

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved O.M.B. No. 2127-0008

 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 15-NOV-2012		Repository ☐ Reference No. 10484842			
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
ESCONDIDO	CA				
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
5N1AA08A65N		NISSAN	ARMADA	2005	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			01-NOV-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)			Failure Mileage	Failure Speed	
			139160	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)	☐ Original Equipment	Failure Location:			
	☐ Prior Repair				
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:		Model No./Name:		
Seat Type:	Installation System:				
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police	
		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 2005 NISSAN ARMADA. THE CONTACT STATED THAT THE FUEL GAUGE WOULD NOT READ ACCURATELY. THE VEHICLE STALLED WHILE THE CONTACT WAS DRIVING 45 MPH DUE TO THE FUEL GAUGE READING THAT THE FUEL TANK WAS FULL WHEN IT WAS ACTUALLY EMPTY. THE VEHICLE WAS TOWED TO THE DEALER WHO INSPECTED THE VEHICLE AND ADVISED THAT THERE WAS NO FUEL IN THE VEHICLE AND THAT THE FUEL GAUGE FAILED. THE VEHICLE WAS NOT REPAIRED AND THE DEALER OFFERED NO ASSISTANCE. THE MANUFACTURER WAS NOTIFIED WHO ADVISED THE CONTACT THAT THERE WAS A RECALL FOR THE FAILURE UNDER NHTSA CAMPAIGN ID NUMBER: 10V074000 (FUEL SYSTEM, OTHER: STORAGE: FUEL GAUGE SYSTEM) HOWEVER, THE RECALL CAMPAIGN WAS CLOSED DESPITE THE FACT THAT THE CONTACT'S VEHICLE WAS INCLUDED IN THE RECALL. THE MANUFACTURER OFFERED NO FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 139,160. In 2007 The fuel gauge on my 2005 Nissan Armada broke. I paid Mossy Nissan to fix the problem. In 2010 a Recall was issued by Nissan Corporation. I notified Nissan Corporate who reimbursed me for my 2007 bill. In 2012 the fuel gauge broke again suffering from the same problem. Mossy Nissan and Nissan corporate are refusing to repair my SUV saying the recall is already closed.					
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.					

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10484842
Date: Monday, December 03, 2012 8:12:00 AM
Attachments: [2007 Nissan.pdf](#)
[2010 Nissan.pdf](#)
[2012 Nissan.pdf](#)
[10484842.pdf](#)
[EVOQ EMAIL RESPONSE.doc](#)

From: EVOQ (NHTSA)
Sent: Monday, December 03, 2012 7:34 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10484842

From: [REDACTED]
Sent: Sunday, December 02, 2012 9:47 PM
To: EVOQ (NHTSA); DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10484842

Per your request attached are all the required and needed documents.

[REDACTED]

[REDACTED]

From: "EVOQ@dot.gov" <EVOQ@dot.gov>
Date: Thursday, November 29, 2012 10:41 AM
To: [REDACTED] >
Subject: FW: NHTSA: Follow up to ODI Complaint: 10484842

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



By law you have the right to
have emissions service done at
the facility of your choosing.



MOSSY NISSAN

BAR #AF178940 EPA #CAD981675333

8118 Clairemont Mesa Blvd | San Diego CA 92111

858-505-5200

PLEASE READ IMPORTANT INFORMATION ON BACK

Owner/Driver Information:

402250

SAN DIEGO CA

Home Phone:

Work Phone:

Alternate Phone:

Billing Information:

402250

SAN DIEGO CA

Reference:

Billing: R

Terms: COD

Service Order

R03149188

License Plate

Tag Number

Y895

Please verify your primary Email address (note any changes):

Date In	Mileage In	Date Out	Service Advisor	
12/1/2007 8:20 a.m.	47,370	12/1/2007 8:20 a.m.	Armando Casarez	
Year, Make, Model	V.I.N.	Unit Id	Exterior / Interior Color	In Service Date
2005 NISSAN ARMADA	5N1AA08A65N	316059	SMOKE / GRAPHITE	

Description / Item	Qty	Price	Extended
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ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

Service Request #1

Completed by 3017

Condition CUST REP FUEL GAUGE WILL NOT DROP BELOW 1/4 TANK, CHK AND ADVISE

1. REPLACE FUEL SENDER, CUST AUTH IN PERSON ON 12-01-07 @ 10:00 AM

\$ 516.00 X-TAX

Cause open circuit in fuel level sender. Found 60 ohms at empty(spec is over 80 ohms)

Correction removed 2nd and 3rd row seats and seatbelts.

removed carpet from rear of vehicle.

replaced fuel pump/sending unit assy.

