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	Repository ☐
DEC 20 2011 16-NOV-2011	Reference No. 10436022

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
City CLEVELAND	State OH	Zip Code [redacted]	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	Make	Model	Model Year
JNRAR07Y3XW[redacted]	INFINITI	QX4	1999

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-FEB-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 199000	Failure Speed 30

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
[X] Yes ☐ No	☐ Yes [X] No	0	0	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 1999 INFINITI QX4. WHILE DRIVING APPROXIMATELY 30 MPH, THE CONTACT LOST CONTROL OF THE STEERING CAUSING HIM TO CRASH INTO A POLE. THE VEHICLE SUSTAINED DAMAGE TO THE FRONT DRIVER SIDE. THERE WERE NO INJURIES. THE VEHICLE WAS TOWED TO AN AUTO SHOP WHERE THE MECHANIC ADVISED THAT THE STEERING SHAFT HAD FRACTURED AND CAUSED THE CONTACT TO LOSE CONTROL OF THE VEHICLE. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 199,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

P REPAIR ORDER No. 14486

ARTISAN BODYWORKS

3507 Carnegie Avenue
Cleveland, Ohio 44115
Phone (216) 431-1112

Written By	
Received	AM PM
Promised	AM PM
Ins. Co.	
Ins. Phone	
Claim No.	
Adjuster	
Odometer In	
Odometer Out	

Name [redacted] Date 11/5/10

Address City

Business Phone Home Phone

Year	Make	Model	Color	License	VIN 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17
~~99~~	Infiniti				

*	DESCRIPTION & PARTS NUMBER / *PARTS INDEX A = Aftermarket N = New U = Used R = Rebuilt	AMOUNT
	Total Parts	
	Used Parts: ☐ Return ☐ Discard	
	Sublet	

OPER	INSTRUCTIONS	HOURS	AMOUNT
	☑ Repair as Per Estimate Form		
	Lf body damage fender, lights		
	install steering coupling		
	weld broken strut housing		
	pd cash in full		
	Thanks		
	Open Items		

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.

INITIAL YOUR CHOICE.

1. WRITTEN ESTIMATE ____ 2. ORAL ESTIMATE ____ 3. I DO NOT REQUEST AN ESTIMATE ____

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	DATE TIME
$	(INITIALS)	$	BY

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE: SAVE ☐ DISCARD ☐

All part prices subject to invoice.

PARTS	
LABOR	
FRAME	
PAINT MAT.	
BODY MAT.	
TOWING	
STORAGE	
SUBLET	
SUBTOTAL	1392.11
TAX	107.89
EPA/ WASTE DISPOSAL	
GRAND TOTAL	1500.00

I/D/E/A inc., One I/D/E/A Way, Caldwell, ID 83605-6902 • CALL TOLL FREE 1-800-635-9261 • Item No. FR 1030

BODY SHOP REPAIR ORDER № 15349

ARTISAN BODYWORKS

3507 Carnegie Avenue
Cleveland, Ohio 44115
Phone (216) 431-1112

Written By	
Received	AM PM
Promised	AM PM
Ins. Co.	
Ins. Phone	
Claim No.	
Adjuster	
Odometer In	
Odometer Out	

Name [redacted] Date 12-5-11

Address [redacted] City

Business Phone Home Phone

Year	Make	Model	Color	License	VIN
99	Infiniti	QX4			

COST		DESCRIPTION & PARTS NUMBER	AMOUNT
	*	*PARTS INDEX A = Aftermarket N = New U = Used R = Rebuilt	
		Total Parts	
		Used Parts: ☐ Return ☐ Discard	
		Sublet	

OPER	INSTRUCTIONS	HOURS	AMOUNT
	☐ Repair as Per Estimate Form		

This is a note of explanation for Invoice 14486, 11/5/10. The repairs we did, were fairly minimal repairs to make it driveable, but far short of cosmetically finished. The bumper + hood were on but in need of replacement, the air bag light was on, and there was not enough room for the air cleaner assembly, due to deformation of Optional inner structure. The $1500 he payed us was probably well under half of the cost of complete repair.

Martin Benade

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.

INITIAL YOUR CHOICE.
1. WRITTEN ESTIMATE | 2. ORAL ESTIMATE | 3. I DO NOT REQUEST AN ESTIMATE

MARTIN BENADE President of Artisan Bodyworks Inc

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	DATE TIME
$	(INITIALS)	$	BY

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE: SAVE ☐ DISCARD ☐

All part prices subject to invoice.

