


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received DEC - 5 2012</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 10479410</p>	
<p>Name</p>		<p>Daytime Telephone Number</p>	<p>E-mail Address</p>		
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City</p>	<p>State</p>	<p>Zip Code</p>			
<p>EGG HARBOR TOWNSHIP</p>	<p>NJ</p>	<p></p>			
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p>		<p>Make</p>	<p>Model</p>	<p>Model Year</p>	
<p>1N4BA41E85C</p>		<p>NISSAN</p>	<p>MAXIMA</p>	<p>2005</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine: No. Cylinders</p>	<p>Fuel Type:</p>	
<p>8-6-11</p>	<p>Freehold DCH Nissan</p>		<p></p>	<p></p>	
<p>Original Owner</p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p><input type="checkbox"/></p>	<p>Freehold</p>	<p>NJ</p>	<p>07728</p>		
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p>	
<p><input type="checkbox"/> Cruise Control</p>	<p></p>	<p></p>	<p></p>	<p>13-AUG-2012</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 100000 POWER TRAIN</p>			<p>Failure Mileage</p>	<p>Failure Speed</p>	
			<p>100000</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>			
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p>	<p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>	<p>Tire Failure Type:</p>				
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>	<p>Date Made:</p>	<p>Model No./Name:</p>			
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>	<p>Failed Part:</p>				
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p>	
<p></p>	<p></p>	<p>0</p>	<p>0</p>	<p></p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2005 NISSAN MAXIMA. THE CONTACT STATED THAT WHILE ATTEMPTING TO SHIFT GEARS THE VEHICLE WOULD SHAKE VIOLENTLY. THE CONTACT MENTIONED THAT THE VEHICLE FAILED TO ACCELERATE WHILE GOING THROUGH AN INTERSECTION. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSE THAT THE TRANSMISSION WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE AND REFERRED HER TO THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 100,000 AND THE CURRENT MILEAGE WAS 109,695.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

September 19, 2012

To Whom it may concern: Better Business Bureaus

On August 20, 2011 I purchased a 2005 Nissan Maximum from Nissan DCH Freehold in Freehold NJ used with 89,832 now having 109,695 not even 19,862 I have found myself in this situation having a car that I still have four years to pay on and can't drive because of this transmission issue.

In checking to see if there was a recalls on this transmission on the internet I found that hundreds of customers that have purchased Nissan Vehicle have had this problem. Along with two class action lawsuit that was filed one in California and New Jersey, as you will see I have contact said Law Firm that is handling the Class Action Lawsuit.

On August 13, 2012 @10:30am I [REDACTED] owner of 2005 Nissan Maximum contacted Nissan DCH Freehold NJ to address my problem with my car. I was told by the sale man that sold me the car that to contact Nissan Corp Office. On August 16, 2012 @ 11:30am I contacted Nissan Consumer Affairs I spoke to Jason Ex. 457289 told him the problem he assigned me a case number #9188073 told me I needed to schedule a Diagnostic Test with my local Nissan Dealer (Admiral Nissan) which cost me \$108.90 which at that point they would get all information pertaining to my vehicle then it would be turned over to a regional specialist. On August 21, 2012, I was schedule for the Diagnostic Testing which they found to be the whole transmission was the problem. On August 22, 2012 I contact Jason from Nissan Consumer Affairs gave him all information pertaining to what Admiral Nissan found out. He told me that he would be turning it over to the Regional Specialist which he did and for me to expect a call back within 48 hours. On Monday August 27, 2012 I was contacted by the Regional Specialist she asked my did I have any service report from my vehicle that they can go over I told her I only had the car a years this was the first problem I had an it happen suddenly. I asked if she could take the vehicle vin number trace to see where and when the vehicle was service the years I wasn't the owner I wouldn't have that information being that I just purchased the car one year ago. She told me that there was no way for her to get that information after thinking about it she could of did a car fax on the VIN that would of told her but she stated to me that it wasn't a guaranteed that they would pay for the repairs.

