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|  U.S. Department of Transportation National Highway Traffic Safety Administration | | INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 MAR 23 2012 23-JAN-2012 | | Repository <input type="checkbox"/> Reference No. 10444883 | |
| OWNER INFORMATION (Type or Print) | | | | | | | |
| Name | | | | Daytime Telephone Number | | E-mail Address | |
| Address | | | | Evening Telephone Number | | | |
| City LAKE ELSINORE | | State CA | Zip Code | | | | |
| 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 1N4BL11D92 | | | | Make NISSAN | | Model ALTIMA | Model Year 2002 |
| Date Purchased | | Dealer's Name and Telephone Number | | | Engine: No: Cylinders | | Fuel Type: |
| Original Owner <input type="checkbox"/> | | Dealer's City | | State | Zip Code | | |
| Transmission Type | | <input type="checkbox"/> Antilock Brakes | Powertrain | | Multiple Failure: | | Incident Date(s) 22-JAN-2012 |
| | | <input type="checkbox"/> Cruise Control | | | | | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | | | |
| Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING | | | | | Failure Mileage 160000 | | Failure Speed 45 |
| ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE | | | | | | | |
| Tire Make | | Tire Model (Name or Number) | | | Tire Size (Example P215/65R15) | | |
| DOT No. (Example: DOTM19ABC036) | | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 THAT WHILE DRIVING 45 MPH, THE VEHICLE STALLED. THE CONTACT SHUT THE VEHICLE OFF AND ONCE RESTARTED, THE VEHICLE STALLED A SECOND TIME. THE VEHICLE WAS TOWED TO THE CONTACT'S PLACE OF RESIDENCE. THE CONTACT DID NOT TAKE THE VEHICLE TO A DEALER OR A LOCAL MECHANIC FOR DIAGNOSIS OR REPAIRS. THE FAILURE MILEAGE WAS 160,000. | | | | | | | |
| 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. | | | | | | | |

February 29, 2012.

[REDACTED]
Lake Elsinore, CA [REDACTED]
[REDACTED]

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.

Reference No. 10444883

Please find below the sequence of events regarding my 2002 Nissan Altima Safety Concern.

SAFETY CONCERN -- 2002 NISSAN ALTIMA -- ENGINE GOES FROM SPEED TO IDLE WITHOUT WARNING

1. Sunday morning January 22, 2012, While driving my 2012 NISSAN Altima , I attempt to merge into 40-45 mph traffic on Collier Ave., Lake Elsinore, CA.
2. Engine fails to accelerate. Automobile slows to idle in Drive Position.
3. I wave traffic to go around my slowed vehicle. There was no indication on the instrument panel that there was anything wrong with the vehicle.
4. I slowly move vehicle up driveway at Lake Elsinore Home Depot, waving traffic around my vehicle, which barely makes it up driveway incline and into parking space.
5. I call my wife from Radio Shack store phone, and tell her what has happened.
6. I walk to Town & Country Towing Service across Collier Ave. Towing service yard closed on Sunday.
7. I borrow phone from Volkswagen Spare parts yard, and call for tow.
8. I try to move my car after starting the engine. I step on the accelerator with the transmission in park and then in neutral. Engine rev's to 2,000 to 3,000 RPM, then returns to idle at 500 RPM, goes up again to 2,000+ RPM, then returns to idle and stays at idle, when pressing the accelerator down several times. I shut off the engine and wait for tow truck to arrive.

9. Tow truck (car carrier) arrives.
10. I start the engine again. Engine in park, I press accelerator, engine revs to 2,000+ RPM, goes to 500 RPM, goes to approximately 1,000 RPM, and returns to idle with no response to accelerator pedal.
11. I move vehicle at idle speed to align with tow truck carrier ramp.
12. Tow truck driver offers to help. I open hood, he checks for loose wires or disconnected hoses. He wiggles connectors around intake sensors. I try engine again in park, same condition exists.
13. Tow truck driver attempts to drive vehicle up ramp. Same conditions exist, car fails to move up the tow truck ramp. Driver of tow truck suggests car is too dangerous to drive.
14. Tow truck driver uses cables to load vehicle onto tow truck carrier. (Town & Country Towing, Daniel Walus 951-674-6605).
15. We drive to my residence and the tow truck driver unloads vehicle into my driveway in front of residence.
16. Monday morning, Jan. 23, 2012, I call Nissan offices in Tennessee. I talk to Ela at Nissan America. (1-800-647-7261 Ext. 457279) Nissan says there is a recall, not for an accelerator problem, but for a fuel pump problem. Ela gives me a File No. 7361468 for the complaint. I call NHTSB. I reported the incident with the accelerator to Jason at the NHTSB. Jason gives me a case report No. 10444883.

I call the nearest Nissan dealer (Quality Nissan) as recommended by Nissan North American Headquarters in Tennessee. Phone no. 951-676-6601.

I talk to the service department Assistant Service Manager; Christian Pinaglia. He recommends a towing service. I call the towing service (Temecula Towing, Lenny Volpe 951-970-8124).

The tow carrier delivers the car to Quality Nissan in Temecula.

Chris in the service department tries the vehicle. He states that the vehicle is fine and responds to accelerator pedal. I tell him that I wanted it checked out. He says that would be \$120.00 for testing. I asked to speak to the service manager, Jeff Asberry, and I tell him that I had been in contact with the U.S. Department of Transportation; National Highway Traffic Safety Administration and, that they would probably be following this problem.

Chris calls Enterprise Car rental for me. I talk to Enterprise and they pick me up and drive me to their rental offices across the street. I sign papers and rent a vehicle.

Chris (Nissan Service) calls late Monday afternoon, says they have not had time to inspect the car yet.

17. I call Chris at Quality Nissan on Tuesday afternoon. Chris says he left a message at home phone for me to call him.

Chris tells me over the phone that they found the problem. He said the problem did not occur until the engine was hot.

He said that there is a sensor deep inside the transmission that indicates that the transmission is failing and that this sensor tells the computer to not allow the vehicle to be driven. He says that the vehicle needs a new transmission and that the front bearing seal is leaking. The estimate to replace the transmission and the bearing seal would be three thousand six hundred and eighty dollars (\$ 3,680.00). He asks me to authorize removing and replacing the transmission. I told him to hold off on doing any work on the vehicle.

I told him that we might just sell the car and purchase a new one.

I called Quality Nissan the next morning and asked to have the estimate ready so that my wife and I could review it.

18. I came by the next day with my wife and picked up the estimate and the rest of the documents related to the recommended repairs. I took them to my wife who was waiting in the rental vehicle parked on the street. We decided to have the vehicle towed away. We paid the \$120.00 for evaluating what was wrong with the vehicle and then called the tow truck.

