

02-Nov-10

2010 House Report - Governmental Affairs (I-10) Correspondence Control Sheet - Room 10408

Control Number: 2010 — 2204
Date DOT Received: 11/2/2010
Date DOT Entered: 11/2/2010
Member's Date:
Member Last Name: Ellison
Member First Name: Keith
Member Organization: Member, U.S. House of Representatives
Address1: 2100 Plymouth Avenue North
Address2:
City: Minneapolis
State: MN
Zip: 55411
Constituent File Name: XXXXXXXXXX
Constituent Date:
Action Office: National Highway Traffic Safety
Administration
Subject: Nissan Altimas
Due Date: 11/30/2010
Action Office Code: NHTSA
Member Contact: Mike Siebenaler
Pending: Yes
Member Contact Phone: (612) 522-1212
Closed Date:
Remarks:
Direct Reply/Comeback Copy: Yes
Congressional Affairs Contact: Maria Harrison at (202) 366-4573

KEITH ELLISON

5TH DISTRICT, MINNESOTA

1122 LONGWORTH HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-4755
FAX: (202) 225-4886

2100 PLYMOUTH AVENUE NORTH
MINNEAPOLIS, MN 55411
(612) 522-1212
FAX: (612) 522-9915

ellison.house.gov



CONGRESS OF THE UNITED STATES
HOUSE OF REPRESENTATIVES

FINANCIAL SERVICES COMMITTEE
SUBCOMMITTEE ON FINANCIAL INSTITUTIONS
AND CONSUMER CREDIT

SUBCOMMITTEE ON HOUSING AND
COMMUNITY OPPORTUNITY

SUBCOMMITTEE ON DOMESTIC
MONETARY POLICY AND TECHNOLOGY

FOREIGN AFFAIRS COMMITTEE

SUBCOMMITTEE ON INTERNATIONAL
ORGANIZATIONS, HUMAN RIGHTS,
AND OVERSIGHT

SUBCOMMITTEE ON MIDDLE EAST
AND SOUTH ASIA

October 26, 2010

Mr. Robert Letteney
Deputy Assistant Secretary
for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Mr. Letteney:

I have been contacted by a constituent of mine, [REDACTED], regarding his request for a recall to repair the under body of Nissan Altimas. I have enclosed a signed privacy authorization form and other documents regarding his situation for your review.

[REDACTED] informed me that he owns a 2002 Nissan Altima. He states that he noticed that the under body of his vehicle has significantly rusted. He noticed that some areas under the vehicle, such as the wheel wells, are not rusted. However, he states that certain areas under his vehicle have large amounts of rust and have begun to peel away and create holes. [REDACTED] provided the enclosed photographs of the under body of his vehicle.

[REDACTED] states that he has photographed the under body of approximately forty Nissan Altimas and he has noticed that most had rust in the same areas as his vehicle. He informed me that the areas under and in front of his two front seats have the most severe damage from rust. [REDACTED] states that he does not know the year of most of the vehicles he photographed.

[REDACTED] has provided two estimates to repair the under body of his vehicle, one estimate was approximately \$3,100.00 and the other was \$2,400.00. [REDACTED] reports that he has contacted Nissan and they responded by saying they will not repair his vehicle since it is no longer under warranty.

[REDACTED] informed me that he is concerned about the safety of his vehicle, either in a crash or if the lower part of his frame rusts and creates a complete hole.

Letter to Mr. Robert Letteney
October 26, 2010
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I would appreciate it if you would review [REDACTED] situation. Please direct your response, any questions and requests for additional information to Mike Siebenaler, a member of my staff, at my Minneapolis office. You may contact Mike at (612) 522-1212.

Thank you for your assistance. I hope to hear from you soon.

Sincerely,



KEITH ELLISON
Member of Congress

KE:ms

Enclosure

Congress of the United States
Washington, DC 20515

Privacy Release Form

The Privacy Act of 1974 requires written consent from the constituent before information can be obtained from a government agency's records. To better serve you, please complete both sides of the following form and return it to me. If you are inquiring on behalf of someone, that person must sign this form.

Mr. Mrs. Ms. Dr.

Name: _____

Mailing Address _____

Home Phone _____ Work Phone _____ Cell Phone _____

Social Security Number _____

I prefer to be contacted by:

Home Phone Work Phone Cell Phone Email US Mail

Agency Involved US DOT, FTC

I freely and willingly authorize Congressman Keith Ellison and his staff to make inquiries into my personal records and/or files to obtain information about me pertaining to _____ I understand that I may revoke this authorization at any time.

Signature _____

Date 10/19/10

I designate the following person(s) to discuss this matter on my behalf with Congressman Keith Ellison and his staff (if applicable):

Office Use Only

Assigned to _____

Received _____

Please complete other side

Please complete the sections that apply to your case

Please briefly explain your problem. (In writing, provide a detailed account. Include any additional relevant correspondence that you have initiated or received concerning your problem.)

