

C-10383828-1256

FEB 15 2011

February 8, 2011

Administrator

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington D.C. 20590

Re: Complaint Concerning My Infiniti QX56 Vehicle

Dear Sir,

On February 17, 2009, I purchased an Infiniti QX56 truck, (vehicle Identification No. 5N3AA0835N [REDACTED]). The truck was financed via a loan from State Farm Bank, with a monthly payment of \$489.84. Since that date, it has been a living nightmare dealing with the Miami Infiniti dealer and the truck.

In April 2009, while driving at 55 miles per hour on the I 95, the truck slowed to about 5 miles per hour, then to a full stop. The truck was towed to my house. The following day, I drove the truck to the Warren Henry Infiniti (WHI) dealer located at 20850 NW. 2nd Avenue (Hwy 441) Miami Florida 33169. After they checked the truck, I was told I needed to have the throttle body motor actuator (TBMA) replaced.

The part was purchased at WHI for (\$801.00) and installed at PSG-Broward for \$100.00, they also service Infiniti vehicles. Shortly thereafter, the car stalled to a halt again. Since the part was under warranty I returned to WHI and this time had them install the new part. I was told the part they had sold me was defective. Thus, I was not charged for the new part but was charged for the labor to install the new TBMA (\$192.60).

Two (2) weeks later, the car stalled again. I was told it was the fuse box cover which was missing and the fuses got wet and corroded (\$473.00). It was never the fuse box cover. Please note since the last time I was there no one opened the hood of the car.

NH
2/11
RW

At the same time while pulling out I tried the horn as I was backing out of the lot. I found this strange, as the horn was working while I was driving to WHI and after their review and new installation now it was not working. I called the service manager (Mr. Richard Llanes) to review with me the horn. He said that is another matter and I would have to pay to have it fixed, approximately \$200. I took the car as is. When I got home I found the horn was wet, although we did not have any rain for weeks prior to going to WHI. I wiped the water off and it worked fine same as before.

After about a week and a half later the car stalled/stopped again. I would not go to WHI as I did not feel I could trust their servicing the truck. I went to another mechanic who specializes in SUV's. He said that I would have to change the motor. I parked the truck, and waited until we can find another motor. The truck was parked from approximately May 2010 to December 2010 (8 months). Please note, all the while I had to pay the bank each and every month.

I went to the dealer and again spoke with Mr. Llanes the service manager, requesting a customer satisfaction survey. He stated "I just called the main office, there is no such form".

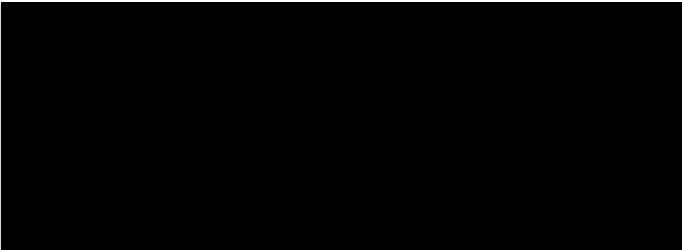
On December 2010, the mechanic found another used 2007 motor from another truck which was totaled in a junk yard in Jacksonville, Florida. I told him to purchase it. It cost me \$1700 for the motor, and another \$600 for labor to install it.

By the way, I've received two (2) Owner Notifications from Infiniti Division of Nissan North America. The first was about the fuel gauge for repairs. Recently, the second on the Engine Control Module relay which WHI used bilked me.

What I'm looking for is the following:

- a) Reimbursement for all my expenditures. WHI is not qualified to assess anything on the QX 56. I was only being used as a money milking cow by the service manager.
- b) National Consumer Affairs Department, Infinity Division, Nissan North America Inc. to repossess the truck and clear my account with the Bank. Thus, I can purchase a reliable car/truck.

I reported all the aforementioned via telephone to you. Additionally, I'm sure if WHI check their computer files, they will see I've spent more than I've mentioned in this letter concerning this matter. I'm only submitting those receipts which I've kept for your perusal.



Miami, Florida [redacted]

cc: National Consumer Affairs Department, Infiniti Division Nissan North America, Inc.