I am seeking your help, I am a single mother that can't afford to pay \$3,178.25 est by Admiral Nissan to have this problem fix.

[REDACTED]



NISSAN NORTH AMERICA, INC.

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

September 10, 2012

[REDACTED]
Egg Harbor Twp, NJ [REDACTED]

Re: File NIS1228029 – 1N4BA41E85C [REDACTED]

Dear [REDACTED]

I am in receipt of your contact with the BBB Auto Line on September 10, 2012. Thank you for allowing us an opportunity to review your concerns regarding your 2005 Nissan Pathfinder.

Nissan realizes situations may occur with your Nissan vehicle that unfortunately fall outside of the parameters of the New Vehicle Limited Warranty provided with your vehicle. As a company interested in winning lifetime customers, Nissan apologizes for any inconvenience you may have experienced and we are pleased you took the time to contact us regarding the situation.

Nissan carefully considered your request during a review of all of the available facts pertaining to your specific situation. Nissan is unable to offer financial assistance with the recommended repairs recommended due to the vehicle being outside of the New Vehicle Limited Warranty and all extended warranties have expired.

We realize this may not be the answer you were looking for, but we hope that you understand our position.

Sincerely,


Chad Alsup
Arbitration Specialist
Nissan North America, Inc



BBB AUTO LINE

September 24, 2012

[REDACTED]
EGG HARBOR TOWNSHIP NJ [REDACTED]

Re: NIS1228029 Eason vs Nissan North America 1N4BA41E85C [REDACTED]

Dear [REDACTED]:

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the age requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

Daniel Hernandez at Extension 507

CC: Lundy Flowers

NEW/USED
VEHICLE
ORDER

FREEHOLD NISSAN LLC.
D/B/A/ DCH FREEHOLD
NISSAN

DCH AUTO GROUP

Driven by a better way



4041 Route 9 North
FREEHOLD, NJ 07728
Telephone (732) 780-3600
www.DCHFREEHOLDNISSAN.com

10451

DEAL #17976

CUSTOMER	[REDACTED]	DATE	08/06/11	STK#	FNS1023AA
ADDRESS	EGG HARBOR TOWNSHIP		State	NJ	Zip
HOME PHONE	[REDACTED]	WORK PHONE	[REDACTED]	E-MAIL	
CELL #	[REDACTED]	SOC. SEC.#	[REDACTED]	D.O.B.	
ENTER ORDER FOR; Year	2005	Make	NISSAN	Model	MAXIMA
				SALES REP	BARYSH, DAVID

BODY TYPE	4DR-SICOLOR	BLACK	MILES	89832	VIN #	1N4BA41E85C
PRICE OF UNIT	12169.69		IF A NEW VEHICLE SALE			

Additional Equipment (optional)	
SECURED ETCH (optional)	\$299.00
PROTECTION PLUS	299.00
<i>1 month or 1,000 miles</i>	
<i>powertrain coverage</i>	

The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either expressed or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF A USED VEHICLE SALE - CHECK APPROPRIATE BOX

This vehicle is sold "as is" and dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle, including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon dealer's negligence, or otherwise) is expressly excluded and customer hereby assumes any such risks

OR

The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

DOCUMENTARY CHARGES	
• Clerical: \$175	
• Document Transmittal: \$104	\$279.00 **
• Add'l charge for processing out-of-state MV reg.	0.00
NET PAYOFF ON TRADE-IN	N/A
TOTAL	12695.00
DEPOSIT (MINIMUM OF 10% REQUIRED)	200.00
BALANCE DUE AT DELIVERY	N/A
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	N/A
	12495.00

Serial #	JN1CA21D1XT204597	Mileage	189905
Trade-in Value	1000.00	Less Balance Owed	
As of Date	1000.00	Trade-in Allowance	1000.00
Balance Owed to:		Address:	
Account #:		Info from:	Good thru:
Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are original equipment and have never been deployed. Also, the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies that the above mileage is accurate.			
Signature	[REDACTED]	Date	8/06/11

* Registration / Title Fees may be estimated. The Dealership will refund any overcharge to customers in the ordinary course of business.
 ** These Documentary charges are established by the Dealership and reflect the value of the benefit of the services. In some cases the charge includes some optional services that may be performed by the consumer.