Please state how you would like Congressman Ellison to help you.

Military or Veteran's Issues	
Social Security Number	_____
Rank/Unit	_____ Duty Station _____

Immigration Issues	
Receipt Number	_____ Alien Number A- _____
Date of Birth	_____ Place of Birth _____
Type of Petition Filed	_____ Current Immigration Status _____
Consulate Involved	_____

Social Security Issues	
Type of Claim Filed	_____
Initial Claim	<input type="checkbox"/> Pending <input type="checkbox"/> Approved <input type="checkbox"/> Denied
Reconsideration	<input type="checkbox"/> Pending <input type="checkbox"/> Approved <input type="checkbox"/> Denied
ALJ Hearing	<input type="checkbox"/> Pending <input type="checkbox"/> Approved <input type="checkbox"/> Denied
Appeals Council	<input type="checkbox"/> Pending <input type="checkbox"/> Approved <input type="checkbox"/> Denied

Siebenaler, Mike

From: [REDACTED]
Sent: Tuesday, October 19, 2010 10:51 PM
To: Siebenaler, Mike
Subject: Nissan Altima rust
Attachments: LLL 926-2.jpeg; LLL 926-3.jpeg; LLL 926-4.jpeg; LLL 926-6.jpeg; LLL926gastank.jpeg; ATT00001.txt

> Mike,

>

> Thanks for taking the time to talk this afternoon. I especially enjoyed your perspective on the education system in this state. I think it is just about the most important issue we face in the long term.

>

> I appreciate your willingness to help with the car issue. Too many people are driving Nissan Altimas that at best are, in my opinion, defective. Add to that the unknown danger in the event of an accident, and the fact that too many people have cars with major defects that will cost them potentially thousands of dollars to fix, and I can't help but think we have to try to do something about it.

>

> Please let me know if I can help in any way.

>

> I've attached the photos of our car only. The first four are the underside of the car, and the last one is the gas tank fill neck. I also have links to websites showing other peoples complaints regarding the same problems. Please let me know if you'd like to see them as well.

>

> Thanks again.

>

> [REDACTED]

>

>

>

>



STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

August 5, 2010

LORI SWANSON
ATTORNEY GENERAL

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

[REDACTED]

Minneapolis, MN [REDACTED]

Re: Nissan North America, Inc.
File No: CEN/2010/435162/C

Dear [REDACTED]

We have received the enclosed response to your complaint.

Unfortunately, as you can see from the response, Nissan North America, Inc. is unwilling to resolve your complaint as you have requested. It is evident that any further efforts to reach a voluntary mediated resolution of this complaint would prove unproductive.

As we previously advised you, this Office has limits on its authority. It is not a regulatory agency and, accordingly, it does not have authority to simply order a company to make a refund, replace a product or service a warranty. Further, while we have authority to represent the state, we do not have authority to represent individual citizens in a lawsuit. Because the company is not willing to informally resolve the matter, this Office is not able to provide further assistance to you at this time. The jurisdiction of this Office as it relates to consumer fraud matters is somewhat limited. We do not have authority to take an individual case on behalf of a private citizen. However, your complaint will become a part of the permanent record upon which the advocacy and law enforcement functions of this Office are based.

As we discussed during our telephone conversation, you should contact the National Highway Traffic Safety Administration in regards to your concerns about the safety of your vehicle. You may contact the National Highway Traffic Safety Administration at the following:

[Faint, illegible text, possibly a list of contact information]



August 5, 2010
Page 2

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590
Phone: 1-888-327-4236

Thank you again for contacting this Office.

Sincerely,



CLARISSA NELSON
Consumer Services Division
(651) 355-0733 (Voice)
(651) 282-2155 (Fax)

Enclosure
AG: #2677682-v1



NISSAN NORTH AMERICA, INC.

July 30, 2010

Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
Telephone: 1-800-647-7261

Nissan North America
One Nissan Way
Franklin, TN 37067

Clarissa Nelson
Attorney General
1400 Bremer Tower
445 Minnesota Street
St. Paul, Minnesota 55101-2131

RE: [REDACTED] (CEN/2010/435162/C)
VIN: 1N4AL11E62C [REDACTED]

Dear Mrs. Nelson:

Nissan North America, Inc. has received the letter you sent regarding the customers request for Nissan's assistance in obtaining parts for their 2002 Nissan Altima.

Unfortunately, NNA is unable to assist the customer with their request for financial assistance with the repair of the corrosion to the flooring plates of the vehicle. Due to the fact that the basic warranty and the powertrain warranty have expired in service date for the vehicle was 05/15/02.

BASIC WARRANTY	05/15/05	36,000
POWERTRAIN	05/15/07	60,000

I apologize that a more favorable answer is not available for the customer. Feel free to contact me via phone or email with any questions you or the customer may have.