PUMP COMPL-FUEL [03N/17040-7S20A]

RING-O FUEL GAG [03N/17342-7S000]

Labor to Repair or Replace

1 299.68 299.68

1 13.37 13.37

Labor to Repair or Replace 202.80

Labor: \$202.80

Parts: \$313.05

Sublet: \$0.00

Subtotal for Request #1

\$515.85

Service Request #2

Completed by 3017

Condition Remove and Replace In-Cabin Micro Filter(M)

Cause micro filter is dirty

Correction replaced in cabin microfilter

* Remove and Replace In-Cabin Micro Filter

MICRO FLTR-TITA [03N/999M1-VP055]

Labor to Replace the In-Cabin Micro Filter

1 42.00 42.00

Labor to Replace the In-Cabin Micro Filter 48.00

Labor: \$48.00

Parts: \$42.00

Sublet: \$0.00

Subtotal for Request #2

\$90.00



MOSSY NISSAN

Owner/Driver: [REDACTED]

Service Order: **R03149188**

Page 2 of 2

PLEASE READ IMPORTANT INFORMATION ON BACK

Description / Item	Qty	Price	Extended
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Service Request #3

Completed by 3017

Condition CUST REQ OLD CABIN FILTER**Cause****Correction**

- Perform Vehicle Repairs as Described in Operation

Labor to Perform Repairs as Outlined in Operation

0.00

Labor: \$0.00

Parts: \$0.00

Sublet: \$0.00

Subtotal for Request #3

\$0.00

Additional or Supplemental Authorizations:

Original Estimate: **\$185.00**Revised Estimate: **606.00**

Acknowledgement: I acknowledge notice and approval of the revised total estimate noted above and approval and receipt of the services, labor and parts noted herein.

Subtotal: 605.85

Supplies: 0.00

Taxes: 27.52

Customer Signature: _____ Date: _____

Total: 633.37



By law you have the right to
have emissions service done at
the facility of your choosing.



MOSSY NISSAN

BAR #ARD178940 EPA #CAD981675333

8118 Clairemont Mesa Blvd | San Diego CA 92111

858-505-5200

PLEASE READ IMPORTANT INFORMATION ON BACK

Owner/Driver Information:

402250

SAN DIEGO CA

Home Phone:

Work Phone:

Alternate Phone:

Billing Information:

402250

SAN DIEGO CA

Reference:

Billing:

Terms:

R

COD

Service Order

R03202457

License Plate

Tag Number

G459

Please verify your primary Email address (note any changes):

Date In	Mileage In	Date Out	Service Advisor
3/25/2010 11:45 a.m.	84,686	3/25/2010 11:45 a.m.	Ron Moehlig

Year, Make, Model	V.I.N.	Unit Id	Exterior / Interior Color	In Service Date
2005 NISSAN ARMADA	SN1AA08A65N	316059	SMOKE / GRAPHITE	

Description / Item	Qty	Price	Extended
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ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

Service Request #1

Completed by 999

Condition THIS IS TO VERIFY THAT UPDATED PART WAS INSTALLED ON PREVIOUS REPAIR FOR
REPLACEMENT OF FUEL GAUGE SENDING UNIT
Cause VERIFIED PART #S CORRECT - 17040-7S20A AND 17342-7S000 12/1/07

Correction

- Perform Vehicle Repairs as Described in Operation

Labor to Perform Repairs as Outlined in Operation

0.00

Labor: \$0.00

Parts: \$0.00

Sublet: \$0.00

Subtotal for Request #1

\$0.00

Additional or Supplemental Authorizations:

Original Estimate: **SN/A**

Revised Estimate: **0.00**

Acknowledgement: I acknowledge notice and approval of the revised total estimate noted above and approval and receipt of the services, labor and parts noted herein.

Customer Signature: _____

Date: _____

Parts: 0.00
Labor: 0.00
Sublet: 0.00
Misc: 0.00
Taxes: 0.00
Total: 0.00

NISSAN

Nissan North America, Inc.

Accounts Payable Department A-9-E

PO Box 685001

Franklin, TN 37068-5001

Check No.

Vendor No. Z100

Please detach this remittance advice before depositing check

DOCUMENT NUMBER	INVOICE NUMBER	PURCHASE ORDER/ REFERENCE	INVOICE DATE	AMOUNT	DISCOUNT	NET AMOUNT
1900003500	100407R1012031		04/07/10	540.11	0.00	540.11

Totals	540.11	0.00	540.11
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THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND — THIS DOCUMENT HAS AN ARTIFICIAL WATERMARK

NISSAN

Nissan North America, Inc.