"AGREEMENT TO ARBITRATE ANY CLAIMS AND TO WAIVE THE RIGHT TO CLASS ACTIONS. READ THE FOLLOWING PROVISION CAREFULLY. IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO BRING AN ACTION IN COURT, HAVE A JURY TRIAL, OR MAINTAIN A CLASS ACTION."

The parties to this agreement agree to arbitrate any claim, dispute or controversy, including all statutory claims and any state or federal claims that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their dispute. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-In-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The costs included in the arbitration process shall be shared as provided by the Association's rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. **THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.** PLEASE READ IT CAREFULLY PRIOR TO SIGNING.

Accepted by: [Signature] Date: 08/06/11
 Dealer or Authorized Representative

Accepted by: [Signature] Date: 08/06/11
 Customer

Customer agrees that this order on the face and on the reverse side, and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this order cancels and supersedes any prior agreements, and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Customer, by execution of this order, acknowledges that they have read the terms and conditions, and have received a true copy of the order. I am 18 years of age or older and of full legal capacity to enter into this contract.

Accepted by: [Signature] Date: 08/06/11
 Dealer or Authorized Representative

Accepted by: [Signature] Date: 08/06/11
 Customer

THIS ORDER NOT SUBJECT TO CANCELLATION



6021 Black Horse Pike - Egg Harbor Twp., NJ 08234
 (609) 646-1104 - Fax: (609) 641-5829
 www.admiralnissan.com

SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:00 p.m.
 Monday - Friday
 8:00 a.m. - 3:00 p.m. Saturday

R/O Open Date	R/O Number				
8/21/12	394145/1				
R/O Close Date	Status				
8/21/12	Pre-Invoice				
Mileage In	Mileage Out				
109689	109689				
Service Advisor / Tag #					
KEVIN LANEY/414*W*					
Vehicle Identification Number					
1N4BA41E85C					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2005	NISSAN	MAXIMA	4DR SDN SE AUTO	BLACK	

Work Phone
 Home Phone
 EGG HARBOR TOWNSHIP, NJ

Work Phone
 Home Phone
 Body
 Color
 License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: CUST STATES VEHICLE JERKS INTO GEAR AT LEAST TWICE A DAY, A FEW TIMES RPMs GO TO 5000 BUT CAR WILL NOT GO AND CHECK ENG LIGHT CAME ON. Work performed by CHUCK ECCLES (98) SHIFT HARSH- TRANS UNIT FAILURE 3102M8Y100RE ESTIMATE \$3178.25 Sub Total: 99.00</p> <p>***** * Check out our New Super convenient service hours 6:30am * * to 8:30pm. We are here to serve you!!!! * *****</p> <p>Your next service is due on 11/19/2012 at 113439 miles</p> <p>Service Due NMD NEXT MAINTENANCE DUE</p>	<p>99.00</p>
Total Fees Amount	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	99.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	2.97
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	6.93
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	108.90

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
 X





Multi Point Vehicle Inspection Form

Customer Name: _____ VIN: _____
 RO/TAG # _____ Cell #: _____ Make: _____ Mileage: _____
 Phone (Home): _____ (Work): _____ Model/Yr: _____ Time In: _____
 Email Address: _____ License No.: _____ Time Out: _____

REPORT CARD

CHECKED AND OK

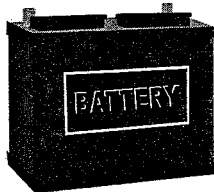
WILL REQUIRE ATTENTION SOON

INTERIOR/EXTERIOR

- Head Lights/Tail Lights/Turn Signals/Brake Lights Hazard Warning Lights/Exterior Lamps
- Windshield Washer Spray/Wiper Operation/Wiper Blades/Windshield Condition
- Parking Brake Adjustment
- Horn Operation
- Clutch Operation (if equipped)

