

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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 (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 13-JUL-2010 Repository ☐ Reference No. 10343062	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
MOUNTAIN VIEW		CA			
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		Make		Model	
5N1AA08A95N		NISSAN		ARMADA	
Date Purchased		Dealer's Name and Telephone Number		Engine: V8	
		Falore Nissan 408 735 6888		No: Cylinders	
Original Owner		Dealer's City		State	
☒		Sunnyvale		CA	
Transmission Type		Powertrain		Multiple Failure:	
☒ Antilock Brakes					
☒ Cruise Control				Incident Date(s)	
				04-MAY-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE				Failure Mileage	
				99000	
				Failure Speed	
				15	
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		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No			
				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).					
TL* THE CONTACT OWNS A 2005 NISSAN ARMADA. WHILE DRIVING AT 15 MPH, THE VEHICLE STALLED. THE VEHICLE WAS SHUT OFF AND RESUMED NORMAL OPERATION WHEN RESTARTED. THE CONTACT STATED THE FAILURE HAS OCCURRED AT LEAST FOUR TIMES WHILE AT A STOP. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THERE WERE NO REPAIRS. THE FAILURE MILEAGE WAS 99,000 AND THE CURRENT MILEAGE WAS 103000. Nissan of North America was contacted; was informed by Shanell Russell (Regional Specialist for the West Regional) that there was nothing that they could do because of the mileage & because dealership is uncertain of the problem. Problem continues to exist.					
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.					



FALORE

680 East El Camino Real • Sunnyvale, CA 94087

(408) 735-6888

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01NIZ097 01NIZTRANFLU 01NIZOILFLSH	97500 MILE SERVICE TRANS FLUID FLUSH ENGINE OIL FLUSH	MI MI MI		01NIZCOOLFLU 00NIZ	ENGINE COOLANT FLUSH EXPRESS OIL CHANGE	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/29/08	76062	84795	16390	12269 12269	C C	00NIZ2995 00NIZINSCO	EXPRESS OIL CHANGE CAR CARE INSPECTION

SALESPERSON NO.

S E R V I C E

STATE REG# 4

VEHICLE ID No. 5N1AA08A95N	YEAR / MAKE / MODEL 05 / NISSAN TRUCK / 4 DOOR	PROD. DATE	STOCK No.	LICENSE No.	R.O. No. 83288
CUSTOMER No. 23282		SERVICE CONTRACT	DEL. DATE	DEL. MILES	SELL DEALER No. 10/06/09
COLOR		CONTRACT No.	EXP. DATE	EXP. MILES	TAG No. 130
TURBO M/MC NIZZ		A/C	P.S.	TRANS.	MILEAGE 96,026
RESIDENCE PHONE		BUSINESS PHONE		ADVISOR No. 16554	ADVISOR JERRY
TIME RECEIVED 05:22pm		DATE / TIME PROMISED 10/06/09 10:00pm		PRIORITY 5	
APPOINTMENT ☐ Yes ☒ No		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other causes beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereon; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and or inspecting such vehicle.			

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL
125.00

X

COMMENTS :

800.577.6624 #94591168

1 **W** 21NIZ01 **A/C CONCERN**
PB081 ARM/TTN COND FAN NTB08-068

2 **C** 11NIZ06 **ENGINE NOISE**
CUST STATES IN AM OR AFTER SITTING THERE IS A NOISE
TILL OIL PRESURE BUILDS

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			PHONE	REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			PHONE	REVISED TOTAL

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIR OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

("HAZARDOUS MATERIAL") A hazardous waste disposal charge will be added when items removed from your vehicle or items used in conjunction with the repair of your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oils, greases, antifreeze, freon, cleaning fluids, non-recyclable items, etc.

B.A.R. #AH 162145

EPA #CAD 982022956

SERVICE HOURS:

MONDAY - FRIDAY
7:30A - 6:00P

PARTS HOURS:

MONDAY - FRIDAY
8:00A - 5:30P

NOTICE TO CONSUMERS:

PLEASE READ
IMPORTANT INFORMATION
ON BACK.