Sincerely,

Lundy Flowers
Nissan North America, Inc.
Consumers Affairs
email: Lundy.Flowers@nissan-usa.com
Phone: 615-725-7411
Fax: 615-967-3636

July 30, 2010

Mr. Bob Glenn P-3-C
Nissan North America, Inc.
NNA Consumer Affairs / Dispute Resolution Programs
One Nissan Way
PO Box 685003
Franklin, TN 37068-5003

Re: [REDACTED]
File No: CEN/2010/435162/C

Dear Mr. Glenn P-3-C:

Recently, the Minnesota Attorney General's Office asked Nissan North America, Inc. to respond to a complaint filed by Mr. [REDACTED]. Our files indicate that we have not yet received your reply.

We again request that you take the steps outlined in our initial letter, a copy of which is enclosed, and forward a written statement of your company's position to this Office within seven business days. We believe [REDACTED] deserves the courtesy of a reply.

This Office maintains files regarding consumer complaints, and your file will reflect your response or failure to respond. Your attention is appreciated.

Sincerely,

/s/

CLARISSA NELSON
Consumer Services Division
(651) 355-0733 (Voice)
(651) 282-2155 (Fax)

Enclosure

cc: [REDACTED]
AG: #2675009-v1



STATE OF MINNESOTA
OFFICE OF THE ATTORNEY GENERAL

LORI SWANSON
ATTORNEY GENERAL

July 30, 2010

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

[REDACTED]
Minneapolis, MN [REDACTED]

Re: Nissan North America, Inc.
File No: CEN/2010/435162/C

Dear [REDACTED]

As we explained in our earlier letter, we have asked Nissan North America, Inc. to reply to your recent complaint. Unfortunately, the company has not yet responded. Therefore, I have sent the company another letter asking for its response.

As we previously noted, this Office does have limits on its authority. For instance, we do not have the authority to simply order a company to make a refund, to replace a product or to service a warranty. Hopefully, the enclosed letter will prompt the company to respond to this Office.

If the company responds to our letter, we will send a copy of its response to you. If the company has contacted or should contact you directly to resolve this matter, please notify us so that we can update our records.

I will contact you as soon as we receive a response from Nissan North America, Inc.

Sincerely,

CLARISSA NELSON
Consumer Services Division
(651) 355-0733 (Voice)
(651) 282-2155 (Fax)

Enclosure
AG: #2675015-v1



STATE OF MINNESOTA
OFFICE OF THE ATTORNEY GENERAL

LORI SWANSON
ATTORNEY GENERAL

July 14, 2010

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-3131
TELEPHONE: (651) 296-7575

[REDACTED]
Minneapolis, MN [REDACTED]

Re: Nissan North America, Inc.
File No: CEN/2010/435162/C

Dear [REDACTED]

On behalf of Minnesota Attorney General Lori Swanson, I thank you for your correspondence received on June 3, 2010.

You explain that you purchased your Nissan Altima in September of 2003. You note that it was a 2002 model with 24,470 miles on it at the time of purchase. You state that you have had the vehicle for seven years and you have had many repairs on it. You state that there is no visible rust but the flooring plates on the underside of the vehicle have corroded to the point of severe damage. You state that the damage is limited to the point under the vehicle where the front seats are located.

You state that the corrosion has spread to a large area of the flooring plate, which eventually leaves large holes in the sheet metal directly under the front seats and flooring. You note that the rust in the area is common on many Altimas of a similar age. Because the corrosion is common in the vehicle and specific to the same area of the cars, you believe that it is Nissan of North America's responsibility to repair your vehicle. You want Nissan to repair the rust damage of your vehicle.

Under Minnesota law the Attorney General's Office has limited authority. For instance, it does not have jurisdiction to provide legal advice to private citizens. Notwithstanding this limitation, I can provide the following comments, which I hope will be helpful.

Although the Attorney General's Office does not have the authority to order or require a business to take any particular action, many businesses respond favorably to correspondence from this Office. Therefore, I am enclosing a copy of the letter I sent to Nissan North America, Inc. asking that it respond to you and to this Office regarding your complaint and requesting an

July 14, 2010

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explanation of the steps it will take to resolve this matter. We will let you know of any response we receive from Nissan North America, Inc.

I thank you again for your correspondence.

Sincerely,

A handwritten signature in black ink, appearing to read 'Clarissa Nelson', with a long horizontal line extending to the right.

CLARISSA NELSON
Consumer Services Division
(651) 355-0733 (Voice)
(651) 282-2155 (Fax)

Enclosure

AG: #2666344-v1

From: [REDACTED]
Subject: Re: Auto Line
Date: June 8, 2010 1:20:20 PM CDT
To: "Greenfield, Deborah" <dgreenfield@council.bbb.org>

Good Afternoon Ms. Greenfield,

I understand that your dispute resolution program deals with manufacturing problems, and this is why I filed my complaint with you.