Chris from the service department asked me to move my vehicle, since the mechanics moved it into the driveway on the side street next to Quality Nissan, and it was partially blocking the closing of Quality Nissan's side gate. I obtained the keys from Chris and I tried to start the car.

The car would not start, so I motioned to Chris that the car would not start. He called one of the mechanics who said that the battery was probably dead. (The battery was only a few months old.) He said the battery was probably defective because it was from "Walmart". The mechanic went and got a battery starter cart and hooked it to the battery, and I got in and started the car. I kept my foot on the accelerator for approximately 10 minutes in order to charge the battery. I then moved the car to an open parking space on the side street and let the engine run to charge the battery.

19. It took approximately 30 minutes for the tow truck to arrive. My wife was waiting in the rental vehicle. When the tow truck arrived I told him I was going to drive up and down the side street to see what was wrong with the transmission. I drove the car up and down the street about five (5) times without any problem. I pulled up behind the waiting tow truck carrier (Town & Country Towing, Willy 951-674-9891), and the tow truck driver drove the vehicle up the tow truck ramp and strapped it in place before driving it to the automobile electrical repair service (Superior Auto Repair), approximately one and one half (1 ½) miles from Quality Nissan.
20. I had already spoken to three (3) Automotive electrical repair places that morning because, I wanted a second opinion, and I did not believe that there was anything wrong with the transmission.
I chose Superior Auto Repair because he seemed to be the most knowledgeable and had the correct equipment. He was closing for the evening and said that he would not be able to check

the vehicle out until sometime the next morning. The charge for the electrical evaluation would be eighty (\$80.00). He said he would call me when he had found the problem.

21. Tom Werkheiser at Superior Auto Repair (951-689-6077) called the next morning and said that the battery was dead when he tried to start the vehicle that morning. They determined that the alternator was charging at seventeen plus (17+) volts and that the alternator was actually draining the battery even with the engine off. He also stated that the charging rate of (17+) volts was causing the engine computer to malfunction and shutting down some of the vehicle's operations, including the connection of the accelerator to the throttle control to the engine.

They stated that the replacement charge for the alternator would be estimated at six hundred and eighty dollars (\$680.00) and should include the replacement of the main accessory drive belt and the power steering belt since those belts would be removed to replace the alternator.

They asked for authorization to begin the repairs and that I had to make a quick decision since they were closing that evening (Thursday, Jan. 26, 2012), and not returning until the following Monday or Tuesday, (they were going to the Colorado River for a vacation.) I asked that they write up the estimate and I would come to talk to them. I arrived and asked for the estimate. I told them that I would have to discuss the repairs with my wife who was waiting in the rental vehicle. I returned and told them that we decided to have the car towed away.

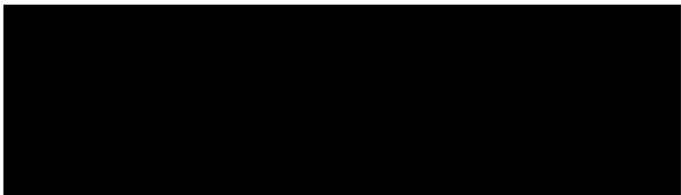
I called a towing service (Temecula Towing, 951-970-8124, Lenny Volpe), they loaded the car and dropped it off at my residence.

22. I started the vehicle and drove it into my garage, disconnected the negative battery terminal, and began to locate a replacement alternator. I located a replacement remanufactured alternator at "Autozone" for one hundred and eighty one dollars (\$181.00) with an additional charge of sixty eight dollars (\$68.00) for a core charge which would be refunded upon return of the old alternator.
23. I also purchased a remanufactured alternator from Mossy Nissan in Oceanside, CA., which I later returned after comparing the "Nissan" remanufactured alternator with the "Autozone" remanufactured alternator.
24. I tested the voltage output on the vehicle to verify the findings of Superior Auto Repair. My volt meter registered the output voltage of the alternator to be around eighteen (18) to twenty (20) volts, while having the battery negative cable disconnected.
25. After much difficulty, having to remove the radiator and numerous other components, I removed the malfunctioning alternator and replaced it with the "Autozone" remanufactured alternator. I then started the vehicle and checked the voltage which I found to be on the low side, but I later realized that my meter was reading "low", and the actual output of the replacement alternator was correct.
26. I test drove the vehicle around my neighborhood and the local area about six (6) miles with everything functioning what I felt was operationally normal. As of this writing, I have driven the vehicle approximately fifteen hundred miles (1500 miles) in the rain and warm weather and up

to five thousand (5,000) feet elevation without incident. I believe that the replacement of the alternator has fixed the problem.

I am keeping the defective alternator until this matter is resolved, or for a few months. Please advise if your department wishes to inspect it.

Thank you for your cooperation.



Attachments: NHTSA Questionnaire Reference No. 10444885.

Copy No.

1. Town & Country Towing Bill, Jan. 22, 2012.
2. Business Cards- Temecula Towing; Town & Country Towing.
3. Temecula Towing, Jan. 23, 2012.
4. Quality Nissan Evaluation Estimate, Jan. 23, 2012.
5. Quality Nissan Transmission Replacement Estimate, Jan. 23, 2012.
6. Quality Nissan (Service Record Recalls), Jan. 23, 2012.
7. Quality Nissan Parts Estimate (Transmission), Jan. 24, 2012.
8. Quality Nissan (Evaluation of Problem Invoice), Jan. 24, 2012.
9. Quality Nissan Service Department Business Cards.
10. Quality Nissan Vehicle (Visual) Inspection Report.
11. Quality Nissan Engine (Self Diag. Results), Jan. 23, 2012.
12. Nissan Tech Line Contact Form, Jan. 24, 2012.
13. Superior Auto Repair (Evaluation Charge), Jan. 25, 2012.
14. Copies of Business Cards- Towing Service & Superior Auto Report.
15. Town & Country Towing Bill, Jan. 25, 2012.
16. Temecula Towing Bill, Jan. 24, 2012.
17. Autozone Remanufactured Alternator Charge, Jan. 26, 2012.
18. Verizon Telephone Bill (calls to Nissan & NHTSA), Jan. 23, 2012.
19. Automobile Rental Bill (during repair & replacement), Feb. 6, 2012.

