

NOV 20 2010

November 18, 2010

[REDACTED]
Minneapolis, MN [REDACTED]

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

Dear Mr. Reid,

Thank you for your request for further information regarding the Nissan Altima rust damage on our 2002 Nissan Altima.

After I first discovered the rust problem in April, 2010 I started looking at other Altimas. It seemed obvious that our car could not be the only Altima with such severe rust damage in one specific area of the car, and little or no rust anywhere else on the car. As you will see from the photographs of other Altimas, this is the case; the problem exists to one degree or another on most of the Altimas, at least in this part of the country, on model years from 2001 through at least 2005. Some cars show rust in the beginning stages, some have large holes, but the common thread in each of these cars is that the rust begins in exactly the same location on the car; the area surrounding a factory hole in the sheet metal under the driver and front passenger seats. The body and the rest of the bottom of the car show no more than normal rust damage.

Rust damage appears to be a systemic problem on this car. Nissan replaced the rear axle assembly on our Altima voluntarily in 2005, due to potential rust and corrosion. The bottom of the car is rusting severely, and the check engine light on our car has come on twice now, indicating a broken seal somewhere in the fuel line. The cause is rust on the fuel filler neck.

I spoke to Nissan regarding the problem with the rust on the underbody, and their response pointed to the age of the car and the salt on the roads and refused to take any responsibility for the damage. Included in the photos are several Altimas in southern California. One shows what appears to be very thick anti-corrosion coating, and no damage. The other shows the beginnings of corrosion around the factory hole in the steel.

In my opinion age and road salt are not the primary factor in each of these problems. I have never seen a car with such severe rust damage in only very specific parts of the car. Modern cars should not rust so severely in only these very specific parts of the car, and

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modern cars typically do not rust to anywhere near the degree they rusted even a few years ago.

I do not know if this rust and corrosion presents a safety issue. Are the front seats firmly attached to the floor of the car, or will they break free easily in the event of an accident? Is there a potential fuel leak from the rusty fuel filler neck? Is fuel spilled easily in the event of an accident? Are emission standards not being met on some of these cars due to the rust and corrosion?

These problems are clearly not the result of poor maintenance on the part of the owners of these cars. They are obviously not the result of traffic accidents. In the case of the rust under the front seats, there is what appears to be a hole in the steel. Some appear to be plugged, while some appear to be open. The steel has rusted to one degree or another on almost every car where that hole appears to not be properly sealed; on some the rust has completely eaten away the steel in that area and has spread severely.

I believe Nissan is at fault for a design or manufacturing flaw. They deny it, but too many of these cars show exactly the same problems, in the same places on the car. Many, perhaps most Altima owners are unaware of the extent of the corrosion; none of those I have spoken to while taking the photos have known of the damage. The repair costs are high, and the owner should not be forced to pay for Nissan's design or manufacturing flaw. And finally, the safety issue is an open question; Nissan has not addressed that issue to the best of my knowledge. Nissan should be held responsible for the defects in these cars.



Included in this package are:

- DOT Vehicle Owner's Questionnaire and Complaint Confirmation
- maintenance schedule and pertinent service records on our Altima
- photographs of the rust damage on our Altima (now [REDACTED] changed from [REDACTED] and examples of rust damage on other Altimas
- two repair estimates on for our Altima
- response from the BBB Dispute resolution Division

- copies of the correspondence between Nissan and the office of the MN Attorney General
- a CD with a complete series of photos from 42 Altimas



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

16-JUN-2010

Repository

Reference No.
10336603

OWNER INFORMATION (Type or Print)

Name

Address

City

MINNEAPOLIS

State

MN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1N4AL11E62C

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased

9/12/03

Dealer's Name and Telephone Number

HERTZ CORP

Engine:

No: Cylinders

4

Fuel Type:

UNLEADED
GASOLINE

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTD

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

10-APR-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS

Failure Mileage

66000

Failure Speed

0

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: DOTM9ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

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 2002 NISSAN ALTIMA. THE CONTACT STATED THE FRAME WAS RUSTED AND PARTIALLY CORRODED FROM ROAD SALT. THE DEALER ADVISED REPLACING THE REAR BODY AND CENTER FLOORS AT THE CONTACT'S EXPENSE. THERE WERE NO RECALLS ON THE VEHICLE. THE MANUFACTURER WOULD NOT PROVIDE ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 66,000. UPDATED 10/27/10. *LJ

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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: 1N4AL11E62C [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]
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](#)