P. O. Box 685003

Franklin, TN 37068-5003

CC: Enclosures



I N F I N I T I

WORK ORDER / ESTIMATE

Warren Henry Infiniti
20850 N.W. 2nd Avenue (Hwy. 441)
Miami, FL 33169
Phone: 305-690-6144
Toll Free: 800-999-4530

Customer Copy

Page 1
Continued on next page

Work Order No.
83355

MVR-94102617

MV-01298

Customer Information, Original Estimate, Contact Phone, Make Model Year Odometer License No. State Color Trim Vehicle No. In-Serv. Date Stock No. Cust. No. Contact Day Phone No. Extension Evening Phone No. Extension Service Consultant Labor Rate Alternate Phone No. Extension Tag Wait Wash Estimate No. Open Date Promise Date Time Work Completed Date Close Date

- 01 QX56 CONDENSER FAN ITB08--PB076 Tech FCM Est-Amt ***** Factory
02 CUSTOMER STATES CAR IS STALLING misc-A1001 Tech MC No Charge Customer
03 27 POINT INSPECTION-INSP Tech SP Est-Amt ***** Dealer
04 3/32" of tread or less-RTIRE Tech SP Est-Amt ***** Dealer
05 Your next service is due:-NEXT Tech SP Est-Amt ***** Dealer

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.
I REQUEST A WRITTEN ESTIMATE.
I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED x DATE / /

Retain Old Parts: Yes No Time Estimate Written:
Payment Method: Cash Credit Card Check
I have read and agree to be bound by the terms and conditions on the attached Infiniti Loan Car Vehicle Agreement. I acknowledge that regardless of fault, I am responsible for any loss or damage to the loan car vehicle resulting from any cause, and that my car insurance company shall be primary. I further certify that I am 21 years of age or older.
CUSTOMER SIGNATURE x
I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. A standard charge for shop supplies and hazardous waste disposal will be added to each repair order for 6% of the total charge with a \$15.00 maximum. This charge represents cost and profit to the motor vehicle repair facility. FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.
CUSTOMER SIGNATURE x



Warren Henry Nfihiti
 20850 N.W. 2nd Avenue (Hwy. 441)
 Miami, FL 33169
 Phone: 305-690-6144
 Toll Free: 800-999-4530

INVOICE - CUSTOMER COPY

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

Work Order No. 87851 Reprint

MVR-94102617

MV-01298

Customer Information										
MIAMI FL Cell#: Email:										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	05	82,824					5N3AA08A35N		
Cust. No.	Contact			Day Phone No.	Extension	Evening Phone No.	Extension			
Service Consultant				Labor Rate		Alternate Phone No.		Extension		
MS DIANA PATRICIA GIRALDO				\$120.00/Flat						

07 Loaner Information-ALL Add-On? Tech Hours Labor Customer
 No RFLOR1 No Charge
 Includes: There will be a Clean-Up-CC1 charge of \$50.00 and up-CC2 if Loaner Car is not-CC3 Return in the same-CC4 Condition as it was given-CC5 *****-CC6
 You will be responsible-FINE1 for the FINE if you drive-FINE2 through a SunPass Lane-FINE3 without paying the toll-FINE4 *****-FINE5
 LOANER MAINTENANCE FEE-LOAN Lnr/Rntl \$39.95 Per Day-XX Storage \$50.00 Per Day-XX Will be charged to you if-XXXX you do not pick up your-XXXXX vehicle within 24hrs of-XXXX1 notification phone call.-XXXX2 *****-XXXX3

08 UPON INSP TECH FOUND THROTTLE BODY SHORTED PARTS WARRANTY
 MR AXEL AUTHO LABOR ON 3-12 @1:08PM
 THROTTLE BODY INTERNALLY SHORTED, P1122, AND P1128 IN ECM DTC CURRENT, REPLACED THRTLE BODY ASSY. PARTS WARRANTY ONLY NO L

misc-A1001	Add-On?	Tech	Hours	Labor	
	Yes	RFLOR1		*****	Factory

Parts	Qty	Each	Parts	
CHAMBER ASSY-THROTTL-16119-7S000	ASR	1	*****	Factory
GASKET-ADAPTER-16175-7S000	ASR	1	*****	Factory

ABOR.