PARTS	
LABOR	
FRAME	
PAINT MAT.	
BODY MAT.	
TOWING	
STORAGE	
SUBLET	
SUBTOTAL	
TAX	
EPA/ WASTE DISPOSAL	
GRAND TOTAL	

I/D/E/A inc., One I/D/E/A Way, Caldwell, ID 83605-6902 • CALL TOLL FREE 1-800-635-9261 • Item No. FR 1030

ROAD SERVICE

Roger's Towing Inc.
7223 STEARNS RD
OLMSTED FALLS, OH 44138
(440) 235-1127

AAA

TIME OF CALL A.M. P.M.	DATE IN 7-27	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY BASIC	P.O./CASE #	OFFICER NAME

NAME [redacted]

ADDRESS

CITY | STATE | ZIP

YEAR 99	MAKE/MODEL Infinity QX4	COLOR Silver	ODOMETER	DRIVER

MARKER PLATE # [redacted] | STATE OH | VIN # | REGISTERED OWNER

LOCATION OF VEHICLE Main & St. Clair

TOWED TO [redacted]

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	DRIVER

RELEASED BY	DATE	PHONE #

PERSONAL'S TAKEN BY	DATE	PHONE#

VEHICLE STORAGE TIME
FROM ____ TO ____ DAYS @ $____

REASON FOR TOW
- ☐ ACCIDENT
- ☐ BREAK DOWN
- ☐ ABANDONED
- ☐ UNREGISTERED
- ☐ NO START
- ☐ OUT OF GAS
- ☐ FLAT TIRE
- ☐ FIRE LANE
- ☐ LOCK OUT
- ☐ NO TRESPASS
- ☐ TOW ZONE
- ☐ ARREST
- ☐ STOLEN
- ☐ IMPOUNDED
- ☐ SNOW REMOVAL
- ☐ ____

TYPE OF TOW
- ☐ SLING/HOIST
- ☐ FLAT BED/RAMP
- ☐ WHEEL LIFT
- ☐ ____

TOWED PER ORDER OF
- ☐ STATE POLICE
- ☐ LOCAL POLICE
- ☐ OWNER OF A CAR
- ☐ DEALER

SPECIAL EQUIPMENT USED
- ☐ WINCH
- ☐ FLARES
- ☐ DOLLIES
- ☐ SCOTCH BLOCKS
- ☐ RAMPS
- ☐ ____
- ☐ SNATCH BLOCKS
- ☐ ____

OTHER SERVICES
- ☐ SWEEP
- ☐ FIRST AID
- ☐ REMOVE AXLE
- ☐ SECURE LOOSE PARTS

INDICATE DAMAGED AREA(S) ON VEHICLE:

KEYS LEFT Y N

RADIO Y N

METHOD OF PAYMENT
☐ CASH ☐ CHECK DRIVER'S LIC. # ____
☐ MasterCard ☐ VISA ☐ American Express EXP DATE ____
CREDIT CARD # ____

AU[redacted] DATE

X ____ (agree to hold tow company harmless for any damages due to towing or services rendered)

DR[redacted] DATE 7-27-10

MILEAGE		TOWING CHARGE	
FINISH		MILEAGE (5)	17.50
START		LABOR	
TOTAL 8		EXTRA PERSON	
LABOR TIME		SPECIAL EQUIPMENT	
FINISH		STORAGE	
START			
TOTAL		SUBTOTAL	17.50
EXTRA PERSON		TAX	1.26
FINISH			
START			
TOTAL		TOTAL	18.76

DRIVER # | TRUCK # 40

©1998 AW Direct, Inc.

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

THANK YOU!

PRODUCT 8760

30143

Madison Avenue Towing

14588 Madison Avenue
Lakewood, Ohio 44107
216-226-4100
www.madisonaveautoservice.com 41324

NAME	DATE
ADDRESS	ZIP
[redacted]	

CALL TIME	TOWED FROM: 1812 Rockside
TYPE OF CALL	
MILES START TOW	
MILES FINISH	
TOTAL MILES	TOWED TO: 2895 Woodman
PO#	

MOTOR CLUB DRIVER Ken Stone

VIN#

MILAGE

YEAR MODEL 99 INFINITY QX4

TOTAL MILES 83 FREE 5@3.50	MILEAGE CHARGE	17	50
	TOWING CHARGE		
	LABOR CHARGE		
[redacted]	STORAGE CHARGE		
	TAX	1	37
OPERATOR'S SIGNATURE			
AUTHORIZED SIGNATURE	TOTAL	18	87

Pd cash

ROAD SERVICE

AAA Emergency Services

PAID CASH

MEMBER'S RECEIPT

AAA East Central

Date: 5/5 Membership No. 45

Member's Name [redacted]

Vehicle Year / Make / Model: 99 Infinit.

