CONTACTED BY <input type="checkbox"/> PHONE <input type="checkbox"/> PERSON | <small>DISCLAIMER: A labor charge applies and to 7% of the labor charge is included for handling labor of job. Where applicable charge of \$3.00. Applicable hourly rate for 1.5 hrs. calls, repairs, time plus. Applicable vehicle, repair, parts, materials, etc. returned. Please see reverse side.</small> |
| DRIVERS LIC. NO. | | DRIVERS LIC. NO. | | |
| DATE | TIME | DATE | TIME | |
| I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE | | | | |
| I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW | | | | |

CUSTOMER COPY

APPROVAL FOR SUBLET REPAIRS

| | |
|--|--|
| INVOICE TO | DRIVER/OWNER INFORMATION -- INVOICE: 082657 |
| LONG BEACH CA | LONG BEACH CA |
| CELL: [REDACTED] WORK: [REDACTED] | CELL: [REDACTED] WORK: [REDACTED] |
| TAG: 0309 ADV: 164 PACIFIC INVOICE: PRELIM CUS C MW | VIN: 0N1AA08A7AN [REDACTED] LICENSE NUMBER: [REDACTED] |
| TAX RULES: YVNY INVOICED: 05/07/2010 17:23:19 | 04 NISSAN PTH ARMADA 4DR SUV |
| ODMETER IN: 60955 | CHASSIS A |
| DATES BEGIN: 05/04/10 DONE: 05/07/10 | DATES PRODUCTION: 090104 |
| CONCERN 24 CUSTOMER STATES PERFORM 27POINT VEHICLE INSPECTION | OPERATION TECH AMOUNT |
| CORRECTION INSPECTION DONE | INSP 120 .00 |
| FACTORY TECH: 120 - TEAM", "GREEN" | |
| TYPE: C | SUBTOTAL |
| | TOTAL CHARGE FOR CONCERN .00 |
| CONCERN 51 CUSTOMER STATES WHILE DRIVING ON THE FREEWAY, GOING OFF THE RAMP, BRAKE MADE LOUD NOISE, COULD NOT STOP, HAD TO PUMP BRAKES | OPERATION TECH AMOUNT |
| CAUSE FAULTY BRAKE BOOSTER, DELTA SENSOR | 51 120 6550.00 |
| CORRECTION REPLACE BRAKE BOOSTER | |
| PART NUMBER | QTY LIST SELL |
| DAT 47210-70010 | 1 632.49 632.49 632.49 |
| FACTORY TECH: 120 - TEAM", "GREEN" | |
| | SUBTOTAL |
| | PARTS 632.49 |
| | LAB-MECHANICAL 550.00 |
| | TOTAL CHARGE FOR CONCERN 1182.49 |
| GRAND TOTALS | |
| SUMMARY OF CHARGES FOR INVOICE 082657 | PAYMENT DISTRIBUTION FOR INVOICE 082657 |
| PARTS 632.49 | TOTAL CHARGE 1244.16 |
| LAB-MECHANICAL 550.00 | CASH DUE 1244.16 |
| SUB-TOTAL 1182.49 | |
| SALES TAX 61.67 | |
| TOTAL CHARGE 1244.16 | |
| ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE: | |

PAID
MAY - 7 PAID

VISA

WHITE = ACCOUNTING COPY CANARY = CUSTOMER COPY
PINK = SERVICE DEPT. COPY

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ON LINE SERVICE INVOCING BY

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