 * Totals Amount *
 * Labor.....: 180.00 *
 * Tax.....: 12.60 *
 * Total.....: 192.60 Customer *

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS
 I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE x



Infiniti
 20850 N.W. 2nd Avenue (Hwy. 441)
 Miami, FL 33169
 Phone: 305-690-6144
 Toll Free: 800-999-4530

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Page 1 Continued on next page

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MVR-94102617

MV-01298

Customer Information										
MIAMI FL Cell#: Email:										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	05	82,824			Blac		5N3AA08A35N	9/22/05	
Cust. No.	Contact			Day Phone No.	Extension	Evening Phone No.	Extension			
LAMO06										
Service Consultant				Labor Rate		Alternate Phone No.				Extension
MS DIANA PATRICIA GIRALDO				\$120.00/Flat						
Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date		
G313	No	Yes		3/11/10	3/11/10	18:00	3/13/10			

- 01 NO PARTS AVAILABLE. RESCHEDULE
 INF FUEL LEVEL SNDR NTB10-R1011 Add-On? No Tech RFLOR1 Hours Labor ***** Factory
- 02 CUSTOMER STATES VDC LIGHT AND SLIP LIGHT IS ON
 REPLACE THROTTLE BODY
 misc-A1001 Add-On? No Tech RFLOR1 Hours 1.5 Labor 180.00 Customer
- 03 CUSTOMER STATES CAR CAN ONLY DRIVE AT LOW SPEEDS HAPPENS
 ON AND OFF
 SEE LINE 2
 misc-A1001 Add-On? No Tech RFLOR1 Hours Labor No Charge Customer
 Expenses
 SHOP SUPPLIES, HAZARDOUS WASTE DISPOSAL-ENV Expense No Charge Customer
- 04 TIRE LIGHT IS ON ,DECLINED TIRES
 27 POINT INSPECTION-INSP Add-On? No Tech RFLOR1 Hours Labor ***** Dealer
- 05 3/32" of tread or less-RTIRE Add-On? No Tech RFLOR1 Hours Labor ***** Dealer
- 06 Your next service is due:-NEXT Add-On? No Tech RFLOR1 Hours Labor ***** Dealer

Page 1 Continued on next page

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CUSTOMER SIGNATURE x



Warren Henry Nfihiti I
 20850 N.W. 2nd Avenue (Hwy. 441)
 Miami, FL 33169
 Phone: 305-690-6144
 Toll Free: 800-999-4530

INVOICE - CUSTOMER COPY

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Work Order No. 87851 Reprint

MVR-94102617

MV-01298

Customer Information										
[Redacted]										
MIAMI FL [Redacted]										
Cell#: [Redacted]										
Email: [Redacted]										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	05	82,824					5N3AA08A35N	[Redacted]	
Cust. No.	Contact			Day Phone No.		Extension	Evening Phone No.		Extension	
	[Redacted]			[Redacted]			[Redacted]		[Redacted]	
Service Consultant				Labor Rate			Alternate Phone No.		Extension	
MS DIANA PATRICIA GIRALDO				\$120.00/Flat						

07 Loaner Information-ALL Add-On? No Tech RFLOR1 Hours Labor No Charge Customer
 Includes: There will be a Clean-Up-CC1 charge of \$50.00 and up.-CC2 if Loaner Car is not-CC3 Return in the same-CC4 Condition as it was given-CC5 *****-CC6 You will be responsible-FINE1 for the FINE if you drive-FINE2 through a SunPass Lane-FINE3 without paying the toll.-FINE4 *****-FINE5 LOANER MAINTENANCE FEE-LOAN Lnr/Rnt1 \$39.95 Per Day-X Storage \$50.00 Per Day-XX Will be charged to you if-XXXX you do not pick up your-XXXXX vehicle within 24hrs of-XXXX1 notification phone call.-XXXX2 *****-XXXX3

08 UPON INSP TECH FOUND THROTTLE BODY SHORTED PARTS WARRANTY MR AXEL AUTHO LABOR ON 3-12 @1:08PM THROTTLE BODY INTERNALLY SHORTED, P1122, AND P1128 IN ECM DTC CURRENT, REPLACED THRTLE BODY ASSY. PARTS WARRANTY ONLY NO L

misc-A1001	Add-On?	Tech	Hours	Labor
	Yes	RFLOR1		***** Factory
Parts	Qty	Each	Parts	
CHAMBER ASSY-THROTTL-16119-7S000	1	ASR	***** Factory	
GASKET-ADAPTER-16175-7S000	1	ASR	***** Factory	

ABOR.