Accounts Payable Department A-9-E

PO Box 685001

Franklin, TN 37068-5001

AUDIT 50-837
213

JPMorgan Chase Bank, N.A.

6040 TARBELL ROAD

SYRACUSE, NY 13206

*** FIVE HUNDRED FORTY AND 11/100 DOLLARS ***

PAY EXACTLY

CHECK NUMBER

DATE

April 08, 2010

NET AMOUNT

\$*****540.11*

PAY
TO THE
ORDER
OF

RE:

SAN DIEGO CA

Valid after 90 days

Clay Sawaway

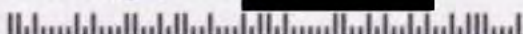
AUTHORIZED SIGNATURE



NISSAN NORTH AMERICA, INC.
National Headquarters
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068-5003

10152647 SN1A408A65N

San Diego, CA



OWNER NOTIFICATION

R1010

10V-074

Dear Nissan Armada Owner:

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

Reason for Recall

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

What Nissan Will Do

Within the next few months, Nissan will mail you a notification to arrange an appointment to have your vehicle repaired when parts are available at your Nissan dealer. Nissan is also providing complimentary 24 hour Roadside Assistance until March 31, 2011. If you have purchased a Nissan Security+Plus extended service contract that includes the benefit of Roadside Assistance and the expiration date is after March 31, 2011, twelve months of Roadside Assistance will be provided beyond the contract expiration date.

What You Should Do

Please remove the sticker located on the bottom of this letter and place it onto your Nissan Warranty Information Booklet to remind you should you ever need to use it. Some of the benefits provided include 24 hour emergency roadside fuel delivery and towing to the nearest Nissan dealer. The toll-free number is 1-800-528-2053. In the meantime, before you receive the notification to arrange your service appointment, **please maintain the fuel level in your vehicle so that the fuel gauge reads above the one half position.** When you receive your service appointment notification, please bring that notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If you have previously paid to have your fuel gauge replaced prior to this campaign, you may be eligible for reimbursement of the related expense. Please contact the National Consumer Affairs Department for instructions. National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

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



SERVICE BULLETIN

Classification:	Reference:	Date:
EL08-013b	NTB08-091b	April 26, 2010

2004-2005 TITAN & ARMADA; FUEL GAUGE DOES NOT READ FULL, IS SLOW TO RESPOND, OR IS INACCURATE

This bulletin has been amended. Applied Vehicles, VINs, and Date information have been changed and the Service Procedure has been updated. Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2004 – 2005* Titan (A60)
2004 – 2005* Armada (TA60)

APPLIED VINs: Titan built before 1N6(*)A0(**)5N 559117
Armada built before 5N1AA08(**)5N 731049

APPLIED DATE: Vehicles built before May 16, 2005

*** IMPORTANT:**

Some 2005 Titan and Armada vehicles are not covered by this bulletin; they are covered under Nissan Voluntary Safety Recall Campaign NTB10-037 (that addresses the separate issue of the fuel gauge reading 1/4 full when the tank is empty). Check Service COMM to see if the vehicle you are working on is instead covered under that Campaign.

IF YOU CONFIRM

- Fuel gauge does not read full when tank is full.
- OR
- Fuel gauge has slow response to full when tank is full.
- OR
- Fuel gauge is inaccurate.

ACTION

Replace the fuel sender unit.

NOTES:

- See the Service Procedure for instructions on replacing the fuel sender unit.
- DO NOT replace the entire fuel pump assembly for this incident, if it should occur.

IMPORTANT: The purpose of "ACTION" (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire Service Procedure as it contains information that is essential to successfully completing the repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Sender Unit-Fuel Gauge (Gasoline Vehicles ONLY)	25060-ZQ60A	1
Sender Unit-Fuel Gauge (Titan Flexible Fuel Vehicle ONLY *)	25060-ZQ60B	1
Seal – O Ring, Fuel Gauge	17342-7S000	1

* Flexible fuel vehicles can be identified by looking at the under-hood emission label or the fuel filler door label. See Figures A and B reference.



Figure A: FFV Label under the hood



Figure B: FFV Label at fuel filler door

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
RPL Fuel Level Sending Unit	(1)	FB20AA	ZE	32	(2)

- (1) Reference the Parts Information Table and use the applicable Sender Unit-Fuel Gauge P/N as the PFP.
- (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated FRT.