0107 I 2 DES

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CUSTOMER No. 23282	ADVISOR JERRY	TAG No. 16554	INVOICE DATE 03/23/10	INVOICE No. NICS87653
MOUNTAIN VIEW, CA	LABOR RATE	LICENSE No.	MILEAGE 101,984	COLOR
	YEAR / MAKE / MODEL 05/NISSAN TRUCK/4 DOOR			DELIVERY DATE
	VEHICLE I.D. No. 5 N 1 A A 0 8 A 9 5 N			DELIVERY MILES
	F. T. E. No.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	P.O. No.		R.O. DATE 03/22/10
COMMENTS			MO: 101995	

JOB# 1 CHARGES-----

LABOR-----
J# 1 10NIZ01 DRIVEABILITY CONCERN TECH(S):12271 48.00
CUST STATES TRUCK DIES
WAS DRIVING AROUND TOWN FOOT ON GAS GETTING READY TO MERGE
WHEN SHE WENT TO ACEL CAR DIED,CAME TO STOP PUT IN PARK
AND TRUCK FIRED RIGHT UP ?
NO DIAGNOSTIC TROUBLE CODES IN SYSTEMS,ROAD TESTED AND DID
NOT ACT UO ALSO DID VISUAL INSPECTION ALL APPEARS OK

JOB# 1 TOTALS-----

LABOR 48.00

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 48.00

ESTIMATE-----

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

RECOMMENDATIONS-----

MAY STILL HAVE
PROBLEMS MAY STILL EXIST AND FURTHER EXPENSE WILL BE INCURRED

TOTALS-----

*****	TOTAL LABOR....	48.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	48.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY - FRIDAY

7:30A - 6:00P

PARTS HOURS:

MONDAY - FRIDAY

8:00A - 5:30P

Handwritten: AUTHORIZED PARTS

Handwritten: Fine Rep

B.A.R. #AH 162145

EPA # CAD 982022956

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FALORE NISSAN
680 E. EL CAMINO REAL
SUNNYVALE, CA 94087

TERMINAL ID:
MERCHANT #:

004511/02
22600620/00

UTSA

#XXXXXXXXXXXX

SALE

BATCH: 002531

DATE: MAR 23, 10

SO: 001

INVOICE: 003100

TIME: 17:00

AUTH NO: 07/31/2

TOTAL

\$48.00

04

ADVISOR JERRY		TAG No. 16554	INVOICE DATE 03/23/10	INVOICE No. NICS87653
LABOR RATE	LICENSE No.	MILEAGE 101,984	COLOR	STOCK No.
YEAR / MAKE / MODEL 05/NISSAN TRUCK/4 DOOR			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. No. 5 N 1 A A 0 8 A 9 5 N			SELLING DEALER NO.	PRODUCTION DATE
F. T. E. No.			P.O. No.	R.O. DATE 03/22/10
COMMENTS				

MO: 101995

CUSTOMER COPY

LABOR-----
JOB# 1 10NIZ01 DRIVEABILITY CONCERN TECH(S):12271 48.00

CUST STATES TRUCK DIES
WAS DRIVING AROUND TOWN FOOT ON GAS GETTING READY TO MERGE
WHEN SHE WENT TO ACEL CAR DIED,CAME TO STOP PUT IN PARK
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NOT ACT UO ALSO DIO VISUAL INSPECTION ALL APPEARS OK

JOB# 1 TOTALS-----

LABOR 48.00

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 48.00

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

RECOMMENDATIONS-----
MAY STILL HAVE
PROBLEMS MAY STILL EXIST AND FURTHER EXPENSE WILL BE INCURRED

TOTALS-----

*
* [] CASH [] CHECK CK NO. [] *
*
* [] VISA [] MASTERCARD [] DISCOVER *
*
* [] AMER XPRESS [] OTHER [] CHARGE *
*

TOTAL LABOR.... 48.00
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

TOTAL INVOICE \$ 48.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY - FRIDAY

7:30A - 6:00P

PARTS HOURS:

MONDAY - FRIDAY

8:00A - 5:30P

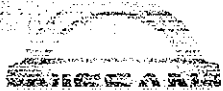
PAID 3/23/10

Free Rep

B.A.R. #AH 162145
EPA # CAD 982022956

NOTICE TO CONSUMERS:

PLEASE READ
IMPORTANT INFORMATION
ON BACK.