Nissan Altima maintenance schedule

VIN # 1N4AL1E62C [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 31.90
5/13/05	35262	collision repair, rear end (insurance pd.)	4,344.18
5/9/06	43349	replace rear suspension (see invoice for details) *	N/C
11/30/06	48900	brake maintenance	261.40
11/26/07	54341	repair rusty fuel neck, replace gas cap,	170.36
3/18/08	55496	recall, electronic control module *	N/C
12/18/08	58993	flush cooling system *	131.34
11/25/09	N/R	replace plastic door handle	154.73
1/10/10	64072	heater control repair	195.60
2/16/10	N/R	replace front exhaust flex pipe	588.12
2/19/10	64865	replace unified meter (speedometer, tach, etc) *	429.63
		visual inspection *	N/C
		battery replaced *	155.99
		transmission fluid replaced *	141.00
		brake fluid replaced *	113.15
4/29/10	65846	oil change, Precision Auto Care, Edina - first mention of rust/corrosion	
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 # 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
	1	55400-ZB00J	MEMBER COMPL -		
	1	55451-8J001	STAY ASSY-REAR		
	1	55452-8J001	STAY ASSY-REAR		
	4	55269-2Y000	NUT		
				TOTAL - PARTS	0.00

WARRANTY
 WARRANTY
 WARRANTY
 WARRANTY
 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

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	INVOICE DATE 05/09/06	INVOICE NO. NICS391173
[REDACTED] MINNEAPOLIS, MN [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 43,349	COLOR GREEN/
	YEAR / MAKE / MODEL 02/NISSAN/ALTIMA/4 DOOR SEDAN			DELIVERY DATE
	VEHICLE I.D. NO. 1N4AL11E62C [REDACTED]			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS
				MO: 43349

TOTALS-----

*****	TOTAL LABOR....	0.00
* Thank you for choosing FELDMANN IMPORTS for Service!	TOTAL PARTS....	0.00
*	TOTAL SUBLET...	0.00
* You may receive a SURVEY from MERCEDES-BENZ or NISSAN	TOTAL G.O.G....	0.00
* in the near future. Please take the time to complete	TOTAL MISC CHG.	0.00
* and return this survey. This survey is a report card	TOTAL MISC DISC	0.00
* based on your "FELDMANN EXPERIENCE" rather than the	TOTAL TAX.....	0.00
* vehicle. If you are unable to answer "EXCELLENT for		
* MERCEDES-BENZ and NISSAN Please contact:	TOTAL INVOICE \$	0.00
* For MERCEDES-BENZ Greg Rupp @ 952-837-6306		
* NISSAN Hugh Hefferan 612-718-0618		
*		
* We sincerely appreciate your business!		
* The FELDMANN Service Staff		

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CUSTOMER SIGNATURE



Mercedes-Benz



LAST INVOICE #/DATE:
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4,000 MILES WHICHEVER COMES
FIRST FROM DATE OF WORK.

ALL PARTS NEW ORIGINAL
EQUIPMENT UNLESS
OTHERWISE SPECIFIED.

THANK-YOU

TOMI KLOCK CO. (952) 432-0088 © Copyright

NISSAN

14750 Buck Hill Rd.
Burnsville, MN 55306
Phone (952) 435-5550
Fax (952) 898-4562



CUSTOMER NO. 28916	ADVISOR JOHN PFEIFFER	TAG NO. 35171	INVOICE DATE 12/18/08	INVOICE NO. NICS195002	
[REDACTED] MPLS, MN [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 58,993	COLOR /	
	YEAR / MAKE / MODEL 02/NISSAN/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 12/18/08	
BUSINESS PHONE		COMMENTS			

LABOR & PARTS			
# 1	21NIZ	COOLING SYSTEM CUSTOMER STATES THAT HAS NO HEAT AT STOP, ALSO SMELLS COOLANT. CHECK AND ADVISE. REPLACED HOSE CLAMP FLUSHED COOLING SYSTEM	TECH(S):42296 100.00
PARTS			
JOB # 1	QTY: 1	FP-NUMBER: ANTIF	DESCRIPTION: ANTI FREEZE
			UNIT PRICE: 19.99
			JOB # 1 TOTAL PARTS 19.99
			JOB # 1 TOTAL LABOR & PARTS 119.99
J# 2 55NIZINSP			
		MULTI POINT INSPECT THE CUSTOMER REQUESTED WE PERFORM A VISUAL INSPECTION AT NO CHARGE TO THEM. SEE BELOW FOR ANY ITEMS NEEDING ATTENTION NOW OR SOON.	TECH(S):09 0.00
PARTS			
			JOB # 2 TOTAL PARTS 0.00
			JOB # 2 TOTAL LABOR & PARTS 0.00
MISC			
JOB # A	CODE: A1	DESCRIPTION: SUPPLIES - SHOP/TECHNOLOGY	CONTROL NO: 10.00
			TOTAL - MISC 10.00
TOTALS			

ALL PARTS NEW ORIGINAL
EQUIPMENT, UNLESS
OTHERWISE SPECIFIED

Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, neither express or implied, including any implied warranty 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 said products.