SERVICE PROCEDURE

- Follow all cautions and warnings in the Service Manual when performing this procedure.
 - Wear suitable personal protective equipment (gloves, face shield, etc.) during this procedure.
 - Make sure the ignition switch is OFF before going to step 1, below.
 - Do NOT bend the Float Arm when handling the new Fuel Level Sending Unit.
1. Remove the Fuel Tank from the vehicle.
 - Refer to section FL of the Service Manual for removal information.
 2. Remove the Fuel Pump Assembly from the Fuel Tank.
 - Refer to section FL of the Service Manual for removal information.
 3. Remove the Fuel Level Sending Unit from the Fuel Pump Assembly as follows:
 - a. Press in on the two locking tabs on either side of the Fuel Level Sending Unit (see Figure 1a).
 - b. Pull the unit UP and OUT of the attachment slots (see Figure 1b).

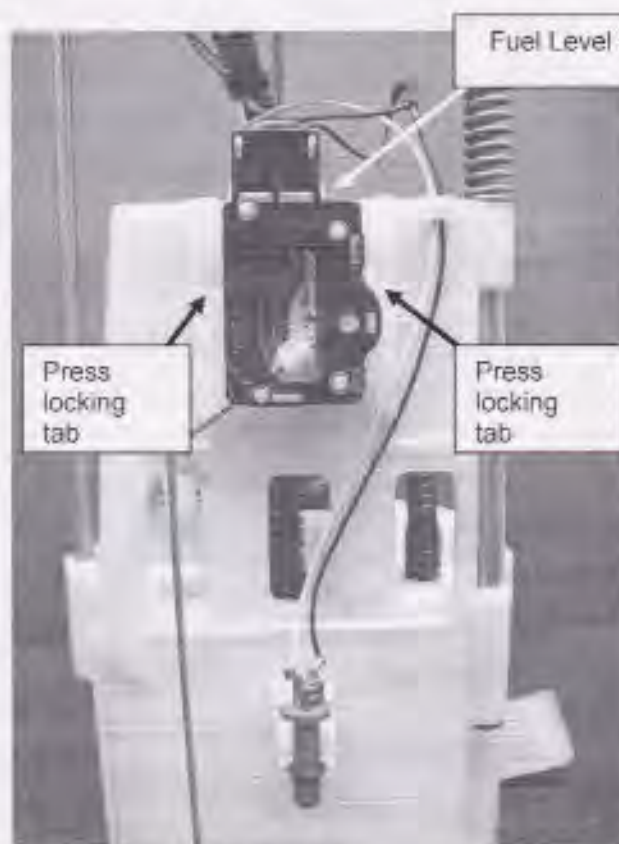


Figure 1a

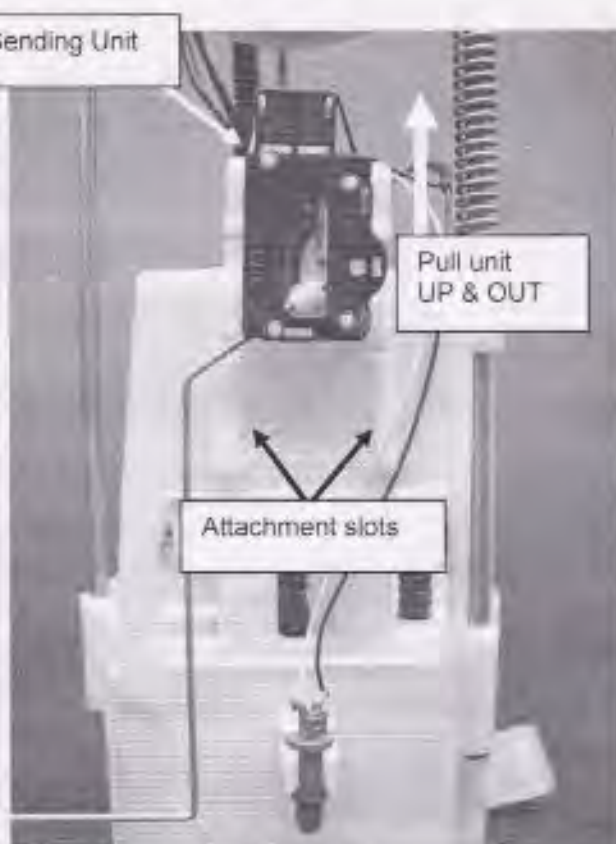


Figure 1b

- c. Remove the brown Fuel Temperature Sensor from the white plastic retaining clip.
- d. Remove the two Fuel Temperature Sensor wires from the securing tab.