I don't really have any complaint with the dealer except perhaps a failure to pay attention. The rust on my car appears to be both common and serious, and if I were the dealer I would make sure the car's owner knew about it for several reasons: 1) I look better if I seem to care about my customer's needs, 2) I might get some business out of repairing whatever is wrong with the car, and 3) if there is any potential for trouble down the road, I've played a positive role in dealing with that problem, whether or not I've actually done anything about it.

When I first saw the rust damage to our car, my initial thought was along the lines of "holy smokes, the underbody of the car is disappearing rapidly, and there's no sign of any rust anywhere else on the car".

We live in Minnesota. They salt the roads, and cars corrode; simple fact of life. The trouble I have with this car is this: the underside of the car is rusting away, in a very specific area, yet there's no apparent damage anywhere else on the car. If the fenders were rusting away at a similar rate, if the frame were rusting away at a similar rate, if the exhaust were rusting away at a similar rate, I'd just say "cheap, poor quality car, I should've known better".

The trouble is, the rest of the car is fine. It's subject to the same conditions yet there's little or no rust anywhere else. (This is a little tricky. In May of 2006 the "rear suspension member" was replaced, under warranty. "There is a possibility that corrosion of the rear sub-frame may occur." It goes on from there, please see attachment dated 05/09/06.)

In mid-February of this year the car was in for service, first a flex joint between the engine and the exhaust system. Three days later the instrument box failed and was replaced by the dealer, Feldmann Motors, who also took care of other routine maintenance at the same time. Neither of these shops mentioned any rust.

Two and a half months later (4/29/10) the car was on the rack at Precision Tune Auto Car, having an oil change. They didn't mind if I walked out into the shop and looked at the car, and this was the first I'd seen of the holes in the underside of the car, directly under the front seat and floor on both driver and passenger sides.

I took the car to Feldmann Motors the next day (4/30/10). They couldn't take a look at the car that day, so I made an appointment and took the car back for them to look at on May 4th. To quote their invoice "...LOOKS LIKE FLOORING PLATES SPECIFICALLY ARE VERY RUSTED AND GOING AWAY". (their capital letters)

Here is where the whole corrosion problem got interesting. While I was in Feldmann Motors shop with the service manager, looking at the rust on our car, I walked over to another Altima on a lift, and lo and behold, the bottom of that car is rusting away as well, in exactly the same place. Seemed odd to me.

So I called some friends who have an Altima; exactly the same car as ours, except one year newer, an '03. The bottom of their car is rusting away, in exactly the same place as ours.

So by now you can see where my thinking is going. Obviously, our car is not the only early to mid-decade Altima with this problem. So I went to one of the local shopping malls and looked for other Nissan Altimas. By now I've looked at something like 35 Altimas. I've ignored the newer, redesigned Altimas, focusing on models with the identical body style to ours. Most of them have corrosion in exactly the same place. I've attached photos of these cars to illustrate the trend. You'll see what I mean.

Needless to say, I have no idea where any of these cars came from. Whether or not where we are makes a difference I do not know. My suspicion is that cars from Southern California or Texas don't have rust problems. No snow, no ice, no salt... But the way I see it, you can't design your car for the least damaging set of conditions and sell it in the rest. And a quick web search will tell you of other people who have the same problem.

So what can we all do about this? I don't know. I could sell the car. I think it's safe to say that most people don't get down on their knees and look under the car. Ours is nice; runs fine, no dents, no visible rust, everything works, good tires, service records, all the obvious problems, including recalls, are taken care of. If you don't get down on your knees and look under the car, nothing is wrong with it. It's a good car.

So I sell it to some 22 year-old just-out-of-college kid who needs a reliable car. "I've got my money. You found a problem? Beats me, too bad."

I can't do that. If our car was the only one with the rust problem, like I said earlier: "cheap, poor quality car, I should've known better." But our car is not the only one with the problem. Almost every one of them has the problem. Doesn't seem fair, or right, and I think we should try to help every one of those people who bought one of those cars and, like that college kid I mentioned, got the car, got took, can't afford to fix it, and most important, don't even know if the safety of the car is compromised by the rust in the flooring. Nissan isn't saying.

[REDACTED]

On Jun 8, 2010, at 9:26 AM, Greenfield, Deborah wrote:

June 8, 2010

We are in receipt of your complaint describing the difficulties you are experiencing with your vehicle. We administer a mediation/arbitration program, BBB Auto Line, to resolve disputes between participating automobile manufacturers and consumer alleging manufacturing problems which are defects in material or workmanship from the factory. BBB Auto Line does not handle dealership or any other type of business complaints.

We regret that we are unable assist you with your complaint. We recommend that you contact the Local BBB, <http://minnesota.bbb.org/>, which services the area where the business in question is located. The Local BBB office is able to handle any type of dealership/business complaint pertaining service and/or sales practices.