#1

TOWN & COUNTRY TOWING

P.O. Box 1032
WILDOMAR, CA 92595
951-674-9891

DATE IN 1-27-12 DATE OUT [REDACTED]
 NAME [REDACTED] 19227431
 STREET [REDACTED]
 CITY Lake Elsin PHONE [REDACTED]
 LEGAL OWNER [REDACTED] REQUESTED BY [REDACTED]

| | | | |
|--------------------|------------------|------------------------|-------------|
| YEAR AND MAKE | MODEL | COLOR | LICENSE NO. |
| 07 Nissan | Altima | Silver | [REDACTED] |
| PURCHASE ORDER NO. | REPAIR ORDER NO. | V.I.N. | |
| | | 1N4BL11D92C [REDACTED] | |

LOCATION OF PICKUP Collision - Homeco VEHICLE MILEAGE NA
 TAKEN TO 33175 Windward

ADDITIONAL TOWING
 EXTRA LABOR
 Visa [REDACTED] Exp 08-21/12/16 [REDACTED]

STORAGE FROM [REDACTED] TO [REDACTED]
 NUMBER DAYS @ DAY
 FRONT TOW REAR TOW FLATBED
 TIME OUT 1:00 MILEAGE ENDING
 TIME IN 2:00 MILEAGE START
 TIME 1:10 MILES 5 @ 6 = 30
 INVOICE NO. 86790 DRIVER [REDACTED]
 TRUCK NO. TC 12

| | | | |
|----------------|----|------|-----|
| TOWING | 60 | | |
| LIEN | | | |
| LABOR | | | |
| ADDL TOWING | | | |
| STORAGE | | | |
| MILEAGE | 30 | | |
| ADVANCE PAYOUT | | | |
| GATE | | | |
| TOTAL | 90 | | |
| CHECK NO. | CC | CASH | CHG |
| | - | | |
| RELEASED @ | | | |

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED
 AND EN [REDACTED]
 AND AL [REDACTED]
 IN SAT [REDACTED]
 SIGNED X [REDACTED]

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS
 IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.



TEMECULA TOWING

LENNY VOLPE

970-8124

41196 Nick Lane • Murrieta, CA 92562

**Town & Country
Towing**

Fast & Courtaous Service
Serving the West

Daniel Walus
(951) 674-6605

18181 Collier St.
Lake Elsinore, CA 92530
951-674-9891

42250 Baldaray Cir.
Temecula, CA 92590
951-678-1185

3121 Indian Ave.
Perris, CA 92571
1-800-997-4-TOW

#3

TEMECULA TOWING
41196 NICK LANE
MURRIETA, CA 92562

01 23 2012 13:29:38
Merchant ID: 000000001256096
Terminal ID: 02152724
35721543892

CREDIT CARD
VISA SALE

CARD #: XXXXXXXXXXXX
INVOICE: 820001
Batch #: 000082
Approval Code: 02596C
Entry Method: Striped
Approved: Online

SALE AMOUNT \$155.00

CUSTOMER COPY



TEMECULA TOWING

41196 Nick Lane
Murrieta, CA 92562
(951) 970-8124

TOWING REPORT

| | | | |
|----------------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Name | | Date | |
| Address | | City | State |
| Insurance Company | | Insurance Phone | |
| Business Phone | Year | Make | Model |
| Lic | Mileage | VIN | Color |
| CALL NO. | TOWED FROM | TOWED TO | |
| CALL TIME | | | |
| TYPE OF CALL | | | |
| SERVICE TIME | | | |
| EXTRA MAN | | | |
| MILEAGE FINISH | | | |
| MILEAGE START | | | |
| MILEAGE TOTAL | | | |
| REMARKS | | <input type="checkbox"/> START <input type="checkbox"/> WRECK <input type="checkbox"/> BATTERY <input type="checkbox"/> TOW <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> CARRIER <input type="checkbox"/> GAS <input type="checkbox"/> FLAT BED <input type="checkbox"/> LOCKOUT <input type="checkbox"/> INSURED | |
| | | MILEAGE CHARGE | |
| | | TOWING CHARGE | |
| | | ROAD SERVICE CHARGE | |
| | | STORAGE CHARGE | |
| MECH | | SUB TOTAL | |
| X | | TAX | |
| AUTHORIZED SIGNATURE | | TOTAL | |
| X | | | |

0005852

155 \$
155 \$



#4

(909) 676-6601 • Fax (909) 694-1826
41895 Motor Car Parkway • Temecula, CA 92591

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY RECOMMENDATIONS FROM RO# 136862 RECOMMENDATIONS:

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|---------------|------|------------------------|--------------------------------------------|
| 08/09/07 | 136862 | 83351 | 110014 | 110253 | W | 15NIZCKRECALLS | CHECK RECALLS |
| 05/03/04 | 52984 | 27316 | 891 | 110253 224 | W | 15NIZDECLINEM 15NIZ | DECLINED MAINTENANCE SPECIAL OPER CODES |

SALESPERSON NO. _____ SERVICE STATE REG# AF217010

| | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------|------------------------------------|-------------------------------|--------------------|---------------------------|------------------------|
| REMOVED PARTS WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED YES <input type="checkbox"/> NO <input type="checkbox"/> | VEHICLE NO. 1N4BL11D92C | YEAR/MAKE/MODEL 02/NISSAN/ALTIMA | PRODUCTION DATE | STOCK NO. | LICENSE NO. | 223657 | |
| | CUSTOMER NO. 49022 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | H.O. DATE 01/23/12 | |
| | LAKE ELSINORE, CA | COLOR SILVER/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | 3023 | |
| | TURBO <input type="checkbox"/> | M/M/C NIZZ | AIR COND. <input type="checkbox"/> | P.S. <input type="checkbox"/> | TRANS A | MILEAGE 166,034 | ADVISOR NO. 891 |

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

APPOINTMENT Yes No

LABOR RATE _____

TIME RECEIVED **01:41pm** DATE RECEIVED **01/23/12** TIME TO BE COMPLETED **07:00pm** PRIORITY _____

| | | | | | | | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------|--------------------|--|--|--|------------------------------------|-------------------------|--------------------|--|--|--|
| <p>ORIGINAL CUSTOMER ESTIMATE: TOTAL 120.00</p> <p>X _____</p> <p>COMMENTS : 951-678-0543</p> <p>1 C 15NIZ SPECIAL OPER CODES CUSTOMER STATES VEHICLE WAS IN MOTION AT 40MPH AND DROPPED DOWN TO IDLE SPEED AND VEHICLE WOULD NOT GO, ATTEMPTED TO DRIVE ONTO FLATBED AND VEHICLE JERKED. DIAGNOSE AND ADVISE.</p> <p>2 C 55NIZ TIREPRESS SET TIRE PRESSURE WE HAVE SET ALL TIRE PRESSURE TO ** RIGHT FRONT.....LEFT FRONT..... ** RIGHT REAR.....LEFT REAR..... **</p> | <p>SERVICE HOURS: MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM SATURDAY 8:00 AM TO 5:00 PM</p> <p>MAJOR CREDIT CARDS ARE THESE: ATM </p> <table border="1"> <tr> <td>ORIGINAL ESTIMATE \$</td> <td>REVISED ESTIMATE \$</td> <td>ADDITIONAL COST \$</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </table> <p>REASON _____ CONTACTED BY _____</p> <p>AUTHORIZED BY _____ <input type="checkbox"/> PERSON <input type="checkbox"/> PHONE # _____ DATE _____ TIME _____</p> <table border="1"> <tr> <td>ESTIMATES DO NOT INCLUDE SALES TAX</td> <td>2ND REVISED ESTIMATE \$</td> <td>ADDITIONAL COST \$</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </table> <p>REASON _____ CONTACTED BY _____</p> <p>AUTHORIZED BY _____ <input type="checkbox"/> PERSON <input type="checkbox"/> PHONE # _____ DATE _____ TIME _____</p> <p>IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.</p> <p>TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.</p> <p>AUTHORIZED BY _____ DATE _____ TIME _____</p> <p>VISUAL DAMAGE</p> <p>ASE Castrol</p> | ORIGINAL ESTIMATE \$ | REVISED ESTIMATE \$ | ADDITIONAL COST \$ | | | | ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE \$ | ADDITIONAL COST \$ | | | |
| ORIGINAL ESTIMATE \$ | REVISED ESTIMATE \$ | ADDITIONAL COST \$ | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE \$ | ADDITIONAL COST \$ | | | | | | | | | | | |
| | | | | | | | | | | | | | |