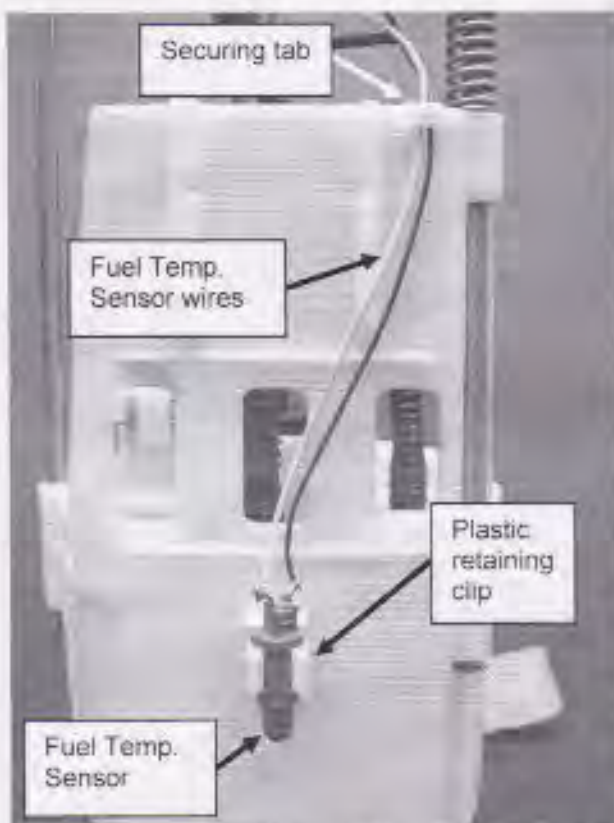


Figure 2

- e. Unplug the white 3-wire connector at the top of the fuel pump.
 - Do NOT disturb the black 2-wire connector.
- f. Carefully cut the tie-wrap securing the harnesses to the black corrugated tubing.

CAUTION: Do NOT damage the wires, wire insulation, or tubing when cutting the tie-wrap.

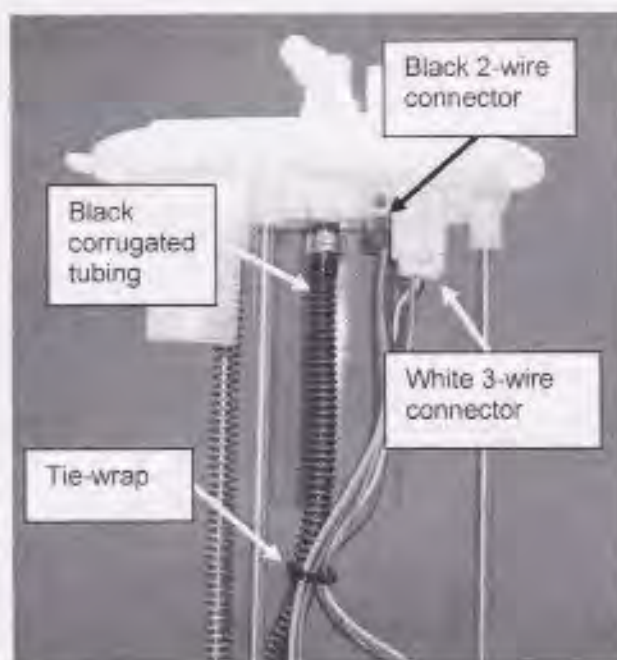


Figure 3

4. Install the new Fuel Level Sending Unit as follows (see Figure 4):

CAUTION: Do NOT bend the Float Arm when handling the new Fuel Level Sending Unit / Fuel Pump Assembly.

- a. Slide the new Fuel Level Sending Unit into the attachment slots until the two locking tabs snap in place.
 - Confirm the locking tabs are snapped in place by trying to move the Sending Unit up and down (it should not move).
- b. Insert the brown Fuel Temperature Sensor into the white plastic retaining clip.
 - Make sure the "circular flange" of the sensor is positioned between the clip and the rib.
- c. Insert the two Fuel Temperature Sensor wires into the securing tab.