Location of Vehicle: [redacted] Service Rendered: Tow

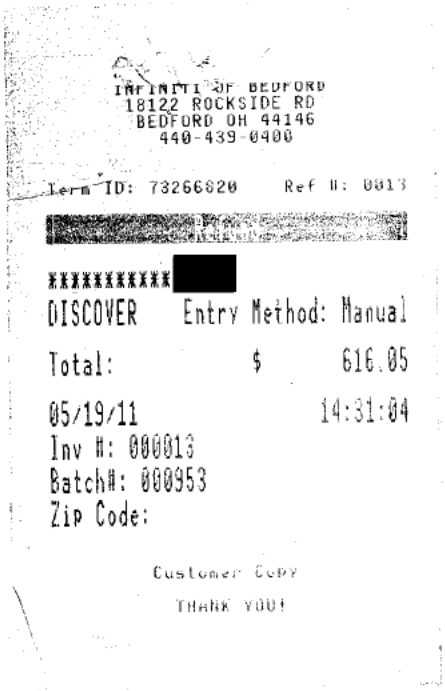
Cash Charges: $10.50 (6) Miles

Tow Destination: 18122 Rockside

State Name: Always Towing

Serviceman's Signature: Ed James

03/07



INFINITI OF BEDFORD
18122 ROCKSIDE RD
BEDFORD OH 44146
440-439-0400

Term ID: 73266820 Ref #: 0013

[redacted]

xxxxxxxxxxxx[redacted]
DISCOVER Entry Method: Manual

Total: $ 616.05

05/19/11 14:31:04
Inv #: 000013
Batch#: 000953
Zip Code:

Customer Copy
THANK YOU!

AutoZone 1799
7526 BROADWAY A
CLEVELAND, OH
(216) 341-3563

CORE EXCHGE 1- @ 1/87.00
*571498 CORE TRADE-IN 87.00-P
#571498 74-50014 134.99 P
74-50014 Cardone Reman
Mass Air Flow Sensor, EA
#571498 CORE CHARGE 87.00 P
SUBTOTAL 134.99
TOTAL TAX @ 7.750% 17.20
TOTAL 152.19
XXXXXXXXXXXX[redacted]VISA 152.19
APPROVAL # 512822

REG #02 CSR #57 RECEIPT #712693
STR. TRANS #403855
STORE #1799
DATE 03/27/2011 16:13

OF ITEMS SOLD 1

[redacted]

PERSONAL WARRANTY INFORMATION
[redacted]

1999 Infiniti Truck QX4
Item: 571498 74-50014 REM MASS AIRFLO
1 YEAR/12 MONTH WARRANTY ON ABOVE ITEM

Limited Warranty
If a part fails during the warranty period shown on this receipt, bring the part to any AutoZone store and you will receive a replacement or refund.

INFINITI.

We want your feedback

Dear Infiniti Customer,

As a valued Infiniti customer, your satisfaction throughout your ownership experience is our company's highest priority.

Recently, you contacted Infiniti Consumer Affairs with a question or concern. We would appreciate your feedback on our resolution process, as it helps us understand our strengths and opportunities. Our goal is to improve future experiences for valued customers like you.

To participate, please go to the following link:
www.InfinitiConsumerAffairs.com

At the introduction screen, type in the **PersonalID** code located on the reverse side of this card.

Thank you very much for your time and assistance!

I N F I N I T I

Infiniti of Bedford
18122 Rockside Road
Bedford, Ohio 44146
Phone: 440-439-0400
Toll-Free: 800-522-0152
Fax: 440-232-3057

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. 37743

Customer Information

[redacted]
CLEVELAND OH [redacted]
Cell#:
Email: [redacted]

Infiniti of Bedford is here for all your repair, maintenance,and tire needs.We are in our 20th year of taking care of all your sales & service needs!
We are the most experienced dealer in Ohio.
SERVICE HOURS ARE MON-FRI 7:30-5:30 SAT 8:00-4:00
THANK YOU FOR SERVICING YOUR VEHICLE WITH US!!!

Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX4	99	198,735					JNRAR07Y3XW[redacted]		

Cust. No.	Contact	Day Phone No.	Extension	Evening Phone No.	Extension
	[redacted]	[redacted]		[redacted]	

Service Consultant	Labor Rate
BEVERLY MATTOX	

Labor charges are based upon: 1. our experience, 2. factory guidelines, and 3. actual time for your work. Our labor charges may therefore be more or less than the actual time worked and/or factory suggested guidelines.

07 TECH FOUND BATTERY IS DEAD - SUGGEST REPLACE AND RE TEST
TECH FOUND BATTERY DEAD - TECH CHARGED BATTERY AND TEST
BATTERY FAILED TEST - SUGGEST REPLACE BATTERY

		Add-On?	Tech		
REPLACE BATTERY-BATT		Yes	JAR007	Labor No Charge	Customer
Expenses				Expense	
SHOP SUPPLIES	SHOP SUPL-SHO			No Charge	Customer

08 TECH FOUND SES LIGHT ON
TECH PERFORMED DIAGNOSTIC TEST - DTC P0110 AIR TEMP SENSOR
CIRCUT OPEN WIRE - WILL REQUIRE FURTHER DIAGNOSSIS

		Add-On?	Tech		
DIAGNOSIS-MISCELLANEOUS-A0016		Yes	JAR007	Labor 112.00	Customer
Expenses				Expense	
SHOP SUPPLIES	SHOP SUPL-SHO			2.12	Customer

THANK YOU FOR YOUR BUSINESS!!! Beverly, Charles, Diane, Rick, and Chriss

Totals	Amount	
Labor.....	448.00	
Expenses.....	29.00	
Tax.....	36.95	
Total.....	513.95	Customer

PAID
MAY 19 2011

Original Estimate	Total Revised Estimate
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

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 caused by unavailability of parts or 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

© 2001 Regan Consulting

I N F I N I T I

Infiniti of Bedford
18122 Rockside Road
Bedford, Ohio 44146
Phone: 440-439-0400
Toll-Free: 800-522-0152
Fax: 440-232-3057

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.

Page 1 Continued on next page

Work Order No. 37743

Customer Information

[redacted]
CLEVELAND OH [redacted]
Cell#:
Email: [redacted]

Infiniti of Bedford is here for all your repair, maintenance,and tire needs.We are in our 20th year of taking care of all your sales & service needs!
We are the most experienced dealer in Ohio.
SERVICE HOURS ARE MON-FRI 7:30-5:30 SAT 8:00-4:00
THANK YOU FOR SERVICING YOUR VEHICLE WITH US!!!

Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In Serv. Date	Stock No.
IN	QX4	99	198,735			Beig	J	JNRAR07Y3XW [redacted]	8/31/99	50598

Cust. No.	Contact	Day Phone No.	Extension	Evening Phone No.	Extension
021988	[redacted]	[redacted]		[redacted]	

Service Consultant	Labor Rate
BEVERLY MATTOX	

Labor charges are based upon: 1. our experience, 2. factory guidelines, and 3. actual time for your work. Our labor charges may therefore be more or less than the actual time worked and/or factory suggested guidelines.

Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date
3128	No	Yes		5/06/11	5/06/11	18:00	5/19/11	

P.O.# 216-849-8252

01 RECALL WAS NOT PERFORMED AT THIS TIME.

	Add-On?	Tech		
QX4-S FILLER TUBE ITB07-0-R0707	No	JAR007	Labor No Charge	Customer
Expenses				
SHOP SUPPLIES SHOP SUPL-SHO			Expense No Charge	Customer

02 TECH PERFORMED INSPECTION - INSPECTION RESULT IS OK

	Add-On?	Tech		
QX4 STRUT INSPECT ITB11-0-R1102	No	JAR007	Labor *****	Factory

03 CUSTOMER TOW TO SHOP - NO START
TECH FOUND BATTERY DEAD - CHARGE BATTERY.UPON FURTHER INSPEC
TECH FOUND OPEN IN AIR TEMP SENSOR CIRCUT.ALSO NEEDS DISTR.