PMT TYPE: CASH / VISA / MC / DISC / AMEX / CHECK # ()	TOTAL LABOR.... 100.00
CIRCLE ONE	TOTAL PARTS.... 19.99
	TOTAL SUBLET... 0.00
	TOTAL G.O.G.... 0.00
	TOTAL MISC CHG. 10.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 1.35
	TOTAL INVOICE \$ 131.34

THE TEAM AT WALSER NISSAN THANKS YOU FOR YOUR BUSINESS!!!!
YOU MAY BE RECEIVING A SURVEY FROM NISSAN MOTORS IN THE NEXT FEW WEEKS. THIS IS YOUR WRITERS PERSONAL REPORT CARD BASED ON THIS SERVICE VISIT. ANY SERVICE LESS THAN EXCELLENT IS FAILING YOU AND IS UNACCEPTABLE! ALTHOUGH NO ONE IS PERFECT, HERE AT WALSER NISSAN WE STRIVE FOR EXCELLENCE AT ALL TIMES. IF FOR ANY REASON YOU DO NOT FEEL YOUR SERVICE WAS EXCELLENT CALL OUR SERVICE MANAGER, ERIK REKDAL @ 952-898-7360 OR EMAIL EREKDAL@WALSER.COM RIGHT AWAY. HE WILL IMMEDIATELY ADDRESS YOUR CONCERNS AND DO EVERYTHING POSSIBLE TO ENSURE YOUR SERVICE EXPERIENCE WAS EXCELLENT! WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO SEEING YOU AGAIN SOON!! DON'T FORGET, WE'RE OPEN EVE'S MON-THUR TIL 9PM AND SATURDAYS 8-4!

TOTAL INVOICE \$ 131.34

Thank You!

WE APPRECIATE YOUR BUSINESS

Thank you for this opportunity to serve you! It is our aim to repair all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not please tell us immediately.

CUSTOMER SIGNATURE

FELDMANN

IMPORTS

4901 American Blvd. W.
 BLOOMINGTON, MN 55437
 Appointments 952-837-6455
 Main Line: 952-837-6300

CUSTOMER NO. 114266	ADVISOR KELIN HOLMEN	TAG NO. 344	INVOICE DATE 02/19/10	INVOICE NO. NICS496869
LABOR RATE	LICENSE NO.	MILEAGE 64,865	COLOR GREEN/	STOCK NO.
MINNEAPOLIS, MN	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 02/17/10	
BUSINESS PHONE	COMMENTS			MO: 64866

JOB# 1 CHARGES

LABOR
 # 1 B2N1Z1 BODY ELECT. MISC TECH(S) 142 122.00

CUSTOMER STATES: TURN SIGNAL, TACH, SPEEDOMETER, BASICALLY THE WHOLE PANEL IS NOT ILLUMINATING. EST \$122.00 TO DIAGNOSE. THREE UNIFIED METER HAS INTERNAL OPEN CIRCUIT. REPLACED THE UNIFIED METER ASSEMBLY. \$504.10

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	24810-3Z600	INSTRUMENT COMB	337.63	337.63
			INCLUDES SET FEE		
				TOTAL - PARTS	337.63
SUBLET	PC#	VEND INV#	INV. DATE	DESCRIPTION	
	106274			1 DAY OF INTERNAL RENTAL	INTERNAL 0.00
				TOTAL - SUBLET	0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
	21	NISSAN PARTS SPEND & SAVE			-20.00
	22	NISSAN LABOR SPEND & SAVE			-10.00
				TOTAL - MISC	-30.00

JOB# 1 TOTALS

LABOR	122.00
PARTS	337.63
MISC	-30.00
JOB# 1 JOURNAL PREFIX NICS	JOB# 1 TOTAL
	429.63

JOB# 2 CHARGES

LABOR
 # 2 55N1ZNSP COURTESY INSPECTION TECH(S) 142 INTERNAL

FREE VISUAL COURTESY INSPECTION. (DIAGNOSIS FOR ANY ISSUE IS ADDITIONAL) COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS	JOB# 2 TOTAL
	0.00

JOB# 3 CHARGES

LABOR
 # 3 55N1Z6TIR GREEN (6/32 OR MORE) TECH(S) 142 INTERNAL

TREAD DEPTH MEASUREMENT (MAX= 11/32, MIN= 2/32) GREEN = 6/32 OR MORE ON TIRES COMPLETED

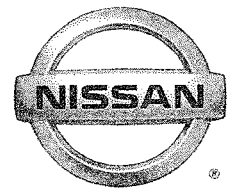
JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX NICS	JOB# 3 TOTAL
	0.00

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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

Reynolds and Reynolds - ERM/INTVIVE CC656957.0 (05/08)

FELDMANN

IMPORTS

4901 American Blvd. W.
 BLOOMINGTON, MN 55437
 Appointments 952-837-6455
 Main Line: 952-837-6300

CUSTOMER NO. 114266	ADVISOR KELIN HOLMEN	TAG NO. 3194	INVOICE DATE 02/19/10	INVOICE NO. NICS496869
LABOR RATE	LICENSE NO.	MILEAGE 64,865	COLOR GREEN/	STOCK NO.
YEAR / MAKE / MODEL 02/NISSAN/ALTIMA/4 DOOR SEDAN	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
MINNEAPOLIS, MN	VEHICLE I.D. NO. 1N4AL11E62C	R.O. DATE 02/17/10	MO: 64866	
BUSINESS PHONE	COMMENTS			