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#5

(951) 676-6601 • Fax (951) 694-1826
41895 Motor Car Parkway • Temecula, CA 92591

| | | | | |
|--------------------------------------------------|--------------------------------------|----------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 49022 | ADVISOR CHRISTIAN PINAGLIA | TAG NO. 891 3023 | INVOICE DATE 01/24/12 | INVOICE NO. NICS223657 |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 166,034 |
| YEAR/MAKE/MODEL 02/NISSAN/ALTIMA | | COLOR SILVER/ | DELIVERY DATE | DELIVERY MILES |
| VEHICLE I.D. NO. 1 N 4 B L 1 1 D 9 2 C | | SELLING DEALER NO. | PRODUCTION DATE | |
| F.T.E. NO. | | P.O. NO. | R.O. DATE 01/23/12 | |
| COMMENTS | | | MO: 166034 | |

JOB# 1 CHARGES

LABOR
J# 1 15NIZ SPECIAL OPER CODES TECH(S):214 120.00
CUSTOMER STATES VEHICLE WAS IN MOTION AT 40MPH AND DROPPED DOWN TO IDLE SPEED AND VEHICLE WOULD NOT GO. ATTEMPTED TO DRIVE ONTO FLATBED AND VEHICLE JERKED. DIAGNOSE AND ADVISE. DROVE VEHICLE AND WAS ABLE TO DUPLICATE COMPLAINT. FOUND THROTTLE POSITION SENSOR VOLTAGE DOES NOT INCREASE WHEN PROBLEM OCCURS ON ACCEL. BUT DOES INCREASE WHEN PROBLEM DOES NOT OCCUR. ACCELERATOR PEDAL VOLTAGE DOES INCREASE WHEN PROBLEM OCCURS. SUGGEST REPLACING TRANSMISSION ASSEMBLY DUE TO SOLENOID FAILURE. SPOKE TO TECH LINE AND THEY HAVE AGREED WITH THE DIAGNOSIS. ADVISED CUSTOMER COST IS \$3680.00 CUSTOMER HAS DECLINED.

JOB# 1 TOTALS LABOR 120.00
J# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 120.00

JOB# 2 CHARGES

LABOR
J# 2 55NIZ TIREPRESS SET TIRE PRESSURE TECH(S):214 0.00
WE HAVE SET ALL TIRE PRESSURE TO
RIGHT FRONT..... LEFT FRONT.....
33..... 33
RIGHT REAR..... LEFT REAR.....
30..... 30

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

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$120.00 (+TAX)
COMMENTS
[REDACTED]

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
7:00 AM - 5:00 PM

PARTS DEPT. HOURS:
MONDAY - FRIDAY
8:00 AM - 6:00 PM
SATURDAY
7:00 AM - 5:00 PM

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.
We appreciate your business!

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

*Thank You
For Your
Patronage*

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#6

S E R V I C E - C O M M

01/23/12 13:37:19

PRIMARY DATA

02 ALTIMA 3.5 SE

MANUFACTURE DATE: 06/21/02

IN-SERVICE DATE: 03/01/02

PDI DATE: 07/03/02

NMC MODEL: 05912

AUTOMATIC EMISSIONS CERTIFICATION: 50-STAT

PLANT: SMYRNA, TN.

RETAIL DATE: 08/01/02

SELLING DEALER: HUNTINGTON BEACH NIS

HUNTINGTON BEACH CA

-----VIN WARRANTY EXCLUSIONS ON PNC-----

PNC -----DESCRIPTION-----

PNC -----DESCRIPTION-----

NO PNC WARRANTY EXCLUSIONS

-----OUTSTANDING SERVICE/RECALL CAMPAIGNS-----

---NUMBER--- ---DESCRIPTION--- ---NUMBER--- ---DESCRIPTION---

NO OUTSTANDING CAMPAIGNS

NO CONTRACTS EXIST

ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU =>

JAN 24, 2012 COUNTER SALES

Store 02 PARTS01 PORT 5031 2525

#7

| INVOICE# | CUST # | NAME | PHONE | PAY | CTR# | PL | | | |
|----------|-----------------|-----------------|-------|------|---------|--------|----------|----|----|
| PQ | 49022 | | | CASH | 110519 | 1 | | | |
| LN# | PART# | DESCRIPTION | QORD | QSHF | SALE | CORE | EXTENDED | TC | PL |
| 1 | 310CM-88X02RE | REMAN AUTO TRAN | 1 | | 2751.79 | 600.00 | 3351.79 | | 1 |
| 2 | NI310CM-88X02RE | CORE RETURN | -1 | -1 | 600.00 | | -600.00 | RC | 1 |

S/O

AVAI LIST COMP ASSOC
 BN1 TRADE STS SRC COMPNT
 BN2 COST GRP ALTER GP%
 NEW# OLD#
 REMARKS TOTAL 2751.79
 (A=ADD) (D=DEL) (E=ENTER) (CR=CONS REACH) (I=INV) (ROn=RO#) (TAB)



8

(951) 676-6601 • Fax (951) 694-1826
41895 Motor Car Parkway • Temecula, CA 92591

| | | | | |
|------------------------------------------------|--------------------------------------------------|------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 49022 | ADVISOR CHRISTIAN PINAGLIA | TAG NO. 891 3023 | INVOICE DATE 01/24/12 | INVOICE NO. NICS223657 |
| LABOR RATE | LICENSE NO. | MILEAGE 166,034 | COLOR SILVER/ | STOCK NO. |
| YEAR / MAKE / MODEL 02/NISSAN/ALTIMA | DELIVERY DATE | | DELIVERY MILES | |
| LAKE ELSINORE, CA | VEHICLE I.D. NO. 1 N 4 B L 1 1 D 9 2 C | SELLING DEALER NO. | PRODUCTION DATE | |
| F.T.E. NO. | P.O. NO. | R.O. DATE 01/23/12 | | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | MO: 166034 | |

TOTALS

BECAUSE OF THE LAWS DEALING WITH HAZARDOUS WASTE DISPOSAL & THE COSTS INCURRED TO DISPOSE OF THESE PRODUCTS IT IS NEC. TO PASS THESE COSTS TO YOU OUR CUSTOMER. WE DISPOSE OF OIL & OIL FILTERS, ANTI FREEZE, BRAKE FLUID AND FREON. AS YOU WILL SEE ABOVE WE ARE IDENTIFYING THESE CHARGES FOR YOUR BENEFIT. WE OPERATE UNDER FEDERAL HAZARDOUS WASTE ID# CAD982485872

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

YOU ARE RESPONSIBLE FOR THE REPAIR CHARGES TO YOUR VEHICLE AS ITEMIZED ON THIS INVOICE. ANY BILLING TO A THIRD PARTY IS DONE AS A COURTESY ONLY.