	Add-On?	Tech		
DIAGNOSIS-MISCELLANEOUS-A0016	No	JAR007	Labor 112.00	Customer
Expenses				
SHOP SUPPLIES SHOP SUPL-SHO			Expense 8.96	Customer

04 CUSTOMER STATES BOTH FOG LAMPS ARE OUT
TECH PERFORMED DIAGNOSSIS FOR FOG LAMPS INOP.TECH FOUND FOG AND CORNERING LAMPS SMASHED OPEN IN BACK.SUGGEST REPLACE 4

	Add-On?	Tech		
DIAGNOSIS-MISCELLANEOUS-A0016	No	JAR007	Labor 112.00	Customer
Expenses				
SHOP SUPPLIES SHOP SUPL-SHO			Expense 8.96	Customer

05 CUSTOMER STATES AIRBAG LIGHT IS ON AND FLASHING
TECH PERFORMED DIAGNOSTIC TEST - DTC FOR AIRBAG MODULE OPEN
NEEDS AIR BAG MODULE TO START

	Add-On?	Tech		
DIAGNOSIS-MISCELLANEOUS-A0016	No	JAR007	Labor 112.00	Customer
Expenses				
SHOP SUPPLIES SHOP SUPL-SHO			Expense 8.96	Customer

	Add-On?	Tech		
06 Multi-Point Inspection-INSP	No	JAR007	Labor *****	Dealer

Page 1 Continued on next page

Original Estimate	Total Revised Estimate
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

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 caused by unavailability of parts or 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

© 2001 Regan Consulting

Sale

[redacted]

Total: $ 866.49

10:55:33

Batch#: 000017

Zip Code:

I N F I N I T I

Infiniti of Bedford
18122 Rockside Road
Bedford, Ohio 44146
Phone: 440-439-0400
Toll-Free: 800-522-0152
Fax: 440-232-3057

COUNTER TICKET
CUSTOMER COPY

C.T. No.	Status
57878	Closed

Reprint

[redacted]

Customer Information

CASH *Cash Customer*

RETAIL

Date	Time	Purchaser	Purchase Order Number	Tax Number
8/13/10	17:12:06			

Sold By	Ship Via	B/L Number	FOB
MALZ01			

Qty.	Ven.	Part Number / Description	Location / List	Each	Total
1	INF	48070-0W000 JOINT ASSY-STEERING	SOP 265.88	265.88	265.88

INFINITI®

Total Parts Charges...: 265.88
Total Parts Sales Tax.: 20.61
Total Charges.....: 286.49

All parts returned must be within 30 days, or a 25% restocking fee will apply. No returns without this invoice. No returns on electrical or special order parts. Parts returned must be in original container and in resaleable condition. We accept cash or VISA, MasterCard, American Express and Discover credit cards. Thank you!

Received By:

Parts	Returns	Tax	Other	Payments	TOTAL DUE
265.88	.00	20.61	.00	.00	286.49

© 2001 Regan Consulting

INFINITI

Infiniti of Bedford
18122 Rockside Road
Bedford, Ohio 44146
Phone: 440-439-0400
Toll-Free: 800-522-0152
Fax: 440-232-3057

WORK ORDER / ESTIMATE
Signature Copy
Page 1
Continued on next page

Work Order No: 37743

[redacted] er Information

[redacted]
CLEVELAND OH [redacted]
Cell#:
Email: [redacted]

Infiniti of Bedford utilizes the recommended hours published in the factory or independent labor time guides. Actual hours spent on a particular vehicle may be more or less in any given instance.
Our Loaner Car Policy- driver must be at least 21. Proof of insurance and valid drivers license are required. A $59.95 per day charge is assesed if not returned upon completion of work. X

Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX4	99	199,000			Beige	J	JNRAR07Y3XW [redacted]	8/31/99	50598

Cust. No.	Contact	Day Phone No.	Extension	Evening Phone No.	Extension
021988	[redacted]	[redacted]		[redacted]	

Service Consultant	Labor Rate
BEVERLY MATTOX	

Labor charges are based upon: 1. our experience 2. factory guidelines, and 3. actual time for your work. Our labor charges may, therefore be more or less than the actual time quoted and/or factory suggested guidelines.