BATTERY PERFORMANCE

- GOOD
- REPLACE



UNDER HOOD

- Fluid Levels: Oil/Coolant/Power Steering/Brake Fluid/Windshield Washer/Automatic Transmission
Note: Brake Fluid not filled - Wear indicator lamp lights based on fluid level.
- External Drive Belts (condition and adjustment)

UNDER VEHICLE

- Brakes Lines/Hoses/Parking Brake Cable
- Shock Absorbers/Struts/Suspension Condition
- Muffler/Exhaust Pipes/Mountings/Catalytic Converter
- Engine Oil and/or Fluid Leaks
- Drive Shaft Boots / Constant Velocity Boots & Bands

NEXT SERVICE DUE _____

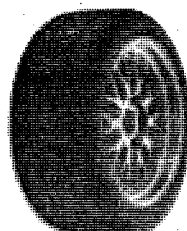
CHECK TIRES

TREAD DEPTH

Left Front

- 6/32 to 8/32
- 5/32 to 4/32
- 3/32 or less

Tire PSI _____



Right Front

- 6/32 to 8/32
- 5/32 to 4/32
- 3/32 or less

Tire PSI _____

Left Rear

- 6/32 to 8/32
- 5/32 to 4/32
- 3/32 or less

Tire PSI _____

Right Rear

- 6/32 to 8/32
- 5/32 to 4/32
- 3/32 or less

Tire PSI _____

Tire Wear Indicates:

- Alignment Check Needed
- Tire Rotation Needed
- Tire Balance Needed

Recommended Tire Pressure (PSI):

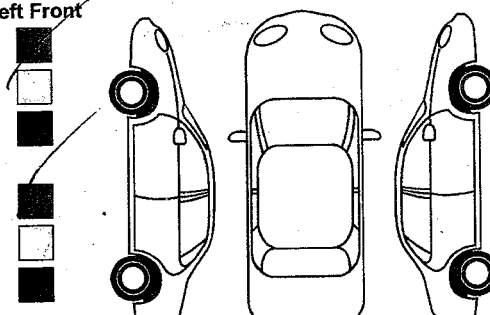
Front 38

Rear 38

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

Left Front

-
-
-
-



Right Front

-
-
-
-

Left Rear

-
-
-
-

Right Rear

-
-
-
-

6 to 4 mm or 8/32" to 5/32" (Disc) or 1.01 to 2 mm or 2/32" to 3/32" (Drum)

Brake Measurements Not Taken This Service Visit

COMMENTS: Trans. Shifts Harsh

Timing Chain Rattle



Protection PlusSM Warranty Registration

F&I Code No. _____

Issuing Dealer: Name Address City State Zip
DOH FREEMHOLD NISSAN 4041 ROUTE 9 NORTH, FREEHOLD, NJ 07728

IMPORTANT: TYPE OR PRINT

Owner Name: Last Name First Name - Initial Month Day Year
[Redacted] [Redacted] 08/06/11

Address: Street City State Zip
[Redacted] DOG HARBOR TOWNSHIP, NJ [Redacted]

Vehicle: Year Make Model Vehicle Identification No.
2005 NISSAN MAXIMA 1N4BR41E95C [Redacted]

Lienholder: Name Address City State Zip Permanent Number on Vehicle
CHASE PRIME EQ BOX 10014, PHOENIX, AZ 85033-9014

Purchase Price
299.00

Check the appropriate boxes for the Program which applies:

NEW VEHICLE LEASE VEHICLE USED VEHICLE

TERM: 2 Year Warranty 3 Year Warranty 4 Year Warranty 5 Year Warranty

PREFERRED PROTECTION \$5,000 BENEFIT & \$1,000 RECOVERY GUARANTEE

The Vehicle Security Anti-Theft System installed on the vehicle guarantees to the Registered Owner/Lessee of the described vehicle that the System installed will be an effective deterrent against vehicle theft. In the event the Security Anti-Theft System fails and the described vehicle is stolen and not recovered within thirty (30) days or is RECOVERED and declared a Total Loss as a result of the theft, a \$5,000 Benefit will be paid directly to the Registered Owner/Lessee.