 * Totals Amount *
 * Labor.....: 180.00 *
 * Tax.....: 12.60 *
 * Total.....: 192.60 Customer *

MAR 13 2005
[Handwritten Signature]

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CUSTOMER SIGNATURE x

Warren Henry Nfihiti I.
 20850 N.W. 2nd Avenue (Hwy. 441)
 Miami, FL 33169
 Phone: 305-690-6144
 Toll Free: 800-999-4530

INVOICE - CUSTOMER COPY

This invoice is an itemized list of repairs performed on the original Repair Order. Order information is subject to all of the terms and conditions of the original Repair Order.

Page 1 Continued on page 2

Work Order No. 27851 Reprint

MVR-94102617

MV-01298

Customer Information										
MIAMI FL [REDACTED] Cell#: [REDACTED] Email: [REDACTED]										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	05	82,824			Blac		5N3AA08A35N	9/22/05	
Cust. No.	Contact	Day Phone No.	Extension	Evening Phone No.	Ext.					
LAMO06	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					
Service Consultant										
MS DIANA PATRICIA GIRALDO										
Labor Rate										
\$120.00/Flat										
Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date		
G313	No	Yes		3/11/10	3/11/10	18:00	3/13/10			

- 01 NO PARTS AVAILABLE, RESCHEDULE
 INF FUEL LEVEL SNDR NTB10-R1011 Add-On? No Tech RFLOR1 Hours Labor ***** Factory
- 02 CUSTOMER STATES VDC LIGHT AND SLIP LIGHT IS ON
 REPLACE THROTTLE BODY
 misc-A1001 Add-On? No Tech RFLOR1 Hours 1.5 Labor 180.00 Customer
- 03 CUSTOMER STATES CAR CAN ONLY DRIVE AT LOW SPEEDS HAPPENS
 ON AND OFF SEE LINE 2
 misc-A1001 Add-On? No Tech RFLOR1 Hours Labor No Charge Customer
- Expenses
 SHOP SUPPLIES, HAZARDOUS WASTE DISPOSAL-ENV
 Expense No Charge Customer
- 04 TIRE LIGHT IS ON ,DECLINED TIRES
 27 POINT INSPECTION-INSP Add-On? No Tech RFLOR1 Hours Labor ***** Dealer
- 05 3/32" of tread or less-RTIRE Add-On? No Tech RFLOR1 Hours Labor ***** Dealer
- 06 Your next service is due:-NEXT Add-On? No Tech RFLOR1 Hours Labor ***** Dealer

Page 1 Continued on next page

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CUSTOMER SIGNATURE x



Wren Henrihiti
 20850 N.W. 2nd Avenue (Hwy. 441)
 Miami, FL 33169
 Phone: 305-690-6144
 Toll Free: 800-999-4530

INVOICE - CUSTOMER COPY

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Page 2 Last Page

Work Order No. 88527

MVR-94102617

MV-01298

Customer Information											
[Redacted]											
MIAMI FL [Redacted]											
Cell#: [Redacted]											
Email: [Redacted]											
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Data	Stock No.	
IN	QX56	05	84,104					5N3AA08A35N			
Cust. No.	Contract			Day Phone No.		Extension		Evening Phone No.		Extension	
	[Redacted]			[Redacted]		[Redacted]		[Redacted]		[Redacted]	
Service Consultant				Labor Rate				Alternate Phone No.			Extension
MS DIANA PATRICIA GIRALDO				\$125.00/Flat							