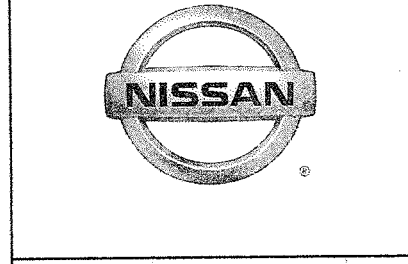
JOB# 4 CHARGES-----
 LABOR-----
 # 4-54NTZ *BATTERY/GAUGES DIAG TECH(S) 142 61.00
 CUSTOMER STATES: REPLACE THE BATTERY
 EST \$174.04 LESS DISCOUNT
 (APPROX \$75.00 DISCOUNT OFF TOTAL REPAIR ORDER)
 THE BATTERY IS DEAD, FAILED THE LOAD TEST
 REPLACED THE BATTERY
 \$174.04 LESS DISCOUNT

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	999M1-NB24F	GROUP 24F BATTE	94.99	94.99
				TOTAL - PARTS	94.99
JOB# 4 TOTALS-----				LABOR	61.00
				PARTS	94.99
				JOB# 4 JOURNAL PREFIX NICS	
				JOB# 4 TOTAL	155.99



JOB# 5 CHARGES-----
 LABOR-----
 # 5-42NTZG FLUSH BRAKE FLUID TECH(S) 142 113.50
 FLUSH COMPLETE BRAKE FLUID SYSTEM
 \$130.00
 THE FLUID IS DIRTY
 FLUSHED THE BRAKE FLUID.
 \$130.00



PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	999MP-A4100P	BRAKE FLUID DO	6.65	6.65
			FLUSH FLUID DOT		
				TOTAL - PARTS	6.65
MISC	CODE	DESCRIPTION	CONTROL NO		
	22	NISSAN LABOR SPEND & SAVE		-7.00	-7.00
				TOTAL - MISC	-7.00

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.

JOB# 5 TOTALS-----
 LABOR 113.50
 PARTS 6.65
 MISC -7.00
 JOB# 5 JOURNAL PREFIX NICS JOB# 5 TOTAL 113.15

ALL PARTS NEW ORIGINAL
 EQUIPMENT UNLESS
 OTHERWISE SPECIFIED.

JOB# 6 CHARGES-----
 LABOR-----
 # 6-27NTZ FLUSH TRANS FLUID TECH(S) 142 137.00
 CUSTOMER STATES: PLEASE PERFORM A COMPLETE FLUID FLUSH ON THE
 TRANSMISSION.
 \$175.00
 THE FLUID IS DIRTY/CONTAMINATED/DUE FOR CHANGE
 FLUSHED THE TRANSMISSION FLUID
 \$175.00

THANK-YOU

Reynolds and Reynolds EPA/INTIVE CCG6987 C (05/06)

FELDMANN

IMPORTS

4901 American Blvd. W.
 BLOOMINGTON, MN 55437
 Appointments 952-837-6455
 Main Line: 952-837-6300

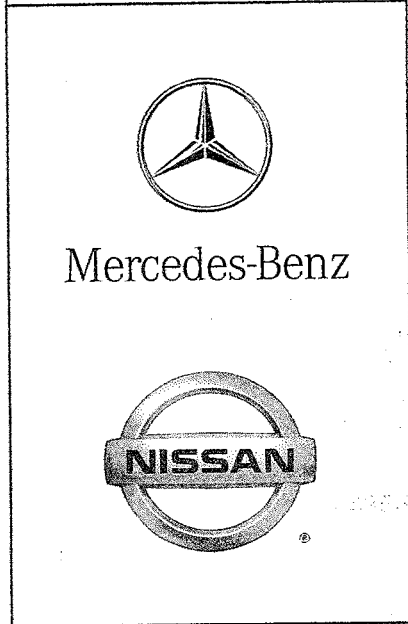
CUSTOMER NO. 114266	ADVISOR KELIN HOLMEN	TAG NO. 3194	INVOICE DATE 02/19/10	INVOICE NO. NICS496869
	LABOR RATE	LICENSE NO.	MILEAGE 64,865	COLOR GREEN/
	YEAR / MAKE / MODEL 02/NISSAN/ALTIMA/4 DOOR SEDAN	DELIVERY DATE	DELIVERY MILES	
MINNEAPOLIS, MN	VEHICLE I.D. NO. 1N4A11E62C	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R. O. DATE 02/17/10	
BUSINESS PHONE	COMMENTS	MO: 64866		