WE AT QUALITY NISSAN THANK YOU FOR YOUR BUSINESS

| | |
|-------------------------|---------------|
| TOTAL LABOR.... | 120.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 120.00 |

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
7:00 AM - 5:00 PM

PARTS DEPT. HOURS:
MONDAY - FRIDAY
8:00 AM - 6:00 PM
SATURDAY
7:00 AM - 5:00 PM

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*Thank You
For Your
Patronage*

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#9



41895 Motor Car Parkway
Temecula, CA 92591



Jeff Asberry
Service Manager

(951) 676-6601
Fax (951) 693-2204
jasberry@qualitynissan.com



41895 Motor Car Parkway
Temecula, CA 92591



Christian Pina
Assistant Service Manager
cpinaglia@qualitynissan.com

Direct (951) 491-8043
Main (951) 676-6601
Fax (951) 693-2204

VISUAL VEHICLE INSPECTION REPORT

Dealer Name: _____

10

Technician: _____

Date: _____

Customer Name: _____

Yr./Make/Model: _____

Hat/Tag#: _____

Mileage: _____

VIN: _____

Repair Order # _____

CHECKED AND OK

FUTURE ATTENTION NEEDED

IMMEDIATE ATTENTION REQUIRED

INTERIOR / EXTERIOR

| | | |
|-------------------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Head Lights / Tail Lights / Turn Signals / Brake Lights / Hazard Warning Lights / Exterior Lamps / License plate Lights |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield Washer Spray / Wiper Operation / Wiper Blades |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield Condition (Inspect for Cracks, Chips, or Pitting) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Mirrors / Glass |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Parking Brake Adjustment |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Horn Operation |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Fuel Tank Cap Gasket |
| <input type="checkbox"/> | <input type="checkbox"/> | Air Conditioning Filter (if equipped) 7 |
| <input type="checkbox"/> | <input type="checkbox"/> | Clutch Operation (if equipped) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Back-up Lights Left / Right |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Dash Warning Lights |
| <input type="checkbox"/> | <input type="checkbox"/> | Carpet / Upholstery / Floor Mats |

UNDER VEHICLE

| | | |
|-------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Shock Absorbers / Suspension / Struts |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Muffler / Exhaust Pipes / Mountings / Catalytic Converter |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Oil and/or Fluid Leaks |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake Lines / Hoses / Parking Brake Cable |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent Systems Hoses |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect Nuts and Bolts on Body Chassis |

UNDER HOOD

| | | |
|-------------------------------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission cond |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Air Filter |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Drive Belts (condition and adjustment) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Radiator Core / Air Conditioning Condenser (if equipped) |
| <input type="checkbox"/> | <input type="checkbox"/> | Coolant Recovery Reservoir Fluid Level / Condition |
| <input type="checkbox"/> | <input type="checkbox"/> | Clutch Reservoir Fluid / Condition (as equipped) |

CHECKED AND OK

FUTURE ATTENTION NEEDED

IMMEDIATE ATTENTION REQUIRED

BATTERY PERFORMANCE

| | | | |
|-------------------------------------|---------------------------------|----------------------------------------------------|------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Battery Terminals / Cables / Mountings | |
| <input type="checkbox"/> | <input type="checkbox"/> | Check Condition of Battery (Storage Capacity Test) | |
| <input type="checkbox"/> | Pass | Recharge Retest | Fail |
| | Factory Spec Cold Cranking Amps | <input type="text"/> | |
| | Actual Cold Cranking Amps | <input type="text"/> | |

BRAKE AND TIRE

Measurement taken before rotation Yes / No

| Left Front | | Right Front | |
|-------------------------------------|---------------------------|-------------------------------------|---------------------------|
| <input checked="" type="checkbox"/> | Brake Lining <u>10</u> mm | <input checked="" type="checkbox"/> | Brake Lining <u>10</u> mm |
| <input checked="" type="checkbox"/> | Tire Tread <u>5</u> 32nds | <input checked="" type="checkbox"/> | Tire Tread <u>5</u> 32nds |
| <input checked="" type="checkbox"/> | Wear Pattern | <input checked="" type="checkbox"/> | Wear Pattern |
| Before | Tire Pressure PSI | Before | Tire Pressure PSI |
| | After <u>33</u> | | After <u>33</u> |



| | | | |
|-------------------------------------|--------------|-------------------------------------|--------------|
| <input checked="" type="checkbox"/> | Rotor / Drum | <input checked="" type="checkbox"/> | Rotor / Drum |
|-------------------------------------|--------------|-------------------------------------|--------------|

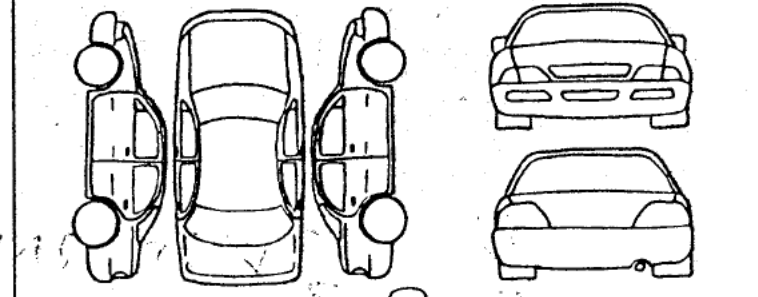
Alignment Check Needed Wheel Balance Needed

| Left Rear | | Right Rear | |
|-------------------------------------|---------------------------|-------------------------------------|---------------------------|
| <input checked="" type="checkbox"/> | Brake Lining <u>8</u> mm | <input checked="" type="checkbox"/> | Brake Lining <u>8</u> mm |
| <input checked="" type="checkbox"/> | Tire Tread <u>8</u> 32nds | <input checked="" type="checkbox"/> | Tire Tread <u>8</u> 32nds |
| <input checked="" type="checkbox"/> | Wear Pattern | <input checked="" type="checkbox"/> | Wear Pattern |
| Before | Tire Pressure PSI | Before | Tire Pressure PSI |
| | After <u>30</u> | | After <u>30</u> |

| | | | |
|-------------------------------------|--------------|-------------------------------------|--------------|
| <input checked="" type="checkbox"/> | Rotor / Drum | <input checked="" type="checkbox"/> | Rotor / Drum |
|-------------------------------------|--------------|-------------------------------------|--------------|