If you have any further questions, please do not hesitate to contact our office at 1-800-955-6100 and speak to the first available operator.

Sincerely,

BBB Autoline Program Alternative
Dispute Resolution Division
4200 Wilson Blvd. #800
Arlington, VA 22203



OFFICE OF DEFECTS INVESTIGATION (ODI)

SAFETY COMPLAINT CONFIRMATION

Your Complaint Information is successfully submitted.
Your Confirmation number (ODI Number) is: **10358132**

Your Complaint Information

Acknowledgement

An e-mail was sent to [REDACTED]

Complaint Information

Description:

RE: 2002 Nissan Altima. There is severe rust and corrosion in specific locations directly under both the driver and front passengers seats and floors. The corrosion appears to be related to two factory holes in the floor, one on each side of the vehicle. The corrosion on the passenger side of our car is less severe: a large area of rust but a relatively small hole (tennis ball size) through the sheet metal. The drivers side of the car has a large hole (soccer ball size) in the floor. This is the only major corrosion on the car (the "rear subframe" assembly was replaced in 2006 due to corrosion under a Nissan warranty program). The fuel filler neck is also rusty and does not seal properly, which can cause an engine alert when the fuel vapor seal leak reaches the point where the alert is triggered. There is little or no corrosion in the wheel wells or fenders. Based on two bids from auto body shops in this area, the cost to repair the rust damage will be between \$2500 and \$3200. I have taken photographs of approximately forty Altimas in this area. All but five have corrosion in this specific area to varying degrees. It is clearly not limited to only the car we own. Nissan has a warranty program which covers rust perforation for a period of five years from the date of manufacture. I have spoken to a number of people at a dealer in this area regarding this problem. They claim that Nissan is aware of this problem on 2001 through 2005 Altimas, but has chosen not to warrant it due to the expense, preferring instead to refuse to be responsible. Nissan will apparently take the cars in trade and sell them to wholesale auto operations where they are sold to customers who may or may not be aware of the problem.

Approximate Incident Date: 6/1/2010

Your responses to the questions regarding the incident:

Deaths/Injuries:	No	Property Damage:	No
		Crash:	No
Fire:	No	Police Report:	No

[top](#)

Vehicle Information

VIN: 1N4AL11E620 [REDACTED]
Year, Make, Model: 2002, NISSAN, ALTIMA
Failure Mileage: 60,000
Speed: 0

Vehicle Component Information

Component 1: STRUCTURE:BODY
Component 2: STRUCTURE:FRAME AND MEMBERS
Component 3: FUEL SYSTEM, GASOLINE

[top](#)

Consumer Information

Name: [REDACTED]
Daytime Phone: [REDACTED] **Ext:** [REDACTED]
Evening Phone: [REDACTED]
E-mail: [REDACTED]
Fax: [REDACTED]
Address: [REDACTED]
City, State, Zip: Minneapolis, MN [REDACTED]
Country: USA
Referral Source: Internet Chat Room/Discussion Board

[top](#)

06/01/2010 at 05:09 PM
16370

Job Number:

LEHMAN'S GARAGE, INC. SOUTH MNPLS
Federal ID #:410957340
Complete Collision and Mechanical Repairs
5431 Lyndale Avenue South
Minneapolis, MN 55419
(612)827-5431 Fax: (612)827-0076

PRELIMINARY ESTIMATE

Written By: Chad Ege
Adjuster:

Insured: [REDACTED] Claim #
Owner: [REDACTED] Policy #
Address: [REDACTED] Deductible:
MINNEAPOLIS, MN [REDACTED] Date of Loss:
Evening: [REDACTED] Type of Loss:
Cellular: [REDACTED] Point of Impact:

Inspect LEHMAN'S GARAGE, INC. SOUTH MNPL Business: (612)827-5431
Location: 5431 Lyndale Avenue South
Minneapolis, MN 55419

Insurance Company: Days to Repair

2002 NISS ALTIMA SL 4-2.5L-FI 4D SED GREEN Int;
VIN: 1N4AL11E62C [REDACTED] Lic: Prod Date: Odometer:
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Telescopic Wheel Intermittent Wipers
Keyless Entry Theft Deterrent/Alarm Steering Wheel Controls
Body Side Moldings Dual Mirrors Console/Storage
Clear Coat Paint Power Brakes Power Windows
Power Locks Power Driver Seat Power Mirrors
Power Trunk/Tailgate AM Radio FM Radio
Stereo Search/Seek CD Player
Driver Air Bag Passenger Air Bag 4 Wheel Disc Brakes
Leather Seats Bucket Seats 5 Speed Transmission
Overdrive Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		PILLARS, ROCKER & FLOOR				
2*	Repl	Front floor pan	1	661.09	11.5	<u>2.0</u>
3	Repl	RT Reinforcement front floor	1	16.95	Incl.	
4	Repl	LT Reinforcement front floor	1	16.95	Incl.	
5	Repl	Reinforcement trans control	1	45.30	Incl.	
6	Repl	RT Center plr trim lower charcoal	1	19.98	0.2	
7	Repl	LT Center plr trim lower charcoal	1	19.98	0.2	
8	R&I	RT Sill plate front charcoal			0.2	
9	R&I	LT Sill plate front charcoal			0.2	