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	8	Q-1-09-0099	MOBIL ATF QT	3.00	24.00
			MOBIL ATF QT or fill capacity		
TOTAL - PARTS					24.00
MISC	CODE	DESCRIPTION	CONTROL NO		PRICE
	21	NISSAN PARTS SPEND & SAVE			-5.00
	22	NISSAN LABOR SPEND & SAVE			-15.00
TOTAL - MISC					-20.00
JOB# 6 TOTALS					
			LABOR		137.00
			PARTS		24.00
			MISC		-20.00
JOB# 6 JOURNAL PREFIX NICS JOB# 6 TOTAL					141.00
MISC	CODE	DESCRIPTION	CONTROL NO		PRICE
JOB # A	15	HAZARDOUS WASTE FEE			3.30
JOB # A	10	SHOP SUPPLIES			35.00
TOTAL - MISC					38.30

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 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.

COMMENTS-----
 CUSTOMER WAITING
 MILEAGE SHOULD BE SET AT 64272
 CUSTOMER IN ENTERPRISE RENTAL AS OF 2-17

RECOMMENDATIONS-----
 TECHNICIAN RECOMMENDS THE FOLLOWING SERVICE;
 THE UNIFIED METER IS SHORTED AND NEEDS REPLACEMENT.
 PART IS SPECIAL ORDER, WE CAN AIR ORDER FOR THURSDAY INSTALLATION
 RIGHT NOW THE DASH IS APART, IF WE LEAVE VEHICLE HERE UNTIL PART
 IS HERE ON THURS, EST \$504.10 INSTALLED
 IF WE HAVE TO PUT BACK TOGETHER AND REINSTALL WHEN PART ARRIVES
 THEN EST \$638.16
 THE BATTERY FAILED THE LOAD TEST, EST \$174.04 TO REPLACE BATTERY
 THE BRAKE FLUID IS DIRTY, EST \$130.00 TO FLUSH
 THE TRANSMISSION FLUID IS DIRTY, EST \$175.00 TO FLUSH
 OK TO PROCEED WITH UNIFIED METER, HE WILL LEAVE VEHICLE HERE
 UNTIL FINISHED ON THURSDAY. PART AIR ORDERED FOR THURS
 KELIN OFFERED CUSTOMER 1 DAY OF RENTAL AT NO COST TO CUSTOMER.
 CALL CUSTOMER AT [REDACTED]
 @ 9:45 AM
 UPDATE; KELIN SPOKE WITH CUSTOMER ON 2-19 @ 8:35 AM
 HE WOULD LIKE US TO PERFORM ALL NEEDED SERVICES, UNIFIED METER,
 BATTERY, BRAKE FLUSH AND TRANSMISSION FLUSH. KELIN AGREED TO APPLY
 A DISCOUNT BRINGING THE TOTAL REPAIR ORDER TO \$910.00



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

Raymond and Reynolds, ERANTINE, CCEB957 O. (05/06)

FELDMANN

IMPORTS

4901 American Blvd. W.
 BLOOMINGTON, MN 55437
 Appointments 952-837-6455
 Main Line: 952-837-6300

CUSTOMER NO. 114266	ADVISOR KELIN HOLMEN	TAG NO. 3194	INVOICE DATE 02/19/10	INVOICE NO. NICS496869
	LABOR RATE	LICENSE NO. 344	MILEAGE 64,865	COLOR GREEN/
	YEAR / MAKE / MODEL 02/NISSAN/ALTIMA/4 DOOR SEDAN	VEHICLE I.D. NO. 1N4A11E62C	DELIVERY DATE	DELIVERY MILES
MINNEAPOLIS, MN	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 02/17/10	

MO: 64866

TOTALS-----

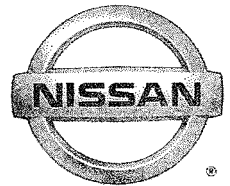
 * Thank you for choosing FELDMANN IMPORTS for Service! *
 * * * * *
 * You may receive a SURVEY from MERCEDES-BENZ or NISSAN *
 * in the near future. Please take the time to complete *
 * and return this survey. This survey is a report card *
 * based on your "FELDMANN EXPERIANCE" *
 * IF YOU ARE UNABLE TO ANSWER *
 * "COMPLETELY SATISFIED" *
 * Please call Greg Rupp for Mercedes at 952-837-6306 *
 * Please call Hugh Hefferan for Nissan at 612-718-0618 *
 * * * * *
 * We sincerely appreciate your business! *
 * The FELDMANN Service Staff *

TOTAL LABOR....	433.50
TOTAL PARTS....	463.27
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	38.30
TOTAL MISC DISC	-57.00
TOTAL TAX.....	31.89
TOTAL INVOICE \$	909.96

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 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



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

Reynolds and Reynolds EPRINTING C06568570 (05/08)

1-800-Nissan-1

CUSTOMER #: 114266

502209



NISSAN

4901 American Blvd. West
Bloomington, MN 55437
Phone: 952-837-6300

INVOICE

MINNEAPOLIS, MN

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 703 JENNIFER LOGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	02	NISSAN ALTIMA	1N4AL11E62C [REDACTED]	[REDACTED]	65938/65938	T741
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN02 IS						
01JAN02 DD			WAIT 04MAY10			CASH
						04MAY10
R.O. OPENED	READY	OPTIONS: ENG:2.5 LITER GAS				
09:33 04MAY10	10:13 04MAY10					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES: CHECK UNDER CAR FOR RUST, LOOKS LIKE FLOORING PLATES SPECIFICALLY ARE VERY RUSTED AND GOING AWAY.