Tag	Wait	Wash	Estimate No	Open Date	Promise Date	Time	Work Completed Date	Close Date
3128	No	Yes	47530	5/06/11	5/06/11	18:00		

P.O.# 216-849-8252

01 QX4-S FILLER TUBE ITB07-0-R0707
Tech | Est-Time | FCM | Est-Amt ***** Factory

02 QX4 STRUT INSPECT IT811-0-R1102
Tech | Est-Time | FCM | Est-Amt ***** Factory

03 CUSTOMER TOW TO SHOP - NO START - Charge Battery & check out
DIAGNOSIS-MISCELLANEOUS-A0016
Tech | Est-Time 1.0 | CP1 | Est-Amt 148.95 Customer

04 CUSTOMER STATES BOTH FOG LAMPS ARE OUT → 148.95 check out
DIAGNOSIS-MISCELLANEOUS-A0016
Tech | Est-Time 3.0 | CP1 | Est-Amt 1,059.60 Customer

05 CUSTOMER STATES AIRBAG LIGHT IS ON AND FLASHING
DIAGNOSIS-MISCELLANEOUS-A0016
Tech | Est-Time 4.0 | CP1 | Est-Amt 1,313.82 Customer
Drivers Side module needed

06 Multi-Point Inspection-INSP
Tech | Est-Time | IG | Est-Amt ***** Dealer

07 TECH FOUND BATTERY IS DEAD - SUGGEST REPLACE AND RE TEST
REPLACE BATTERY-BATT
Tech | Est-Time .5 | C | Est-Amt 161.61 Customer

08 TECH FOUND SES LIGHT ON
DIAGNOSIS-MISCELLANEOUS-A0016
Tech | Est-Time 2.5 | CP1 | Est-Amt 647.94 Customer
Code P0110 Lower Air box missing
Air Temp Sensor Missing

Total $2260.00

Original Estimate	I acknowledge notice and oral approval of an increase in the original estimated price.
$	X

Revised Estimate	Date	Time	Person Contacted		# Called
$				☐ In Person ☐ By Phone	
Revised Estimate	Date	Time	Person Contacted		# Called
$				☐ In Person ☐ By Phone	

Loan Car Agreement: 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. Additionally, by the execution hereof, I acknowledge that my insurance carrier shall also be primarily responsible under the terms of my car insurance policy for injury and/or damage to third parties, and I shall and do hereby indemnify IFS and the dealership from any and all third party liability for injury and/or damage.

Authorization: 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 caused by unavailability of parts or 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

I N F I N I T I

Infiniti of Bedford
18122 Rockside Road
Bedford, Ohio 44146
Phone: 440-439-0400
Toll-Free: 800-522-0152
Fax: 440-232-3057

WORK ORDER / ESTIMATE
Signature Copy

Work Order No. 37743

Customer Information

[redacted]
CLEVELAND OH [redacted]
Cell#:
Email: [redacted]

Infiniti of Bedford utilizes the recommended hours published in the factory or independent labor time guides. Actual hours spent on a particular vehicle may be more or less in any given instance.
Our Loaner Car Policy- driver must be at least 21. Proof of insurance and valid drivers license are required. A $59.95 per day charge is assesed if not returned upon completion of work. X

Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In Serv. Date	Stock No.
IN	QX4	99	199,000					JNRAR07Y3XW [redacted]		

Cust. No.	Contact	Day Phone No.	Extension	Evening Phone No.	Extension
	[redacted]	[redacted]		[redacted]	

Service Consultant	Labor Rate
BEVERLY MATTOX	Labor charges are based upon our experience, factory guidelines, and 3 equal time for your work. Our labor charges may therefore be more or less than the actual time worked under factory suggested guidelines.

THANK YOU FOR SERVICING YOUR VEHICLE WITH US!!! WE APPRECIATE YOUR BUSINESS!!!

Totals: CovCd	Description	Est-Time	Est-Amt	
C	CUSTOMER PAY- INFINITI	.5	161.61	
CP1	CUSTOMER PAY HIGH TECH # 1	10.5	3,170.31	
	Total:	11.0	3,331.92	Customer
IG	Internal Goodwill		*****	Dealer
FCM	Factory Campaign		*****	Factory

Original Estimate $	I acknowledge notice and oral approval of an increase in the original estimated price. X				
Revised Estimate $	Date	Time	Person Contacted	☐ In Person ☐ By Phone	# Called
Revised Estimate $	Date	Time	Person Contacted	☐ In Person ☐ By Phone	# Called

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CUSTOMER SIGNATURE x

Authorization: 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 caused by unavailability of parts or 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

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May 10 2011 12:22 HP LASERJET FAX p.2

[redacted]

C/EVE/AND, OHIO

[redacted]

UNITED STATES POSTAL SERVICE

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CLEVELA
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To: US Department of Transportation
National Highway Traffic Safety
Administration Office of Defe
Investigation, NVS-210
1200 New Jersey Ave SE
Washington, D.C.
20077-9382

Do Not Bend