Brake Inspection Not Performed This Visit

PRIOR BODY DAMAGE



ADVISOR _____ CUSTOMER ACKNOWLEDGEMENT _____

ENGINE
01/23/2012 16:41:10
23710 - 8J164

SELF-DIAG RESULTS

| DTC RESULTS | TIME |
|-----------------------------|------|
| A/T 1ST GR FNCTN [P0731] | 11 |

SYSTEM ENGINE
DATE 01/23/2012 16:43:13
PI# 23710 - 8J164

Freeze Frame

DTC RESULTS

A/T 1ST GR FNCTN
[P0731]

System Data

| | |
|---------------|----------|
| FUEL SYS-B1 | Mode4 |
| FUEL SYS-B2 | Mode4 |
| CAL/LD VALUE | 25 % |
| COOLANT TEMP | 190 °F |
| L-FUEL TRM-B1 | 100 % |
| L-FUEL TRM-B2 | 100 % |
| S-FUEL TRM-B1 | 103 % |
| S-FUEL TRM-B2 | 106 % |
| ENGINE SPEED | 762 rpm |
| VEHICL SPEED | 7 mph |
| B/FUEL SCHDL | 3.4 msec |
| INT/A TEMP SE | 104 °F |

STRAIGHT TIME (HRS) 1.0
FLAT RATE PRICE C
P.O. INVOICE NO. 3657
EMP NO. 1111
CITY Reddick
TIME 11-24
OFF ON

MM

OK, while driving at 40 MPH. ~~Vehicle~~ Eng, ~~dropped~~ dropped to idle. Drove Veh, 10 miles. Could not duplicate problem. Drove Veh. again this AM, was able to duplicate problem. Found Th. pos. sensor voltage does not increase when problem occurs on accel. But does increase when problem does not occur. Accel. Pedal voltage does increase when problem occurs. Rec. Replace Trans. per Tech. line. He said Trans. solenoid failure is causing Eng. to go into Fail-safe.

PARTS TURNED IN

PARTS TURNED IN

PARTS TURNED IN

PARTS TURNED IN

PARTS TURNED IN

49717-
Trans. assy
bats D Fluid
Flush coil
P.S. suction
Leaking
Brake Flush
Water Seal

HUNTINGTON BEACH CA

PNC -----VIN WARRANTY EXCLUSIONS ON PNC-----
NO PNC WARRANTY EXCLUSIONS PNC -----DESCRIPTION-----

-----OUTSTANDING SERVICE/RECALL CAMPAIGNS-----
--NUMBER-- --DESCRIPTION-- --NUMBER-- --DESCRIPTION--
NO OUTSTANDING CAMPAIGNS

TECH LINE ACCESS CODE: 412

DATE 01/24/2012

DEALER CODE: 3774

VIN: 1N4BL11D92C

MILEAGE: 166034

Attention: To improve service to callers needing diagnostic assistance, the menu selections have changed. Listen carefully.

- CHANGES:
- * Select the "New Calls" group for all new incidents.
 - * Select the "Follow-Up" group when calling back on a prior incident
 - * To handle more calls live, messages to Specialists can no longer be left.
 - * Calls for "getting an FI number ONLY" will be redirected
 - * FI (report) numbers are no longer given on any calls

INFORMATION FOR TECH LINE (COLLECT ALL)

INCIDENT DESCRIPTION

Eng. won't accelerate at times while driving. Has 1st gear function failure
~~2009~~ p0731

- WAS IT VERIFIED? yes COMPARE TO KNOWN GOOD VEHICLE TEST RESULTS
- PRIOR REPAIRS DONE AND DATES LIST PARTS REPLACED IS VEHICLE THERE NOW?
- LIST ANY MODIFICATIONS, ACCESSORIES OR DAMAGE HAVE CONSULT-II FREEZE FRAME DATA

RECOMMENDATIONS FROM TECH LINE

Trans. Solenoid failure causing Eng. to go into Fail-Safe
Rec. Replace Trans. assy.

If the vehicle is not fixed with the first call:

Call TECH LINE back and select the FOLLOW-UP group, provide dealer code and VIN

To simply close a Report:

Please e-mail to techline@nissan-usa.com, provide dealer code, VIN and what fixed it.
A voice mailbox will also be available for closing an incident - follow the call menus.

.....
A new shorter TECH LINE survey is now on the ASIST screen. please provide feedback.
.....

014356

28733 Via Montezuma, Suite C • Temecula, CA 92590
(951) 698-6077
A.R.D. # 00209847

DATE 1/25/12

| TIME RECEIVED | OPERATION | LABOR CHG |
|---------------|---------------------|--------------------------|
| AM | Lubrication | <input type="checkbox"/> |
| PM | Change Oil | <input type="checkbox"/> |
| AM | Change Oil | <input type="checkbox"/> |
| PM | Filter | <input type="checkbox"/> |
| | Service Air Cleaner | <input type="checkbox"/> |
| | Change | <input type="checkbox"/> |
| | Trans. Oil | <input type="checkbox"/> |
| | Adjust | <input type="checkbox"/> |
| | Clutch | <input type="checkbox"/> |
| | Change Oil | <input type="checkbox"/> |
| | Jack Front | <input type="checkbox"/> |
| | Shoe Brgs | <input type="checkbox"/> |
| | Wash | <input type="checkbox"/> |
| | Tires | <input type="checkbox"/> |
| | Adjust | <input type="checkbox"/> |
| | Brakes | <input type="checkbox"/> |
| | Check | <input type="checkbox"/> |
| | Compression | <input type="checkbox"/> |
| | Adjust | <input type="checkbox"/> |
| | Valves | <input type="checkbox"/> |

CUSTOMER: PLEASE FILL IN ALL THE INFORMATION IN THE RED SHADED AREAS.

NAME: [REDACTED] RESIDENCE: [REDACTED] PHONE: [REDACTED]

ADDRESS: [REDACTED]

CITY: LAKE ELSINORE, CA. STATE: CA. ZIP: [REDACTED] CELL: [REDACTED]

E-MAIL ADDRESS: [REDACTED]

ENGINE SIZE: 3.5 CUSTOMER ORDER NO: 16647 MILEAGE: [REDACTED]

RECOMMENDED SERVICE:
 1. ALTERNATOR
 2. BELT BOTS AT SAME TIME
 3. TIME

VEHICLE I.D. NO. IN4BL11092 [REDACTED]

Parts and labor are warranted for ___000 miles or ___ months, whichever comes first. This warranty is limited to the work mentioned on this form only and is not transferable. Vehicle must be returned to our workshop at customer's expense, to honor this warranty.