55 BODY/CHASSIS RATTLE
142 IPSN (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
NEEDS TO GO TO THE BODYSHOP FOR REPAIRS.

B Nissan Inspection Sheet
NI-VIS Nissan Inspection Sheet

142 IPSN (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
COMPLETED.

C GREEN TIRE TREAD DEPTH - 6/32 TO 12/32 - GOOD TIRES
CAUSE: TIRE TREAD DEPTH INSPECTION

GT GREEN TIRE TREAD DEPTH - 6/32 TO 12/32 - GOOD TIRES
142 IPSN (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
GREEN

D LEFT REAR TIRE YELLOW
CAUSE: TIRE TREAD DEPTH INSPECTION

YT YELLOW TIRE TREAD DEPTH - 4/32 TO 5/32 - WARNING CLOSE TO NEEDING TIRES.
142 IPSN (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
YELLOW

E CUSTOEMR STATES" WOULD LIKE TO LOOK AT WHEN ON HOIST WITH TECH.
00 MAINT. BASE CODE

142 IPSN (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
COMPLETED.

DISCLAIMER OF WARRANTIES			DESCRIPTION	TOTALS
<small>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 OF 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.</small> <small>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 items of the manufacturer's warranty. The buyer acknowledges being so informed prior to sale.</small> Feldmann Nissan is a registered trademark of Feldmann Imports, Inc.			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
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	SALES TAX	
			PLEASE PAY THIS AMOUNT	

THANK-YOU

CUSTOMER COPY

CUSTOMER #: 114266

502209



NISSAN

4901 American Blvd. West
Bloomington, MN 55437
Phone: 952-837-6300

INVOICE

PAGE 2

MINNEAPOLIS, MN

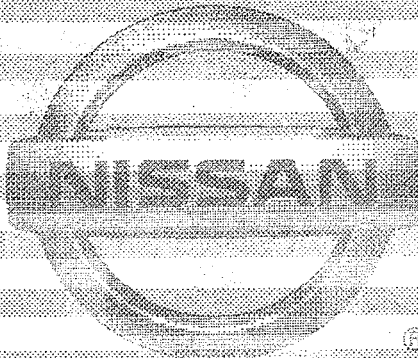
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 703 JENNIFER LOGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREEN	02	NISSAN ALTIMA	1N4AL11E62C [REDACTED]	[REDACTED]	65938/65938	T741	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 IS							
01JAN02 DD			WAIT 04MAY10			CASH	04MAY10
R.O. OPENED	READY	OPTIONS: ENG:2.5 LITER GAS					
09:33 04MAY10	10:13 04MAY10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

 CASH [] **CHECK []** **CHK # _____ *****
 VM [] **AE []** **CHRG []** *****



DISCLAIMER OF WARRANTIES

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 OF 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.

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Feldmann Nissan is a registered trademark of Feldmann Imports, Inc.

X

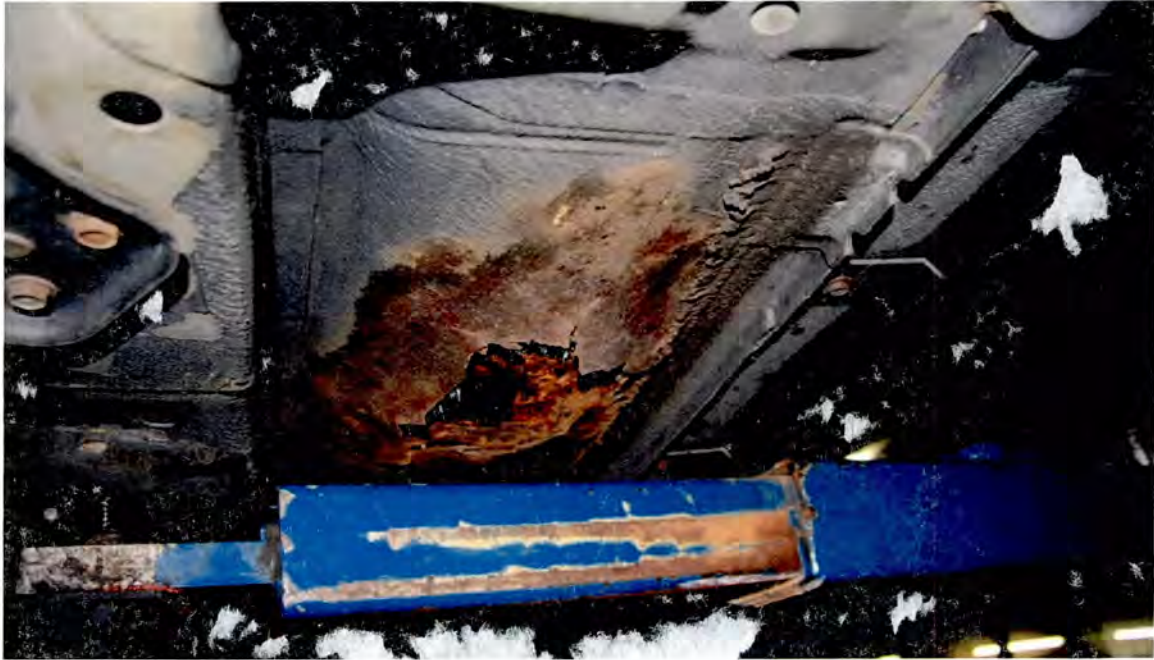
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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
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THANK-YOU