06 Loaner Information-ALL
 Includes: There will be a Clean-Up-CC1 charge of \$50.00 and up.-CC2 if Loaner Car is not-CC3 Return in the same-CC4 Condition as it was given-CC5 *****.CC6
 You will be responsible-FINE1 for the FINE if you drive-FINE2 through a SunPass Lane-FINE3 without paying the toll.-FINE4 *****.FINE5
 LOANER MAINTENANCE FEE-LOAN Lnr/Rntl \$39.95 Per Day-X Storage \$50.00 Per Day-XX Will be charged to you if-XXXX you do not pick up your-XXXXX vehicle within 24hrs of-XXXX1 notification phone call.-XXXX2 *****.XXXX3

Add-On? No Tech RFLOR1 Hours Labor 5.00 Customer

Expenses SHOP SUPPLIES, HAZARDOUS WASTE DISPOSAL-ENV Expense .30 Customer

* Totals	Amount	*
* Labor.....	245.00	*
* Parts.....	196.16	*
* Expenses.....	.98	*
* Tax.....	30.88	*
* Total.....	473.02	Customer *

Page 2 Last Page

D Cash

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CUSTOMER SIGNATURE x

Wrench Henry Nfihiti I
 20850 N.W. 2nd Avenue (Hwy. 441)
 Miami, FL 33169
 Phone: 305-690-6144
 Toll Free: 800-999-4530

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Page 1 Continued on next page

Work Order No.
 88527

MVR-94102617

MV-01298

Customer Information										
MIAMI FL Cell#: Email:										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	05	84,104			Blac		5N3AA08A35N	9/22/05	
Cust. No.	Contact			Day Phone No.	Extension	Evening Phone No.	Extension			
LAM006										
Service Consultant				Labor Rate			Alternate Phone No.	Extension		
MS DIANA PATRICIA GIRALDO				\$125.00/Flat						
Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date		
G125	No	Yes		4/06/10	4/06/10	18:00	4/07/10			

- 01 ORDERED FUEL PUMP REGULAR MAIL
 INF FUEL LEVEL SNDR NTB10-R1011 Add-On? No Tech RFLOR1 Hours Labor ***** Factory
- 02 CUSTOMER STATES SERVICE ENGINE LIGHT IS ON
 FOUND IPDM FULL OF WATER, FULL OF CORROSION, REPLACED IPDM
 misc-A1001 Add-On? No Tech RFLOR1 Hours 2.0 Labor 240.00 Customer
- Parts
 CONTROLLER ASSY-USM-284B6-ZC00A ASR Qty 1 Each 168.92 Parts 168.92 Customer
 COVER-FUSIBLE LINK H-24382-7S100 1 27.24 27.24 Customer
- Expenses
 VOR/CSC HANDLING-600 Expense .68 Customer
- 03 27 POINT INSPECTION-INSP Add-On? No Tech RFLOR1 Hours Labor ***** Dealer
- 04 TIRES BALD
 3/32" of tread or less-RTIRE Add-On? No Tech RFLOR1 Hours Labor ***** Dealer
- 05 Your next service is due:-NEXT Add-On? No Tech RFLOR1 Hours Labor ***** Dealer

Page 1 Continued on next page

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Cust. No.	Contact			Day Phone No.	Extension	Evening Phone No.	Extension			
Service Consultant				Labor Rate			Alternate Phone No.	Extension		
MS DIANA PATRICIA GIRALDO				\$125.00/Flat						

06 Loaner Information-ALL Add-On? No Tech RFLOR1 Hours 5.00 Labor 5.00 Customer
 Includes: There will be a Clean-Up-CC1 charge of \$50.00 and up.-CC2 if Loaner Car is not-CC3 Return in the same-CC4 Condition as it was given-CC5 *****.CC6
 You will be responsible-FINE1 for the FINE if you drive-FINE2 through a SunPass Lane-FINE3 without paying the toll.-FINE4 *****.FINE5
 LOANER MAINTENANCE FEE-LOAN Lnr/Rnt1 \$39.95 Per Day-X Storage \$50.00 Per Day-XX Will be charged to you if-XXXX you do not pick up your-XXXXX vehicle within 24hrs of-XXXX1 notification phone call.-XXXX2 *****.XXXX3

Expenses SHOP SUPPLIES, HAZARDOUS WASTE DISPOSAL-ENV Expense .30 Customer

* Totals	Amount	*
* Labor.....	245.00	*
* Parts.....	196.16	*
* Expenses.....	.98	*
* Tax.....	30.88	*
* Total.....	473.02	Customer *