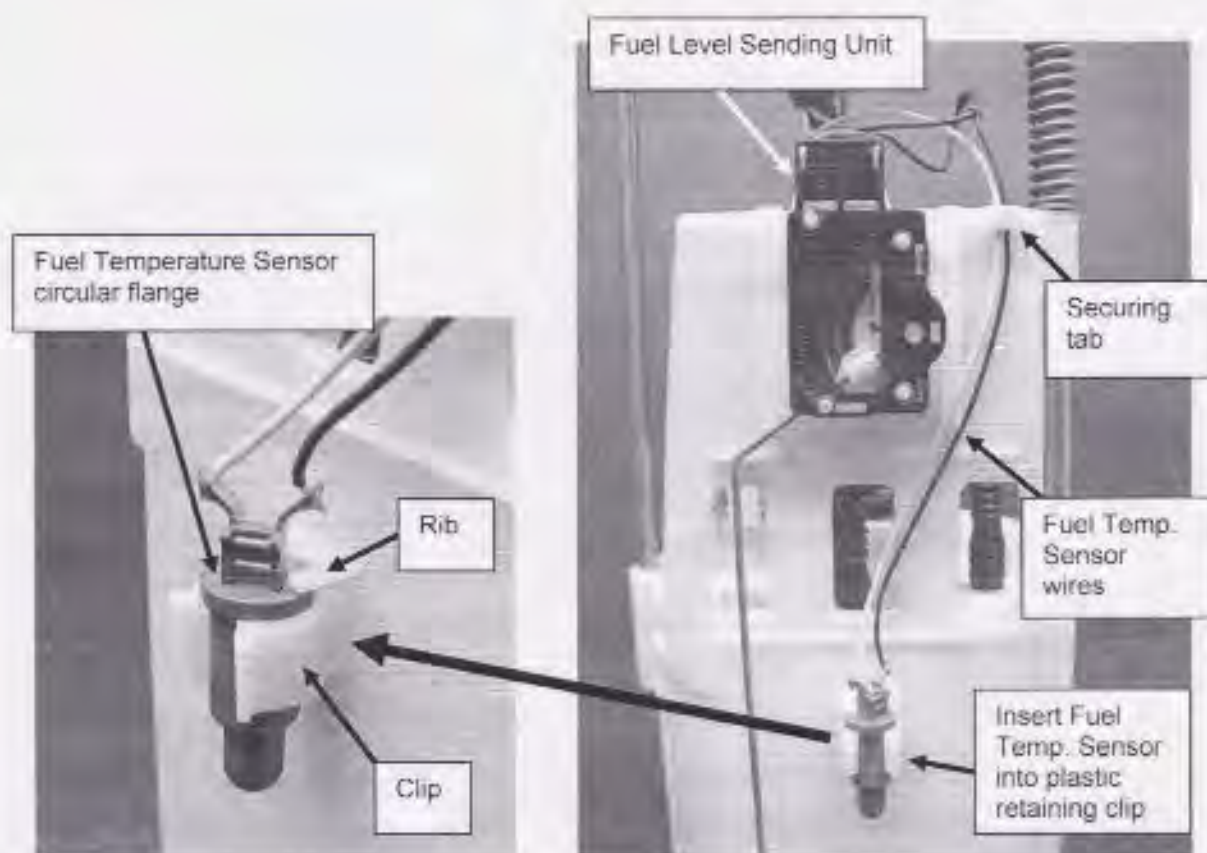


Figure 4

- d. Connect the white 3-wire connector into the top of the Fuel Pump (see Figure 5).
- e. Push and pull all connectors to make sure they are fully locked in place.
- f. Use the new tie-wrap to secure all the wires to the black corrugated tubing. These include the three Fuel Level Sending Unit wires and the two Fuel Pump wires (see Figure 5).
 - A new tire-wrap is included with the Sending Unit.
 - Place the tie-wrap 90 mm (about 3.5 inches) from the top of the tubing.
 - Cut off excess tie wrap.
 - Make sure the wires do not interfere with the movement of the float arm.