690 East El Estero Road • Camarillo, CA 94002

OVERWINTERING

00121054	10000 MILE SERVICE	MI	00121054	ENGINE COOLANT FLUSH	MI
00121054	TRANS FLUID FLUSH	MI	00121054	10000 MILE SERVICE	MI

05/29/10	09379	104167	16390	104	00122395	EXPRESS OIL CHANGE
05/29/10	09379	104167	16390	104	00122395	CAR CARE INSPECTION
05/29/10	09379	104167	16390	104	00122395	ROTARY TYPING
05/29/10	09379	104167	16390	104	00122395	SAFETY COACHING
05/29/10	09379	104167	16390	104	00122395	ENGINE NOISE

STATE OF CALIFORNIA

05/NISSAN TRUCK/4 DOOR

CUSTOMER NO. 00000 SERVICE CONTRACT DEL. DATE DEL. MILES SELL DEALER NO. REC. DATE

MOUNTAIN VIEW, CA

TURBO M/MC A/C P.S. TRANS. MILEAGE 104167 ADVISOR NO. 16390 ADVISOR JERRY

TIME RECEIVED 05:48pm DATE/TIME PROMISED 06/10/10 10:00pm PRIORITY 5

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle or articles therein, in case of fire, theft or other causes beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair thereon; that you shall not be responsible for the above vehicle on streets, highways or elsewhere for the purpose of testing and/or retesting such vehicle.

ORIGINAL CUSTOMER ESTIMATE TOTAL 150.00

REASON PHONE REUSED TOTAL

DATE TIME PHONE # OR IN PERSON AUTHORIZED BY ADDITIONAL AMOUNT

REASON PHONE REUSED TOTAL

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIR OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

HAZARDOUS MATERIAL: A hazardous material spillage will be removed from your vehicle or from the repair shop. The hazardous material must be disposed of in accordance with the rules and regulations of the State of California. These hazardous waste disposal rules, regulations, and fees are the responsibility of the customer. Greases, antifreeze, oil, cleaning fluids, and other fluids are not hazardous materials.

B.A.R. #AH 182145
EPA #CAD 982022956

SERVICE HOURS:
MONDAY - FRIDAY
7:30A - 6:00P

PARTS HOURS:
MONDAY - FRIDAY
8:00A - 5:30P

NOTICE TO CONSUMERS:
PLEASE READ
IMPORTANT INFORMATION
ON BACK

CUSTOMER COPY

CUSTOMER No.	23282	ADVISOR	JERRY	TAG No.	16554	INVOICE DATE	06/10/10	INVOICE No.	NICS89691
		LABOR RATE		LICENSE No.		MILEAGE	104,517	COLOR	
		YEAR / MAKE / MODEL	05 / NISSAN TRUCK / 4 DOOR				DELIVERY DATE	DELIVERY MILES	
MOUNTAIN VIEW, CA		VEHICLE I.D. No.	5 N 1 A A 0 8 A 9 5 N				SELLING DEALER NO.	PRODUCTION DATE	
		F.T.E. No.					R.O. DATE	06/09/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS							

MO: 104525

JOB# 1 CHARGES

PO#	VEND	INV#	INV DATE	DESCRIPTION	
22526	136019914	06/10/10	RENTAL		30.00
TOTAL - SUBLET					30.00

JOB# 1 TOTALS

LABOR 125.00
SUBLET 30.00

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 155.00

STATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$150.00 (+TAX)

Did not Refused
could NOT guarantee what's
the problem
no

CASH [] CHECK CK NO. [] *
VISA [] MASTERCARD [] DISCOVER *
AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 125.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 30.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 155.00

THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE

OK # []
PAID

EPA # 162745
EPA # CAD 882022856

NOTICE TO CONSUMERS

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IMPORTANT INFORMATION
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CUSTOMER COPY

[END OF INVOICE] 02:17pm

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004516892
21 094260996

19
XXXXXXXXXXXX

BATCH: 062270
 DATE: OCT 10 09
 30: 011

INVOICE: 970441
TIME: 13:00
AUTH NO: 136306

TOTAL

\$414.96

CUSTOMER COPY

14	ADVISOR JERRY		16554	TAG No. 130	INVOICE DATE 10/09/09	INVOICE No. NICS83288
	LABOR RATE	LICENSE No.		MILEAGE 96,026	COLOR /	STOCK No.
	YEAR / MAKE / MODEL 05/NISSAN TRUCK/4 DOOR				DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. 5 N 1 A A 0 8 A 9 5 N				SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.				P.O. No.	R.O. DATE 10/06/09
	COMMENTS					

LABOR.....
J# 1 21NIZ01 A/C CONCERN TECH(S):17311 WARRANTY
P8081 ARM/TTN COND FAN NTB08-068
AFTER INSPECTION NEEDS CONDENSOR FAN MOTOR UP DATE
UPDATE CONDENSOR FAN AND HARNESS PER OUTLINE PB081

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		92120-ZT00A	FAN AND MOTOR A		WARRANTY
	1		24009-7S00A	HARN KIT		WARRANTY
					TOTAL - PARTS	0.00

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
205	SERVICE COUPON/DISCOUNT		-10.00
	TOTAL - MISC		-10.00

JOB# 1 TOTALS	MISC	-10.00
---------------	------	--------

JOB# 2 CHARGES-----	JOB# 1 JOURNAL PREFIX NICS	JOB# 1 TOTAL	-10.00
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LABOR-----
J# 2 11N1Z06 ENGINE NOISE TECH(S):17311 910.00
CUST STATES IN AM OR AFTER SITTING THERE IS A NOISE
TILL OIL PRESURE BUILDS
NOISE FROM CRACKEO EXH MANIFOLDS (BOTH)
REPLACE BOTH CRACKEO EXH MANIFOLDS PER AUTH# 091000700363
AFTER JOB NO FURTHER ABNORMAL SOUND HEARD

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	1		14002-7S01A	MANIFOLD EXHAUS		469.66
	1		14002-7S00A	MANIFOLD EXHAUS		461.79
	2		14036-7S001	GASKET - EXHAUST		35.25
	2		20691-30P00	GASKET - EXHAUS		3.30
	1		22693-7S000	SENSOR ASSY-AIR		141.77
					TOTAL	1150.32

JOB# 2 TOTALS-----	LABOR	910.00
	PARTS	1150.32

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 2060.32

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$125.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$2154.77 (+TAX) ON 10/08/09 AT 04:45pm
 BY MEDEINA O,NEAL COMMENTS OK'D EXH 10/07 AND 02 SESNOR 10/08
 COMMENTS-----
 800.577.6624 #94591168

RECOMMENDATIONS-----
AUTH# 09100700363 FOR CREDIT CARD PAY OF 1751.77

SERVICE HOURS:

MONDAY - FRIDAY

7:30A - 6:00P

PARTS HOURS:

MONDAY - FRIDAY

8:00A - 5:30P

B.A.R. #AH 162145

EPA # CAD 982022956

NOTICE TO CONSUMERS:

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FALORE

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(408) 735-6888

www.falore.com

CUSTOMER No.	23282	ADVISOR	JERRY	16554	TAG No.	130	INVOICE DATE	10/09/09	INVOICE No.	NICS83288	
MOUNTAIN VIEW, CA		LABOR RATE	LICENSE No.		MILEAGE		COLOR	STOCK No.			
				96,026		/					
		YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES		
		05/NISSAN TRUCK/4 DOOR									
		VEHICLE I.D. No.				SELLING DEALER NO.		PRODUCTION DATE			
		5 N 1 A A 0 8 A 9 5 N									
		F. T. E. No.				P.O. No.		R.O. DATE	REPRINT# 1		
								10/06/09			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS								MO: 96028	