Handwritten signature: J. Cash

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CUSTOMER SIGNATURE x



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 Miami, FL 33169
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Customer Information										
MIAMI FL Cell#: Email:										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	05	84,104			Blac		5N3AA08A35N	9/22/05	
Cust. No.	Contact			Day Phone No.	Extension	Evening Phone No.	Extension			
LAM006										
Service Consultant				Labor Rate			Alternate Phone No.	Extension		
MS DIANA PATRICIA GIRALDO				\$125.00/Flat						
Tag	Wax	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date		
G125	No	Yes		4/06/10	4/06/10	18:00	4/07/10			

- 01 ORDERED FUEL PUMP REGULAR MAIL
 INF FUEL LEVEL SNDR NTB10-R1011 Add-On? No Tech RFLOR1 Hours Labor ***** Factory
- 02 CUSTOMER STATES SERVICE ENGINE LIGHT IS ON
 FOUND IPDM FULL OF WATER, FULL OF CORROSION. REPLACED IPDM
 misc-A1001 Add-On? No Tech RFLOR1 Hours 2.0 Labor 240.00 Customer
- Parts
 CONTROLLER ASSY-USM-284B6-ZC00A ASR Qty 1 Each 168.92 Parts 168.92 Customer
 COVER-FUSIBLE LINK H-24382-7S100 Qty 1 Each 27.24 Parts 27.24 Customer
- Expenses
 VOR/CSC HANDLING-600 Expense .68 Customer
- 03 27 POINT INSPECTION-INSP Add-On? No Tech RFLOR1 Hours Labor ***** Dealer
- 04 TIRES BALD
 3/32" of tread or less-RTIRE Add-On? No Tech RFLOR1 Hours Labor ***** Dealer
- 05 Your next service is due:-NEXT Add-On? No Tech RFLOR1 Hours Labor ***** Dealer

Page 1 Continued on next page

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS
 I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE x



I N F I N I T I

WORK ORDER / ESTIMATE

Warren Henry Infiniti
20850 N.W. 2nd Avenue (Hwy. 441)
Miami, FL 33169
Phone: 305-690-6144
Toll Free: 800-999-4530

Customer Copy
Page 1 Last Page

Work Order No. 88579

MVR-94102617

MV-01298

Customer Information, Original Estimate, Vehicle Information, Service Consultant, and Tag/Wash/Estimate summary table.

- 01 INF FUEL LEVEL SNDR NTB10-R1011 Tech Est-Time FCM Est-Amt ***** Factory
02 CUSTOMER STATES HORN IS NOT WORKING PROPERLY misc-A1001 Tech Est-Time C No Charge Customer
03 CUSTOMER DECLINED TIRES 27 POINT INSPECTION-INSP Tech Est-Time SP ***** Dealer
04 Your next service is due:-NEXT Tech Est-Time SP ***** Dealer
05 BALD TIRES 3/32" of tread or less-RTIRE Tech Est-Time SP ***** Dealer

Summary table with columns: CovCd, Description, Est-Time, Est-Amt. Totals: C Customer Pay (No Charge Customer), SP SERVICE POLICY (***** Dealer), FCM Factory Campaign (***** Factory).

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.
[] I REQUEST A WRITTEN ESTIMATE.
[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
[] I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED x DATE / /

Retain Old Parts: [] Yes [] No Time Estimate Written:
Payment Method: [] Cash [] Credit Card [] Check
I have read and agree to be bound by the terms and conditions on the attached Infiniti Loan Car Vehicle Agreement...
CUSTOMER SIGNATURE x

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN IF MY FINAL BILL WILL EXCEED \$100.00
 _____ I REQUEST A WRITTEN ESTIMATE.

_____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.)

_____ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: 12-11-16

MARKENSY CAR CARE CENTER, INC.