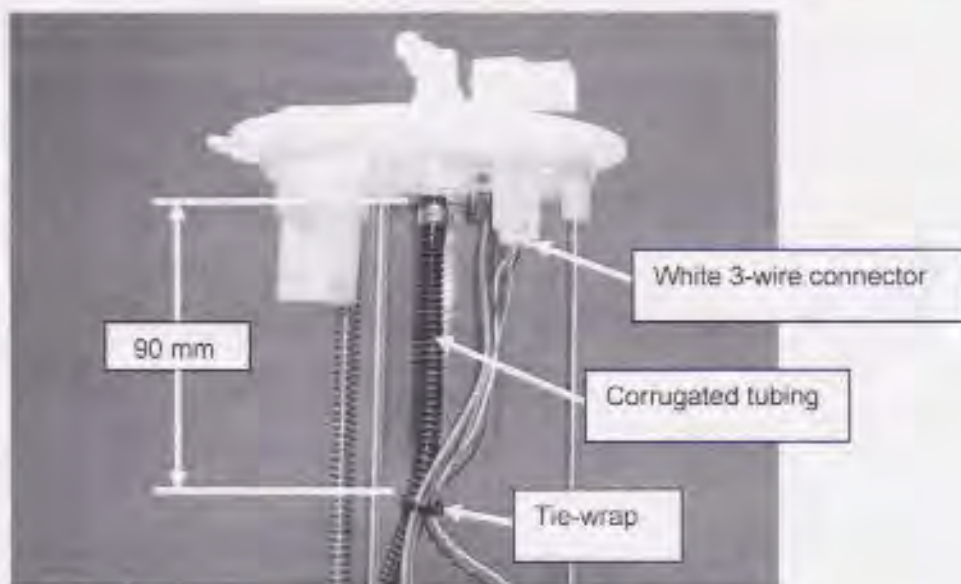


Figure 5

5. Carefully reinstall the Fuel Pump Assembly into the Fuel Tank.

- Refer to the Service Manual as needed.

CAUTION: Do NOT bend the Float Arm when re-installing the Fuel Pump.

6. Reinstall the Fuel Tank into the vehicle.

- Refer to the Service Manual as needed.

7. Confirm the Fuel Gauge operates properly.

Fax Cover Sheet

To: Nissan USA

Attn: Andy (800) 647-7261x-41422 Fax: (615) 967-2066

CC:

Subject: File# 6746351

From: [REDACTED] [REDACTED] [REDACTED]

Notes:

Andy,

Per our phone conversation on Thursday March 4, 2010 attached are the following:

- A Copy from the Dealership, Service Invoice: R03149188:001
- A Copy of the business card for Assistant Service Manager: Ron Moehlig.
- A Copy from the Dealership, Service Invoice: R03202457

[REDACTED]



MOSSY NISSAN

BAR #ARD178940 EPA #CAD981675333

8118 Clairemont Mesa Blvd | San Diego CA 92111

858-505-5200

*By law you have the right to
have emissions service done at
the facility of your choosing.*

PLEASE READ IMPORTANT INFORMATION ON BACK

Owner/Driver Information:

402250

Billing Information:

402250

SAN DIEGO CA

SAN DIEGO CA

Home Phone:

Reference: RT

Work Phone:

Billing: R

Alternate Phone:

Terms: V

Service Invoice

R03149188:001

License Plate

Tag Number

Y895

Please verify your primary Email address (note any changes)

Date In	Mileage In	Date Out	Service Advisor
12/1/2007 8:20 a.m.	47,370	12/1/2007 3:02 p.m.	Armando Casarez

Year, Make, Model	V.I.N.	Unit Id	Exterior / Interior Color	In Service Date
2005 NISSAN ARMADA	5NT1A08A65N	316059	SMOKE / GRAPHITE	

Description / Item	Qty	Price	Extended
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ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

Service Request #1

Completed by 3017

Condition CUST REP FUEL GAUGE WILL NOT DROP BELOW 1/4 TANK, CHK AND ADVISE
1. REPLACE FUEL SENDER, CUST AUTH IN PERSON ON 12-01-07 @ 10:00 AM
\$ 516.00 X-TAX

Cause open circuit in fuel level sender. Found 60 ohms at empty(spec is over 80 ohms)

Correction removed 2nd and 3rd row seats and seatbelts.
removed carpet from rear of vehicle.
replaced fuel pump/sending unit assy.

PUMP COMPL-FUEL [03N/17040-7S20A]	1	299.68	299.68
RING-O FUEL GAG [03N/17342-7S000]	1	13.37	13.37
Labor to Repair or Replace			202.80

Labor: \$202.80	Parts: \$313.05	Sublet: \$0.00	Subtotal for Request #1	\$515.85
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Service Request #2

Completed by 3017

Condition Remove and Replace In-Cabin Micro Filter(M)

Cause micro filter is dirty

Correction replaced in cabin microfilter

• Remove and Replace In-Cabin Micro Filter

MICRO FLTR-TITA [03N/999M1-VP055]	1	42.00	42.00
Labor to Replace the In-Cabin Micro Filter			48.00

Labor: \$48.00	Parts: \$42.00	Sublet: \$0.00	Subtotal for Request #2	\$90.00
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MOSSY NISSAN

Owner/Driver: [REDACTED]

Service Invoice: **R03149188:001**

Page 2 of 2

PLEASE READ IMPORTANT INFORMATION ON BACK

Description / Item

Qty

Price

Extended

Service Request #3

Completed by 3017

Condition CUST REQ OLD CABIN FILTER**Cause****Correction**

- Perform Vehicle Repairs as Described in Operation

Labor to Perform Repairs as Outlined in Operation

0.00

Labor: \$0.00

Parts: \$0.00

Sublet: \$0.00

Subtotal for Request #3

\$0.00

Additional or Supplemental Authorizations:

Original Estimate: **\$185.00**Revised Estimate: **606.00****Acknowledgement:** I acknowledge notice and approval of the revised total estimate noted above and approval and receipt of the services, labor and parts noted herein.