CUSTOMER COPY

Complete perforation rust under both front seats and floor boards. MN license plate # [REDACTED]



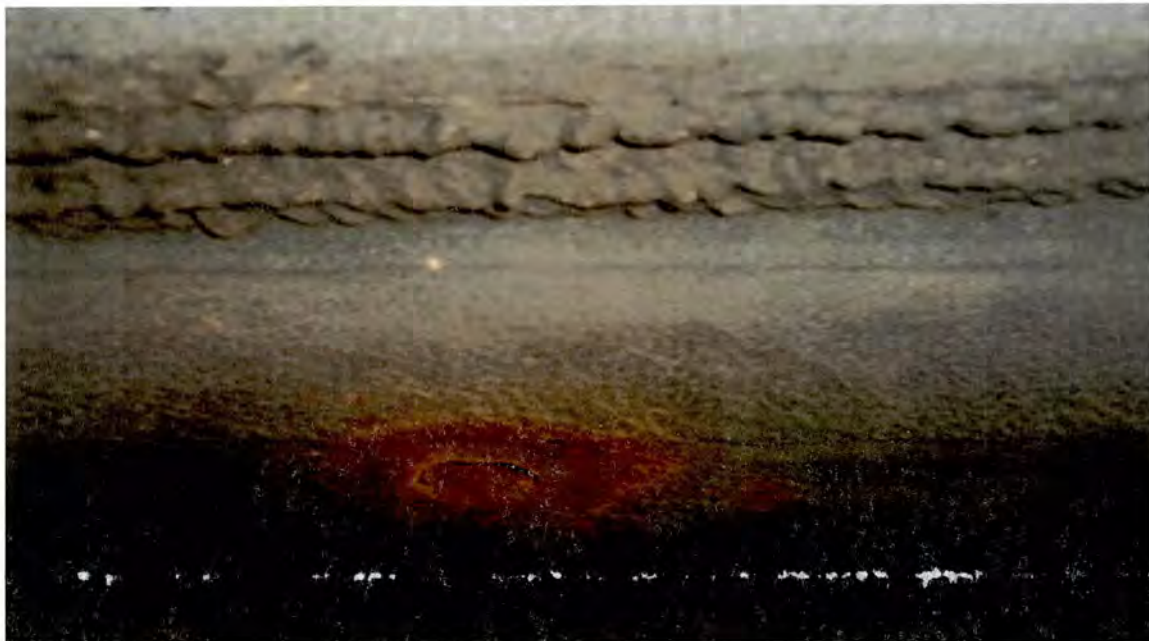
Complete perforation, license plate number # [REDACTED]



Fuel tank “filler neck”. The rust is under the gas cap. At some point the gas tank seal breaks due to the rust and triggers an alarm in the car’s computer fault system. There is no apparent cause, as the fuel tank access is protected by a spring/lock door and has only a drain hole in the plastic port seal roughly 1 inch below the port. MN license plate



Example of apparent beginning rust around manufactured hole, MN license plate # [REDACTED]



Further development and spread of rust, MN license plate # [REDACTED]



Severe rust in steel plate surrounding manufactured hole, MN license plate # [REDACTED]



Break in steel plate due to corrosion surrounding manufactured hole in plate, MN license plate # [REDACTED]



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 Lametty
Adjuster:

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

Inspect
Location:

Insurance
Company:

Days to Repair

2002 NISS 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	

05/26/2010 at 01:57 PM
18585

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			0.2	
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 Incl.	
29*	R&I	Resonator & pipe			m Incl.	
30*	R&I	Front pipe			m Incl.	
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.

CCC Pathways - A product of CCC Information Services Inc.