WARRANTY IS VOID IN CASE OF MISUSE AND/OR NEGLECT

OPER. NO. REPAIR ORDER - LABOR INSTRUCTION AMOUNT

Check runs poor / DIAG ALT NEEDS REPLACEMENT, CHARGING 17+ VOLTS, CUSTOMER DECLINES FURTHER REPAIRS AT THIS TIME

80.00

Tire Pressures: LF @ PSI • RF @ PSI • LR @ PSI • RR @ PSI

I decline having my Tire Pressure checked for the following reason:
 It has been checked in last 30 days. It will be checked in next 7 days. No nitrogen gas available.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ___ days of the date shown above. If I choose not to authorize the service recommended, a diagnostic and handling charge (including reassembling) of \$ 100.00 will be made.

I hereby authorize the above repair services to be done along with the necessary material, and hereby grant you and/or your employees, permission to operate the car, truck, or vehicle hereon described on streets, highways or elsewhere for the purpose of testing above car, truck or vehicle to secure damage to vehicle or articles left in it. In the event legal action is necessary to ORIGINAL ESTIMATE \$ [REDACTED]

Authorized By: [REDACTED]

REVISED \$ ESTIMATE Authorized By: [REDACTED]

REVISED \$ ESTIMATE Authorized By: [REDACTED]

I acknowledge: CUSTOMER SIGNATURE [REDACTED]

| DESCRIPTION | AMOUNT | TOTAL |
|---------------------------------------------------------------------------------------------------------|--------|------------------|
| ENGINE OIL | | A Total Parts |
| TRANS. OIL | | B Sublet Repairs |
| BRAKE FLUID | | Towing |
| GREASE | | Storage ___ Days |
| COOLANT | | Hazardous Waste |
| GAS | | |
| C TOTAL FLUIDS | | C Total Fluids |
| Storage Fee of \$25.00 per day will be charged on vehicles left over 48 hours after completion of work. | | Sub Total |
| TERMS: NO CHECKS UNLESS PREVIOUS ARRANGEMENTS ARE MADE | | Sales Tax % |
| Service Charge will be applied on any returned check. | | TOTAL |

80.00

80.00

#13



RETAIN PARTS DESTROY PARTS

Parts installed are not warranted beyond warranties given by respective manufacturers. No other warranties are made except as listed on this invoice.

A TOTAL PARTS

SUBLET REPAIRS

B TOTAL SUBLET REPAIRS

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED

TO ORDER FORM NO. 2013 CALL (800) 420-0701

18181 Collier Ave. • Lake Elsinore, CA 92530 951.674.9891
 42250 Baldaray Cir • Temecula, CA 92590 951.676.1185
 3121 Indian Ave. • Perris, CA 92571 1-800-997-4TOW (869)

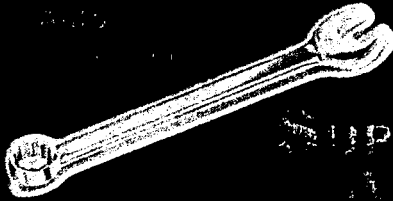
OUT OF STATE TOWING
 GOOSENECK TOWING
 5th WHEEL TOWING
 FLATBED TOWING
 OUT OF GAS

MOTOR HOMES • LOCK-OUTS
 LOCAL & LONG DISTANCE
 OFF-ROAD RECOVERY
 FLAT TIRE CHANGES
 EXTRA CAB TRUCKS
 JUMPSTARTS



Serving The Area 25 Plus Years!

Complete Auto Repair



**SUPERIOR
 AUTO
 REPAIR**

(951) 699-0000

TOWN & COUNTRY TOWING

P.O. Box 1032
WILDOMAR, CA 92595
951-674-9891

DATE IN 11/25/12 DATE OUT
NAME [REDACTED]
STREET [REDACTED]
CITY L. EL SINORE
LEGAL OWNER [REDACTED] REQUESTED BY [REDACTED]

| | | | |
|--------------------|------------------|--------------------|-------------|
| YEAR AND MAKE | MODEL | COLOR | LICENSE NO. |
| <u>CA NISSAN</u> | <u>ALTIMA</u> | <u>SILVER</u> | [REDACTED] |
| PURCHASE ORDER NO. | REPAIR ORDER NO. | VIN | |
| | | <u>1N4BL11D92C</u> | [REDACTED] |

LOCATION OF PICKUP motor car pkwy 2573 VEHICLE MILEAGE 166047
TAKEN TO Superior Auto Repair via monterey

ADDITIONAL TOWING
EXTRA LABOR

VISA- [REDACTED]
EXP: 8/12
APR# [REDACTED]

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

STORAGE FROM [REDACTED] TO [REDACTED]
NUMBER DAYS @ DAY
FRONT TOW REAR TOW FLATBED
TIME OUT 15:45
TIME IN 16:23
MILEAGE ENDING
MILEAGE START
MILES 2.5
DRIVER WIK
TRUCK NO. TC-15
INVOICE NO. 81638

| | |
|----------------|---------------------------------------------------------------------------------------------------|
| TOWING | <u>50</u> |
| LIEN | |
| LABOR | |
| ADDL TOWING | |
| STORAGE | <u>10</u> |
| MILEAGE | |
| ADVANCE PAYOUT | |
| GATE | <u>60</u> |
| TOTAL | <u>60</u> |
| CHECK NO. | CC <input checked="" type="checkbox"/> CASH <input type="checkbox"/> CHQ <input type="checkbox"/> |
| RELEASED @ | |

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENT AND ALL IN SATIS
SIGNED X [REDACTED]