7219 N.W. 2nd Ave • Miami, Florida 33150

Phone: (305) 758-8477

Fax: (305) 757-1351

Cell: (305) 710-5755

MVR# 24107911



_____ month/_____ mile warranty on all part and labor unless otherwise specified.

Intened Payment Method: (CASH CHECK VISA MC AMEX)

Proposed Complete Date:

Name: _____ Home Ph: _____

Address: _____ Work Ph: _____

City: _____ State: _____ Zip: _____ Date: _____ Time: _____

Other Authorized Person: _____ Phone: _____

Year/Make: 2005 Model: CX5 Tag: _____ Miles In: _____

Save Old Parts: Yes No (Core may apply) Miles Out: _____

*U/Used R/Rebuilt RC/ Reconditioned NC/No Chg/Warranty RD/Reduced/Warranty

QTY	PART N°	DESCRIPTION	*	PRICE	EXTEND	Customer Complaint/Problem:	LABOR CHARGES BASED ON:	ESTIMATE/DIAGNOSTIC FEE:	
							[] FLATE RATE _____ [] HOURLY RATE _____	\$ _____ /OR HOURLY AT	
							[] BOTH APPLY _____	\$ _____ PER HOUR	
							A STORAGE FEE OF \$ _____ PER DAY MAY BE APPLIED TO VEHICLES WHICH ARE NOT CLAIMED WITHIN 3 WORKING DAYS OF NOTIFICATION OF COMPLETION.		
							The following repairs were made within to your vehicle:	Labor Charge	ESTIMATED REPAIR COST/SHOP SUPPLIES
									\$
									CHARGES:
									PARTS:
									\$
									LABOR:
									\$
							This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *FS403.718 mandates a \$ 1.00 fee for each new tire sold in the state of Florida. ***FS403.7185 mandates a \$1.50 fee for new or remanufactured battery sold in the State of Florida.	SUBLET:	
								OTHER	\$
								**SHOP SUPPLIES	\$
								***FEES	\$
							Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing , inspection and delivery at my risk. If I cancel repairs prior to their completion for the reasons, a teardown and reassemble fee of \$ _____ will be applied x _____ Date _____	Subtotal:	\$
								Tax:	\$
								TOTALS	\$



Consumer Affairs
P.O. Box 685003
Franklin, Tennessee 37068-5003
A Division of Nissan North America, Inc.

[REDACTED]
Miami, FL [REDACTED]

OWNER NOTIFICATION

Dear Infiniti QX56 Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect which relates to motor vehicle safety exists in certain 2004-2006 Model Year Infiniti QX56 vehicles. Our records indicate that you own or lease one of the potentially affected vehicles.

Reason for Recall

On some of the affected vehicles, an issue with an Engine Control Module relay may, over time, cause engine performance issues, and in some instances, can cause the engine to stop running while the vehicle is in motion, increasing a risk of a crash.

What Infiniti Will Do

Your Infiniti retailer will replace the ECM relay with a new one. This service, free of charge for parts and labor, should take less than an hour to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

If you have previously paid for repairs related to this issue prior to this notification, you may be eligible for reimbursement of the related expense. Please contact Consumer Affairs at 1-800-662-6200. If the retailer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.





INFINITI.

Consumer Affairs
P.O. Box 685003
Franklin, Tennessee 37068-5003
A Division of Nissan North America, Inc.

[REDACTED]
Miami, FL [REDACTED]

OWNER NOTIFICATION

Dear Infiniti QX56 Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect which relates to motor vehicle safety exists in certain 2005-2009 Model Year Infiniti QX56 vehicles. Our records indicate that you own or lease one of the potentially affected vehicles.

Reason for Recall

You were previously notified that the fuel gauge in some of the affected vehicles may be inaccurate due to a malfunction in the fuel level sending unit. Over time, this causes the instrument panel fuel gauge to inaccurately display that the vehicle still has some fuel, typically about one quarter tank, when the fuel tank is empty. If this were to occur on your vehicle, the vehicle could stall, which could create an unsafe condition which could result in a crash.

What Infiniti Will Do

Parts are now available for your Infiniti dealer to replace the fuel sender unit inside the fuel tank with a new improved part. This service, free of charge for parts and labor, should take three hours to complete, but your Infiniti dealer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Please contact your Infiniti dealer as soon as possible to have your vehicle repaired. **It is important that you continue to maintain the fuel level in your vehicle so that the fuel gauge reads above the one half position until your service appointment.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti dealer.

If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

[REDACTED]

Miami Fl.



National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington D.C. 20590