PRIMARY DEDUCTIBLE REIMBURSEMENT

Alternatively, if the vehicle is stolen and RECOVERED within thirty (30) days said Registered Owner/Lessee will be reimbursed the comprehensive amount deducted by the Insurance Company in their settlement with respect to the deductible up to \$1,000.

PREFERRED PLUS - \$2,600 TRIP INTERRUPTION ALLOWANCE

\$1,000 Travel Allowance - Guarantees that if the vehicle is stolen when traveling more than two hundred (200) miles from your permanent residence, the Registered Owner/Lessee will be reimbursed up to \$167 per day for a maximum of six (6) days for meals (restaurant only) and lodging (hotels, motels only) expenses incurred. **\$1,000 Airfare Allowance** - Guarantees that if the vehicle is stolen when traveling more than five hundred (500) miles from your permanent residence, the Registered Owner/Lessee will be reimbursed up to \$1,000 for airfare necessary to return you and your immediate family to your place of primary residence.

\$500 Rental Car Allowance - Guarantees that if the vehicle is stolen, the Registered Owner/Lessee will be reimbursed up to \$20 per day to a maximum of five hundred dollars (\$500) for rental car expenses incurred in excess of what is not covered by your primary insurance company. **\$100 Long Distance Allowance** - Guarantees that if the vehicle is stolen when traveling more than two hundred (200) miles from your permanent residence, the Registered Owner/Lessee will be reimbursed for up to \$100 worth of long distance telephone calls related to the vehicle theft to notify relatives, employers, insurance companies, etc.

EXCEPTIONS AND EXCLUSIONS: No coverage is provided for losses resulting from fraudulent acts or material misrepresentation of the Registered Owner/Lessee, whether acting alone or in collusion with others. The Warrantor may cancel this warranty in the event of any of these acts. Claims must be filed within 45 days of the final primary insurance settlement date or the claim will be void. The Security Anti-Theft System is permanently installed on the Covered Vehicle. This warranty does not apply to loss in any country other than the United States of America. Note: Only the actual cash value is paid if the settlement is less than the previously stated benefits.

CANCELLATION OF CONTRACT: If cancelled by Registered Owner/Lessee within thirty (30) days of purchase, a full refund will be made (unless the state where purchased dictates otherwise), less any claims paid. If cancelled after thirty (30) days, the refund is calculated on a pro-rata basis less a cancellation charge of \$25, less any claims paid. Refund will be sent to lienholder unless lien is satisfied.*

*** SEE REVERSE FOR ADDITIONAL WARRANTY INFORMATION, LIMITATIONS AND EXCLUSIONS.**

I understand that the purchase of the Vehicle Security Anti-Theft System is voluntary and is not required in order to obtain financing, or to obtain more favorable credit terms for the above described vehicle. The system may be obtained through another party at my option. This guarantee was provided to me prior to, or at the time of, my signing the vehicle retail installment contract. I have read the terms and conditions on both sides of the guarantee and agree to all conditions. I understand that I must file a claim with Administrator within 45 days of the final primary insurance settlement date. I acknowledge receipt for purchase and installation of the Vehicle Security System.

ACCEPTANCE:
I accept the Program Benefit(s) checked above

DECLINE:
I decline and waive the Program Benefit(s) listed above

Deal #17976, Stock # [Redacted]
Owner Signature

Owner Signature

Contract # **CA5FORDXX** - Plus last 8 digits of VIN - SEE ABOVE

LZX 42925
CA5FORDXX 120209

Administrator: Innovative Aftermarket Systems L.P. / 12800 Angel Side Dr. / Leander, TX 78641
www.fasterclaims.com / Call 1-800-346-6469 for claim authorization