06/01/2010 at 05:09 PM
16370

Job Number:

PRELIMINARY ESTIMATE

2002 NISS ALTIMA SL 4-2.5L-FI 4D SED GREEN Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
10	R&I	RT Cowl trim charcoal				0.2	
11	R&I	LT Cowl trim charcoal				0.2	
12	R&I	RT Sill plate rear charcoal				0.2	
13	R&I	LT Sill plate rear charcoal				0.2	
14		SEATS & TRACKS					
15	R&I	RT R&I front seat				0.5	
16	R&I	LT R&I front seat				0.5	
17	R&I	R&I rear seat				0.5	
18#	R&I	CARPET COMPLETE				1.5	
19		CONSOLE					
20	R&I	R&I console assy				0.8	
21		RESTRAINT SYSTEMS					
22	R&I	RT Belt & retractor charcoal				1.0	
23	R&I	LT Belt & retractor charcoal				1.0	
24		ELECTRICAL					
25	R&I	Battery			m	0.3	
26#	Rpr	Drill cut and fit				3.0	
27#	Repl	Corrosion protection	1				0.3
28#		Hazardous Waste	1	4.00	X		
29#	Repl	Cover car	1				0.2
30#		Possible hidden damages	1				
31#		Four Wheel Alignment	1	89.95	X		
32#	Repl	Seam sealer	1	50.00		1.0	

Subtotals ==> 924.20 23.2 2.5

Parts		830.25
Body Labor	23.2 hrs @ \$ 52.00/hr	1206.40
Paint Labor	2.5 hrs @ \$ 52.00/hr	130.00
Paint Supplies	2.5 hrs @ \$ 34.00/hr	85.00
Sublet/Misc.		93.95

SUBTOTAL \$ 2345.60
Sales Tax \$ 830.25 @ 7.7750% 64.55

GRAND TOTAL \$ 2410.15

ADJUSTMENTS:
Deductible 0.00

CUSTOMER PAY \$ 0.00
INSURANCE PAY \$ 2410.15

MN ST 60A.955 - A PERSON WHO FILES A CLAIM WITH INTENT TO DEFRAUD OR HELPS COMMIT A FRAUD AGAINST AN INSURER IS GUILTY OF A CRIME.

06/01/2010 at 05:09 PM
16370

Job Number:

PRELIMINARY ESTIMATE

2002 NISS ALTIMA SL 4-2.5L-FI 4D SED GREEN Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARF3745, CCC Data Date 05/03/2010, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

05/26/2010 at 01:57 PM
18585

Job Number:

LAMETTRY'S COLLISION - RICHFIELD
Federal ID #:411393089
509 WEST 77TH STREET
RICHFIELD, MN 55423
(612)866-0016 Fax: (612)866-1158

PRELIMINARY ESTIMATE

Written By: Randy Lamettry
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
Minneapolis, MN [REDACTED]
Day:
Evening:
Inspect
Location:
Insurance
Company:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Days to Repair

2002 NISSA ALTIMA 4-2.5L-FI 4D SED Green Int:
VIN: 1N4AL11E62C [REDACTED] Lic:

Prod Date:

Odometer:

Rear Defogger	Tilt Wheel	Telescopic Wheel
Intermittent Wipers	Body Side Moldings	Dual Mirrors
Console/Storage	Clear Coat Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Trunk/Gate Release	Driver Air Bag	Passenger Air Bag
4 Wheel Disc Brakes	Cloth Seats	Bucket Seats
Recline/Lounge Seats	5 Speed Transmission	Overdrive
Full Wheel Covers		

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		REAR BODY & FLOOR				
2*	Repl	Center floor pan	1	550.00	25.0	1.5
3		REAR DOOR				
4	R&I RT	R&I door assy			1.2	
5	R&I LT	R&I door assy			1.2	
6		ROOF				
7	R&I	Headliner w/o head air bags blond			2.8	
8		FRONT DOOR				
9	R&I LT	R&I door assy			1.2	
10	R&I RT	R&I door assy			1.2	
11		PILLARS, ROCKER & FLOOR				
12	R&I RT	Rocker molding front			0.6	
13	R&I LT	Rocker molding front			0.6	
14	R&I RT	Rocker molding rear			0.4	
15	R&I LT	Rocker molding rear			0.4	

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Job Number:

PRELIMINARY ESTIMATE
2002 NISSA ALTIMA 4-2.5L-FI 4D SED Green Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
16		CONSOLE					
17	R&I	R&I console assy				0.8	
18*	R&I	Center bezel blond				<u>0.2</u>	
19		SEATS & TRACKS					
20	R&I	RT R&I front seat				0.5	
21	R&I	LT R&I front seat				0.5	
22	R&I	R&I rear seat				0.5	
23#	R&I	Capret				2.0	
24		INSTRUMENT PANEL					
25	R&I	R&I instrument panel				4.1	
26		EXHAUST SYSTEM					
27		Rpl exhaust system				m 2.1	
28*	R&I	Muffler				m <u>Incl.</u>	
29*	R&I	Resonator & pipe				m <u>Incl.</u>	
30*	R&I	Front pipe				m <u>Incl.</u>	
31#	Subl	HAZARDOUS WASTE DISPOSAL	1	5.00	X		
32#	Refn	CORROSION PROTECTION					0.2
33#		SEAM SEALER	4	20.00	X		
34#		FLEX ADDITIVE	1	6.00	X		
35#		***Possible Hidden Damage*	1				
36#		***Additional Labor May Need to Be Required***	1				
Subtotals ==>				581.00		45.3	1.7

Parts		550.00
Body Labor	45.3 hrs @ \$ 52.00/hr	2355.60
Paint Labor	1.7 hrs @ \$ 52.00/hr	88.40
Paint Supplies	1.7 hrs @ \$ 33.00/hr	56.10
Body Supplies	25.0 hrs @ \$ 2.00/hr	50.00
Sublet/Misc.		31.00

SUBTOTAL		\$ 3131.10
Sales Tax	\$ 550.00 @ 7.2750%	40.01
GRAND TOTAL		\$ 3171.11

ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 3171.11

05/26/2010 at 01:57 PM
18585

Job Number:

PRELIMINARY ESTIMATE

2002 NISS ALTIMA 4-2.5L-FI 4D SED Green Int:

THIS REPORT IS AN ESTIMATE, BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK IS OPENED UP. PART PRICES SUBJECT TO CHANGE PER MFR. LIFETIME WARRANTY ON WORKMANSHIP, 30 DAYS ON WHEEL ALIGNMENTS. WARRANTY WORK MUST BE PERFORMED BY LAMETTRY'S COLLISION ONLY. PARTS WARRANTIED BY THE MANUFACTURER. NO WARRANTY ON RUST RESTORATION, CORROSION RESISTANCE OR REPLACEMENT RENTAL CARS. OUR REPAIR ESTIMATED TIME DOES NOT INCLUDE INSURANCE OR PARTS DELAYS WE MAY EXPERIENCE.

MN LAW- A PERSON WHO SUBMITS AN APPLICATION OR FILES A CLAIM WITH INTENT TO DEFRAUD OR HELPS COMMIT A FRAUD AGAINST AN INSURER IS GUILTY OF A CRIME IN MINNESOTA.

MN ST 60A.955 - A PERSON WHO FILES A CLAIM WITH INTENT TO DEFRAUD OR HELPS COMMIT A FRAUD AGAINST AN INSURER IS GUILTY OF A CRIME.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARF3745, CCC Data Date 04/16/2010, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

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Nissan Altima maintenance schedule

VIN # 1N4AL11E62C [REDACTED]

(major service only, oil & filter changes not included except where pertinent)

date	mileage	description	cost
9/12/03	24470	purchase, Hertz Corp., Saint Paul, MN	14,695.00
2/10/04	27356	Warranty service, engine coolant & blower motor replaced due to no heat at idle, micron filter install. Cleaned windshield wiper fluid spray system due to inop. Exhaust system recall R3007 performed at my request. * (parts charge only)	N/C
5/13/05	35262	collision repair, rear end (insurance pd.)	31.90
5/9/06	43349	replace rear suspension (see invoice for details) *	4,344.18
11/30/06	48900	brake maintenance	N/C
11/26/07	54341	repair rusty fuel neck, replace gas cap,	261.40
3/18/08	55496	recall, electronic control module *	170.36
12/18/08	58993	flush cooling system *	N/C
11/25/09	N/R	replace plastic door handle	131.34
1/10/10	64072	heater control repair	154.73
2/16/10	N/R	replace front exhaust flex pipe	195.60
2/19/10	64865	replace unified meter (speedometer, tach, etc) *	588.12
		visual inspection *	429.63
		battery replaced *	N/C
		transmission fluid replaced *	155.99
		brake fluid replaced *	141.00
4/29/10	65846	oil change, Precision Auto Care, Edina - first mention of rust/corrosion	113.15
5/4/10	65938	dealer inspection of corroded "flooring plates" *, **	N/C

N/R - not recorded

N/C - no charge

* - service performed at Nissan dealer

** - Nissan dealer term for rusted area of underbody

FELDMANN

IMPORTS

4901 American Blvd. W.
 BLOOMINGTON, MN 55437
 Appointments 952-837-6455
 Nissan Service 952-837-6360
 Mercedes-Benz Service 952-837-6370