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

#16

TEMECULA TOWING
41196 NICK LANE
MURRIETA, CA 92562

01 26 2012
Merchant ID: 000000001256096
Terminal ID: 02452724
357211543882

CREDIT CARD
VISA SALE

CARD =
INVOICE
Batch #: 830001
Approval Code: 000063

Authorization Required
Entry Method: Swiped
Approved: Pending

SALE AMOUNT
\$155.00

CUSTOMER COPY



TEMECULA TOWING
41196 Nick Lane
Murrieta, CA 92562
(951) 970-8124

TOWING REPORT

| | | | |
|----------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| Name | | Date | |
| [Redacted] | | 7-26-12 | |
| Address | | City | State |
| [Redacted] | | Lake Elsinore | CA |
| Home Phone | Insurance Company | Insurance Phone | |
| [Redacted] | [Redacted] | [Redacted] | |
| Business Phone | Year | Make | Model |
| [Redacted] | 02 | NISSAN | ALTIMA |
| | | | Color |
| | | | SLU |
| VIN | | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 | |
| CALL NO. | | TOWED FROM | |
| CALL TIME | | SUPERIOR | |
| TYPE OF CALL | | AUTO ELECTRIC | |
| SERVICE TIME | | TOWED TO | |
| EXTRA MAN | | Residence | |
| MILEAGE FINISH | | Lake Elsinore. | |
| MILEAGE START | | | |
| MILEAGE TOTAL | | | |
| REMARKS | | <input type="checkbox"/> START <input type="checkbox"/> WRECK <input type="checkbox"/> BATTERY <input type="checkbox"/> TOW <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> CARRIER <input type="checkbox"/> GAS <input checked="" type="checkbox"/> FLAT BED <input type="checkbox"/> LOCKOUT <input type="checkbox"/> INSURED | |
| | | MILEAGE CHARGE | |
| | | TOWING CHARGE | |
| | | ROAD SERVICE CHARGE | |
| | | STORAGE CHARGE | |
| | | 155 - | |
| MECHANIC'S SIGNATURE | | | |
| X [Signature] | | | |
| AUTI | | SUB TOTAL | |
| X [Redacted] | | 155 - | |
| | | TAX | |
| | | TOTAL | |

0005855

17

AutoZone 5566

40950 CALIF OAK
MURRIETA, CA
(951) 677-6206

| | |
|-----------------------|----------|
| #729537 13940 | 181.99 P |
| 13940 Duralast | |
| Import Alternator, EA | |
| #729537 CORE CHARGE | 68.00 P |
| SUBTOTAL | 249.99 |
| TOTAL TAX @ 7.750% | 19.37 |
| TOTAL | 269.36 |
| XXXXXXXXXXXX ISA | 269.36 |
| APPROVAL # | 04567C |

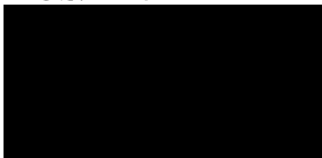
REG #02 CSR #14 RECEIPT #456781
STR. TRANS #127792
STORE #5566
DATE 01/26/2012 18:46

OF ITEMS SOLD 1



5566127792012612

PERSONAL WARRANTY INFORMATION



NO VEHICLE GIVEN
Item: 729537 13940 IMPORT ALTERNATOR
LIMITED LIFETIME WARRANTY PERIOD

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. Warranty excludes damage caused by misuse, abuse, other faulty parts, improper installation or off-road, commercial or marine use. Warranties on replacement parts cover the unused portion of the original warranty or



Phone Number



Account Number



Date Due
3/2/12

Page
3 of 4

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Call Detail

VLD - Value Plan

| Date | Time | Place | Number | Minutes | Amount |
|------------------------------------|----------|---------------|------------|---------|---------------|
| Jan 8 | 1:17 PM | Irvine CA | [REDACTED] | 1.0 | .08 |
| Jan 8 | 1:46 PM | Irvine CA | [REDACTED] | 1.0 | .08 |
| Jan 8 | 3:08 PM | Irvine CA | [REDACTED] | 1.0 | .08 |
| Jan 10 | 12:41 PM | Hemet Da CA | [REDACTED] | 4.0 | .32 |
| Jan 10 | 1:40 PM | Hemet Da CA | [REDACTED] | 10.0 | .80 |
| Jan 20 | 1:05 PM | Vista CA | [REDACTED] | 3.0 | .24 |
| Jan 23 | 9:33 AM | Washington DC | [REDACTED] | 3.0 | .24 |
| Jan 23 | 9:37 AM | Washington DC | [REDACTED] | 17.0 | 1.36 |
| Jan 23 | 10:33 AM | Franklin TN | [REDACTED] | 21.0 | 1.68 |
| Feb 7 | 8:24 AM | Washington DC | [REDACTED] | 1.0 | .08 |
| Subtotal | | | | | \$4.96 |
| Summary of VLD - Value Plan | | | | | |
| Plan calls | | | | | 4.96 |
| Total VLD - Value Plan | | | | | \$4.96 |

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 26673 YNEZ RD, TEMECULA, CA 925914626 (951) 587-0303

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RENTAL AGREEMENT REF#
96997 23XCWL

RENTER

DATE & TIME OUT
01/23/2012 01:56 PM
DATE & TIME IN
02/06/2012 01:09 PM

BILLING CYCLE
24-HOUR

VEH #3 2012 BUIC ENCL 1AL2
VIN# 5GAKRCED9C
LIC#
MILES DRIVEN 719

VEH #2 2011 CADI DTS 1SD
VIN# 1G6KH5E67BU1
LIC#
MILES DRIVEN 185

VEH #1 2012 JEEP GCHE LAR2
VIN# 1C4RJEAG7CC
LIC#
MILES DRIVEN 243

CLAIM INFO
CUSTOMER PAY
TYPE CAR: ALTIMA
SHOP: QUALITY NISSAN OF
TEMECULA
PHONE: (909) 676-6601
ATTN: CHRISTIAN

SUMMARY OF CHARGES

| Charge Description | Date | Quantity | Per | Rate | Total |
|--------------------|---------------|----------|-----|------------------|-----------------|
| TIME & DISTANCE | 01/23 - 01/25 | 2 | DAY | \$55.99 | \$111.98 |
| TIME & DISTANCE | 01/25 - 02/06 | 12 | DAY | \$40.00 | \$480.00 |
| REFUELING CHARGE | 01/23 - 02/06 | | | | \$0.00 |
| | | | | Subtotal: | \$591.98 |

Miscellaneous Charges/Refunds
GASOLINE REFUND * (\$20.00)

Taxes & Surcharges

| | | | | | |
|--------------|---------------|---|-----|-----------------------|-----------------|
| VLf RECOVERY | 01/23 - 01/26 | 3 | DAY | \$0.56 | \$1.68 |
| SALES TAX | 01/23 - 02/06 | | | 7.75% | \$45.88 |
| VLf RECOVERY | 01/26 - 01/28 | 2 | DAY | \$0.60 | \$1.20 |
| VLf RECOVERY | 01/28 - 02/06 | 9 | DAY | \$0.53 | \$4.77 |
| | | | | Total Charges: | \$625.51 |

Total Amount Due \$0.00

PAYMENT INFORMATION
AMOUNT PAID TYPE
\$625.51 Visa

CREDIT CARD NUMBER
XXXXXXXXXX PENDING

LAKE ELSINORE, CA.

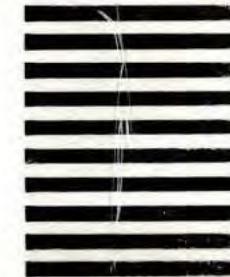
US Department
of Transportation
**National Highway
Traffic Safety
Administration**
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



1.70

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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