JOB# 1 CHARGES-----

LABOR-----

J# 1 21NIZ01 A/C CONCERN TECH(S):17311 WARRANTY

PB081 ARM/TTN COND FAN NTB08-068

AFTER INSPECTION NEEDS CONDENSOR FAN MOTOR UP DATE

UPDATE CONDENSOR FAN AND HARNESS PER OUTLINE PB081

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	92120-ZT00A	FAN AND MOTOR A		
	1	24009-7S00A	HARN KIT		
TOTAL - PARTS					0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

205 SERVICE COUPON/DISCOUNT

TOTAL - MISC -10.00

JOB# 1 TOTALS-----

MISC -10.00

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL -10.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 11NIZ06 ENGINE NOISE TECH(S):17311 910.00

CUST STATES IN AM OR AFTER SITTING THERE IS A NOISE

TILL OIL PRESURE BUILDS

NOISE FROM CRACKED EXH MANIFOLDS (BOTH)

REPLACE BOTH CRACKED EXH MANIFOLDS PER AUTH# 091000700363

AFTER JOB NO FURTHER ABNORMAL SOUND HEARD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	14002-7S01A	MANIFOLD EXHAUS	469.66	469.66
	1	14002-7S00A	MANIFOLD EXHAUS	461.79	461.79
	2	14036-7S001	GASKET-EXHAUST	35.25	70.50
	2	20691-30P00	GASKET - EXHAUS	3.30	6.60
	1	22693-7S000	SENSOR ASSY-AIR	141.77	141.77
TOTAL - PARTS				1150.32	

JOB# 2 TOTALS-----

LABOR 910.00

PARTS 1150.32

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 2060.32

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$125.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$2154.77 (+TAX) ON 10/08/09 AT 04:45pm

BY MEDEINA O,NEAL COMMENTS OK'D EXH 10/07 AND 02 SESNOR 10/08

COMMENTS-----

800.577.6624 #94591168

RECOMMENDATIONS-----

AUTH# 09100700363 FOR CREDIT CARD PAY OF 1751.77

SERVICE HOURS:

MONDAY - FRIDAY

7:30A - 6:00P

PARTS HOURS:

MONDAY - FRIDAY

8:00A - 5:30P

B.A.R. #AH 162145

EPA # CAD 982022956

NOTICE TO CONSUMERS:

PLEASE READ
IMPORTANT INFORMATION
ON BACK.

FALORE

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(408) 735-6888

www.falore.com

No. 23282	ADVISOR JERRY	16554	TAG No. 130	INVOICE DATE 10/09/09	INVOICE No. NICS83288	
MOUNTAIN VIEW, CA	LABOR RATE	LICENSE No.	MILEAGE 96,026	COLOR /	STOCK No.	
	YEAR / MAKE / MODEL 05/NISSAN TRUCK/4 DOOR			DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. No. 5 N 1 A A 0 8 A 9 5 N			SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. No.			P.O. No.	R.O. DATE 10/06/09	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 96028

RECOMMENDATIONS
ER SEAN 10/07/10 AT 16:30 HRS
UST TO PAY BALANCE
OTE OXGEN SENSOR DECLINED AT 02:45 PM ON 8TH (FROZEN IN MANIFOLD)

OTALS

[] CASH [] CHECK CK NO. [] *
[] VISA [] MASTERCARD [] DISCOVER *
[] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 910.00
TOTAL PARTS.... 1150.32
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -10.00
TOTAL TAX..... 106.41
TOTAL INVOICE \$ 2156.73

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY - FRIDAY

7:30A - 6:00P

PARTS HOURS:

MONDAY - FRIDAY

8:00A - 5:30P

B.A.R. #AH 162145
EPA # CAD 982022956

NOTICE TO CONSUMERS:

PLEASE READ
IMPORTANT INFORMATION
ON BACK.