CUSTOMER NO.	114266	ADVISOR	GUY FELDMANN	TAG NO.	119 670	INVOICE DATE	05/09/06	INVOICE NO.	NICS391173
MINNEAPOLIS, MN	LABOR RATE		MILEAGE	43,349	COLOR	GREEN/	STOCK NO.		
	YEAR / MAKE / MODEL	02/NISSAN/ALTIMA/4 DOOR SEDAN			DELIVERY DATE		DELIVERY MILES		
	VEHICLE I.D. NO.	1 N 4 A L 1 1 E 6 2 C			SELLING DEALER NO.		PRODUCTION DATE		
	F.T.E. NO.		P.O. NO.		R.O. DATE	05/08/06			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS							

MO: 43349

JOB# 1 CHARGES-----

LABOR-----
 J# 1 99NIZ-P5216 R/SUSPENSION MEMBER TECH(S):611 816 WARRANTY

VOLUNTARY SERVICE CAMPAIGN
 REAR SUSPENSION MEMBER REPLACEMENT / BUSHING REPLACEMENT
 AND SEALING.
 2002 - 2005 ALTIMA / 2004 - 2005 MAXIMA
 THERE IS A POSSIBILITY THAT CORROSION OF THE REAR SUB-FRAME
 MAY OCCUR. THE COMBINATION ROAD SALT AND MOISTURE CAN PROMOTE
 CORROSION IN THE SUB-FRAME BUSHINGS OF SOME VEHICLES. IN
 SEVERE CASES, CRACKING OF THE SUB-FRAME MAY OCCUR, WHICH
 MAY RESULT IN A KNOCKING NOISE FROM THE REAR. PERFORMANCE
 AND HANDLING ARE NOT AFFECTED.
 REPLACED THE REAR SUSPENSION MEMBER AND STAYS, WITH ABS.
 ALL 4 NUTS WERE SEIZED, REMOVED AND REPLACED NUTS,
 SUSPENSION MEMBER SEIZED ONTO BOLTS, HAD TO REMOVE
 COMPLETED ALIGNMENT

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to sale.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	55400-ZB00J	MEMBER COMPL			WARRANTY
	1	55451-8J001	STAY ASSY-REAR			WARRANTY
	1	55452-8J001	STAY ASSY-REAR			WARRANTY
	4	55269-2Y000	NUT			WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

COMMENTS-----

RECOMMENDATIONS-----

TECHNICIAN RECOMMENDS:
 REAR BRAKE JOB WITH ROTORS (ROTORS RUSTED, UNABLE TO RESURFACE)
 ESTIMATE \$509.44.
 30K SERVICE (FLUIDS FOUND TO BE VERY DIRTY) EST \$485.00
 CUSTOMER DECLINED PER PHONE CONVERSATION 5/8 6:40PM JS



Mercedes-Benz



LAST INVOICE #/DATE:
 SHOP SALES

CLAIMS FOR WORK PERFORMED
 MUST BE MADE WITHIN 90 DAYS OR
 4,000 MILES WHICHEVER COMES
 FIRST FROM DATE OF WORK.

ALL PARTS NEW ORIGINAL
 EQUIPMENT UNLESS
 OTHERWISE SPECIFIED.

THANK-YOU

FELDMANN

I M P O R T S

4901 American Blvd. W.
 BLOOMINGTON, MN 55437
 Appointments 952-837-6455
 Nissan Service 952-837-6360
 Mercedes-Benz Service 952-837-6370

CUSTOMER NO. 114266	ADVISOR GUY FELDMANN	TAG NO. 119 670	INVOICE DATE 05/09/06	INVOICE NO. NICS391173
MINNEAPOLIS, MN	LABOR RATE	LICENSE NO.	MILEAGE 43,349	COLOR GREEN/
	YEAR / MAKE / MODEL 02/NISSAN/ALTIMA/4 DOOR SEDAN	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1N4AL11E62C	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE 05/08/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 43349

TOTALS-----

 * Thank you for choosing FELDMANN IMPORTS for Service! *
 * *
 * You may receive a SURVEY from MERCEDES-BENZ or NISSAN *
 * in the near future. Please take the time to complete *
 * and return this survey. This survey is a report card *
 * based on your "FELDMANN EXPERIENCE" rather than the *
 * vehicle. If you are unable to answer "EXCELLENT for *
 * MERCEDES-BENZ and NISSAN Please contact: *
 * For MERCEDES-BENZ Greg Rupp @ 952-837-6306 *
 * NISSAN Hugh Hefferan 612-718-0618 *
 * *
 * We sincerely appreciate your business! *
 * The FELDMANN Service Staff *

TOTAL LABOR....	0.00
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 \$	0.00

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to sale.



Mercedes-Benz



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 OTHERWISE SPECIFIED.

THANK-YOU

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