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:
Owner:
Address:
Evening:
Cellular:

[REDACTED]
[REDACTED]
MINNEAPOLIS, MN [REDACTED]
[REDACTED]

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

Inspect LEHMAN'S GARAGE, INC. SOUTH MNPL
Location: 5431 Lyndale Avenue South
Minneapolis, MN 55419

Business: (612)827-5431

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	2.0
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	

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.

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.

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 is 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



STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

LORI SWANSON
ATTORNEY GENERAL

July 14, 2010

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7375

[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

Page 2

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,



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

Enclosure

AG: #2666344-v1

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 [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



July 30, 2010

NISSAN NORTH AMERICA, INC.

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



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

August 5, 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]

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:

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,

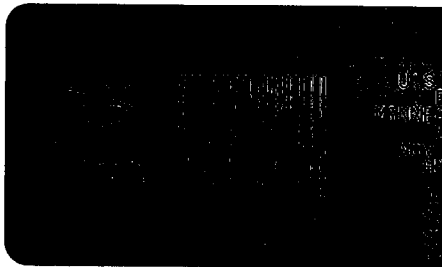


CLARISSA NELSON
Consumer Services Division
(651) 355-0733 (Voice)
(651) 282-2155 (Fax)

Enclosure
AG: #2677682-v1



Minneapolis, MN



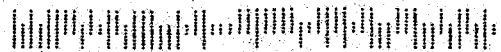
FIRST CLASS

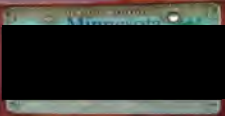
DO NOT BEND

MR. RAUDY REID
U.S. DEPT. OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY AD
OFFICE OF DEFECTS INVESTIGATION, NVS
1200 NEW JERSEY AVE SE
WASHINGTON, D.C. 20077-9382

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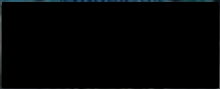








Best of All, It's A ...



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1997 Buick Wildcat









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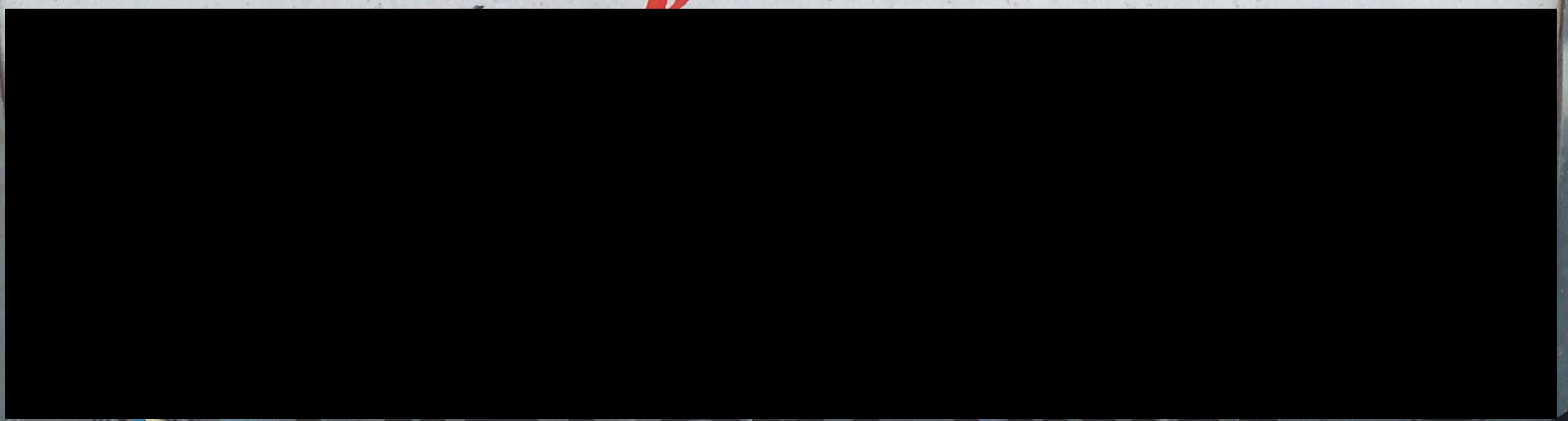


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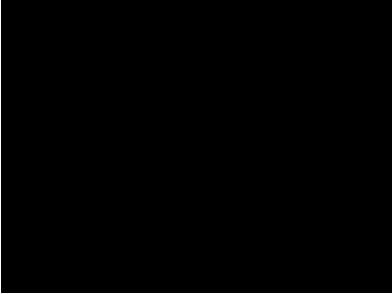


















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TWENTY-ONE DAY TEMPORARY PERMIT

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Lead



EMPTING TEMPORARY AUTHORIZATION
FOR WASTE LAKE BY
MPLS. WY. STATE
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DLP 2004

5/18/10

WARNING:

WYOMING DEPARTMENT OF PUBLIC SAFETY TRAFFIC AND DRIVER SERVICES DIVISION







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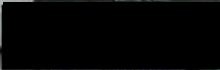


















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Minnesota



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Service is key.









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