LOZANO AUTO SERVICE

EL CAMINO REAL

YVALE, CA 94087

(408) 738-3094

E-Mail

Fax #408 738-2672

Our Business hours are 8:am to 5:pm M-S. We accept VISA/MC/CHECKS

R.O. 60351

Page: 1

Monday - Saturday 8:am to 5:pm

Date

6 OCT 2009

Lic.

AA170665

E.P.A.

CAL 000058154

[REDACTED]		[REDACTED]		Make NISSAN TRUCKS		License [REDACTED]	
MT.VIEW		CA [REDACTED]		Model ARMADA		Eng. Type	
Home # [REDACTED]		Work # [REDACTED]		Miles 96024		Eng. No. 8	
E-Mail/Pager/Remarks/PO:		Ext.		Vin N/A		Prod.	
Open Date 1 OCT 2009 00:00		Ready By: 1 OCT 2009 16:43		Year 2005		Sales: PAUL	
				Cell. #		Unit	
						Color:	

Description of Labor / Service Provided	T/L	Tech.	Amount
CK BRAKES F60% R60% , NEEDS TIRES		PAUL	25.00
TUNE UP , REPLACE PLUGS AND AIR FILTER		VINC	180.00
REPLACE CABIN FILTER		VINC	45.00
REPLACE SUB HARNESS TO RT FRONT SEAT		VINC	135.00

	Parts / Material	Description	Qty	Price	Amount
New	22401-5M015	SPARK PLUGS	8.00	11.00	88.00
New	16546-7S000	AIR FILTER	1.00	20.83	20.83
New	999M1-VP055	CABIN FILTER	1.00	36.00	36.00
New	86872-ZC58A	PRETEN HARN	1.00	84.47	84.47
New	24167-ZH17A	HARNESS SUB	1.00	16.32	16.32

Original Estimate: \$ 650.00 X: _____ X: _____
 I acknowledge notice and oral approval of an increase in the original estimated price
 Revision #1 .00 Increase 0.00 Revision #2 .00 Increase 0.00 Revision #3 .00 Increase 0.00

I hereby authorize the above named to operate and store the above vehicle for the purpose of testing, inspection, repair and delivery, at my own risk. I understand that the above named is not responsible for loss or damage equipment or articles left on or in vehicles in case of fire, theft, or any cause beyond their control. I understand that if I wish to retain worn and damaged parts that request will be made at the time of authorization or repairs. I understand that two (2) days after notice of completion of services rendered, that a storage charge of not more than \$ per day, will be charged unless otherwise agreed to in writing.

Signature: _____ Date: _____

X: _____

Payment 1: VISA 653.34

Thank You From: LOZANO AUTO SERVICE

Account # 3969

Payment 2:

Key# VINC

0.00

Labor	\$ 385.00
Parts	\$ 245.62
Environmental:	\$ 0.00
Shop Supply	\$ 0.00
Sub Total Charges	\$ 0.00
SubLet	\$ 0.00
Total Sales Tax	\$ 22.72
Tot. Before Sales Tax	\$ 630.62
Total Sale	\$ 653.34
Total Due	\$ 0.00

RVICE
REAL

R.O. 60351

Page: 1

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934 W EL CAMINO REAL
SUNNYVALE, CA 94087
(408) 738-3094

Fax #408 738-2672

M-S. We accept VISA/MC/CHECKS

COPY
10/06/2009 16:11
Sale:

Transaction # 3
Card Type: VISA
Acc: *****
Entry: Swiped
Sale: 653.34
Reference No.: 923601010
Auth.Code: 123150
Response: APPROVAL 123150
Sequence Number: 0003

CA [REDACTED]
Work # [REDACTED] Ext. [REDACTED]
eady By: 1 OCT 2009 16:43

Make NISSAN TRUCKS
Model ARMADA
Miles 96024
Vin N/A
Year 2005
Cell. #

License [REDACTED]
Eng. Type
Eng. No. 8
Prod. Unit
Color:

Sales: PAUL

provided	T/L	Tech.	Amount
EDS TIRES		PAUL	25.00
IND AIR FILTER		VINC	180.00
		VINC	45.00
IT FRONT SEAT		VINC	135.00

... 999M1-VP055
New 86872-ZC58A
New 24167-ZH17A

Description	Qty	Price	Amount
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Total Due	\$ 0.00



FALORE

680 East El Camino Real • Sunnyvale, CA 94087

(408) 735-6888

www.falore.com

CUSTOMER No. 23282	ADVISOR NICHOLAS	TAG No. 774	INVOICE DATE 05/29/10	INVOICE No. NICS89379
[REDACTED] MOUNTAIN VIEW, CA	LABOR RATE	LICENSE No. 16390	MILEAGE 104,167	COLOR
	YEAR / MAKE / MODEL 05/NISSAN TRUCK/4 DOOR			DELIVERY DATE
	VEHICLE I.D. No. 5 N 1 A A 0 8 A 9 5 N			DELIVERY MILES
	F.T.E. No.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 05/29/10	PRODUCTION DATE

MO: 104168

TOTALS

*****	TOTAL LABOR....	31.62
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	9.27
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	9.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	1.69
	TOTAL INVOICE \$	51.58

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY - FRIDAY

7:30A - 6:00P

PARTS HOURS:

MONDAY - FRIDAY

8:00A - 5:30P

[Handwritten Signature]
5/24

B.A.R. #AH 162145

EPA # CAD 982022956

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FALORE NISSAN
680 E. EL CAMINO REAL
SUNNYVALE, CA 94087

FALORE

680 East El Camino Real • Sunnyvale, CA 94087
(408) 735-6888
www.falore.com

TERMINAL ID: 004516892
MERCHANT #: 226086200996

VISA
#XXXXXXXXXX

SALE
BATCH: 002644 INVOICE: 044936
DATE: MAY 29, 10 TIME: 09:37
SQ: 005 AUTH NO: 371502

TOTAL \$51.58

CUSTOMER COPY

ADVISOR NICHOLAS	TAG No. 16390	INVOICE DATE 05/29/10	INVOICE No. NICS89379
LABOR RATE	LICENSE No.	MILEAGE 104,167	COLOR /
YEAR / MAKE / MODEL 05/NISSAN TRUCK/4 DOOR		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. No. 5 N 1 A A 0 8 A 9 5 N		SELLING DEALER NO.	PRODUCTION DATE
F. T. E. No.		P.O. No.	R.O. DATE 05/29/10
COMMENTS			

MO: 104168

TOTAL

*
* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 31.62
TOTAL PARTS.... 9.27
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 9.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.69

TOTAL INVOICE \$ 51.58

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY - FRIDAY

7:30A - 6:00P

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MONDAY - FRIDAY

8:00A - 5:30P

B.A.R. #AH 162145
EPA # CAD 982022956

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CUSTOMER No.	23282	ADVISOR	NICHOLAS	TAG No.	774	INVOICE DATE	05/29/10	INVOICE No.	NICS89379
		LABOR RATE	16390	MILEAGE	104,167	COLOR		STOCK No.	
		LICENSE No.				DELIVERY DATE		DELIVERY MILES	
		YEAR / MAKE / MODEL	05/NISSAN TRUCK/4 DOOR			SELLING DEALER NO.		PRODUCTION DATE	
		VEHICLE I.D. No.	5 N 1 A A 0 8 A 9 5 N			R.O. DATE	05/29/10		
		F. T. E. No.		P.O. No.					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS							
		MO: 104168							

JOB# 1 CHARGES-----
 LABOR-----
 U# 1 00NIZ2995 EXPRESS OIL CHANGE TECH(S):104 11.67
 CUSTOMER REQUESTS EXPRESS SERVICE OIL AND FILTER CHANGE.
 ENGINE OIL AND FILTER CHANGE COMPLETE
 TIRE PRESSURE SET TO CORRECT PSI FOR VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15208-9E000	FILTER OIL	8.27	8.27
	1	11026-01M02	WASHER-DRAIN	1.00	1.00
TOTAL - PARTS					9.27
G.O.G. & SUPPLIES-----					9.00
1.0 ENGINE OIL SPECIAL @ 9.000 /UNIT					9.00
TOTAL - GOG					9.00

JOB# 1 TOTALS-----
 LABOR 11.67
 PARTS 9.27
 G.O.G. 9.00

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 29.94

JOB# 2 CHARGES-----
 LABOR-----
 U# 2 00NIZINSO CAR CARE INSPECTION TECH(S):104 0.00
 CUSTOMER REQUESTS PERFORM FREE CAR CARE INSPECTION.
 CAR CARE INSPECTION COMPLETED, SEE ATTACHED SHEET.

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

JOB# 3 CHARGES-----
 LABOR-----
 U# 3 46NIZ04 ROTATE TIRES TECH(S):104 19.95
 CUSTOMER REQUESTS TIRE ROTATION
 TIRE ROTATION COMPLETED.

JOB# 3 TOTALS-----
 LABOR 19.95
 JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 19.95

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$29.95 (+TAX)

SERVICE HOURS:

MONDAY - FRIDAY
7:30A - 6:00P

PARTS HOURS:

MONDAY - FRIDAY
8:00A - 5:30P

B.A.R. #AH 162145
EPA # CAD 982022956

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Multi-Point Vehicle Inspection

Name

Year/Model:

05- A2M.

Date:

5/28/10

44167

VIN:

Repair Order #:

87379

Advisor:

NICK

Technician:

DAW

CHECKED AND OKAY

MAY NEED FUTURE ATTENTION

INTERIOR / EXTERIOR

Head Lights / Tail Lights / Turn Signals / Brake Lights
Hazard Warning Lights / Exterior Lamps

Windshield Washer Spray / Wiper Blades

Windshield Condition (Inspect for Cracks, Chips, or Fitting)

Upholstery / Carpet / Floor Mats / Mirrors / Glass

Emergency Brake Adjustment

Horn Operation

Fuel Tank Cap Gasket

In-Cabin Microfilter (if equipped)

Clutch Operation (if equipped)

UNDER VEHICLE

Shock Absorbers / Suspension

Steering Gear Box / Linkage and Boots / Ball Joints /
Dust Covers

Muffler / Exhaust Pipes / Mountings

Engine Oil and/or Fluid Leaks

Brake Lines / Hoses / Parking Brake Cable

Drive Shaft Boots / Constant Velocity Boots / U-Joints /
Transmission Linkage (if equipped)

Transmission / Differential / Transfer Case (Check Fluid Level,
Fluid Condition and Fluid Leaks)

Fuel Lines and Connections / Fuel Tank Band / Fuel Tank
Vapor Vent System Hoses

UNDER HOOD

Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake /
Clutch / Washer / Automatic Transmission

Engine Air Filter

Drive Belts (condition and adjustment)

Engine Coolant System

Cooling System Hoses / Heater Hoses / Air Conditioning
Hoses and Connections

Radiator Core and Cap

CHECKED AND OKAY

MAY NEED FUTURE ATTENTION

BATTERY PERFORMANCE

Battery Terminals / Cables / Mountings

Check Condition of Battery (Storage Capacity Test)

☒ Pass

☐ Recharge Retest

☐ Fail

Date Code

BRAKE

☐ Brake Inspection Not Performed This Visit

Left Front Brake Lining 6 mm

Left Rear Brake Lining 5 mm

Right Front Brake Lining 6 mm

Right Rear Brake Lining 5 mm

TIRE

Left Front

Tire Tread 9 32nds

Wear Pattern ☒

Tire Pressure 35 psi

Left Rear

Tire Tread 9 32nds

Wear Pattern ☒

Tire Pressure 35 psi

Right Front

Tire Tread 9 32nds

Wear Pattern ☒

Tire Pressure 35 psi

Right Rear

Tire Tread 9 32nds

Wear Pattern ☒

Tire Pressure 35 psi

COMMENTS / ESTIMATES

GOOD TO 900000...

Customer Signature

Date