Customer Signature: _____ Date: _____

Parts:	355.05
Labor:	250.80
Sublet:	0.00
Misc:	0.00
Taxes:	27.52
Total:	633.37



[REDACTED]

Kun Moehlig
Assistant Service Manager

MOSSY'S
8118 Clairemont Mesa Blvd.
San Diego, California 92111
Tel. 858.505.5200
Fax 858.545.0214
e-mail: kmoehlig@mossy.com
www.mossy.com

Fax Cover Sheet

To: Nissan USA

Attn: Andy (800) 647-7261x-41422 Fax: (615) 967-2066

CC:

Subject: File# 6746351

From: [REDACTED] ([REDACTED], [REDACTED])

Notes:

Andy,

Per our phone conversation on Thursday March 4, 2010 attached are the following:

- A Copy from the Dealership, Service Invoice: R03149188:001
- A Copy of the business card for Assistant Service Manager: Ron Moehlig.
- Customer Copy, Service Invoice: R03149188:001

I know you requested a new service order stating the Fuel Gauge Recall corrections has been completed on my vehicle but according to Mr. Ron Moehlig the original Service Invoice: R03149188:001 shows the work has already been completed and no other action needs to be taken on the dealerships part. I again explained to him that you are requesting a new Service Invoice saying the work is complete but he again said the old invoice is more than enough to show that the work has been completed and that I have paid for the work. When I asked for a copy of the archived receipt the dealership's cashier, Amber, she said, "We

would not have given your vehicle back to you on December 1, 2007 if you didn't pay for the work".



1 of 7

MOSSY HISSAN-POWAY
14100 POWAY RD
POWAY, CA 92064
858-668-3600

TERMINAL ID: 75419674
MERCHANT #: 323122674172

DEBIT
***** [REDACTED] SWIPEO

DEBIT
BATCH: 000065 INU: 000003
Nov 14, 12 15:45
ARN: 231922006694 AUTH: 043691
TRAN SEQ #: 000903

TRACE #: 006694
NETWORK ID: 590
SETTLE DATE: 11/15

APPROVAL 043691

TOTAL 19.95

[REDACTED]
THANK YOU

CUSTOMER COPY



By law you have the right to
have emissions service done at
the facility of your choosing



MOSSY NISSAN

BAR #ARD227410 EPA #CAD000263899

14100 Poway Road | Poway CA 92064

858-668-3600

PLEASE READ IMPORTANT INFORMATION ON BACK

Owner/Driver Information:

402250

SAN DIEGO CA

Home Phone:

Work Phone:

Alternate Phone:

Billing Information:

402250

SAN DIEGO CA

Reference:

Billing: R

Terms: COD

Service Order

R006105142

License Plate

Tag Number

G553

Please verify your primary Email address (note any changes):

Date In	Mileage In	Date Out	Service Advisor	
11/14/2012 2:00 p.m.	139,160	11/14/2012 2:00 p.m.	Austin Sutherland	
Year, Make, Model	V.I.N.	Unit Id	Exterior / Interior Color	In Service Date
2005 NISSAN ARMADA	5N1AA08A65N	316059	SMOKE / GRAPHITE	12/31/9999

Description / Item	Qty	Price	Extended
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ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

Service Request #1

Completed by 4362

Condition CUST STATES FUEL GUAGE IS INACURATE, WAS READING 1/4 TANK WHEN VEHICLE RAN OUT OF GAS

Cause Fuel sender unit faulty/inaccuarte reading

Correction Diagnosed a faulty fuel level sender using Consult III. Fuel gauge was at full when vehicle was parked, dropped to 3/4 after moved to service bay. See TSB for recommended repairs for this symptom without codes in ECM. Recommended replacing fuel level sending unit with new.

- Be advised: Once diagnosis begins it is possible that a condition may be aggravated, the component or condition may worsen and cease to function at all until repaired.

• CUSTOMER'S INITIALS:

• Customer Request Basic Diagnosis

Diagnosis

49.95

Labor: \$49.95

Parts: \$0.00

Sublet: \$0.00

Subtotal for Request #1

\$49.95

Service Request #2

Completed by 4362

Condition CHECK AND SET TIRE PRESSURE LF RF LR RR

Cause TIRE PRESSURE LF RF LR RR

Correction TIRE PRESSURE LF 35 RF 35 LR 35 RR 35

- We Support a Green Environment

- Our complimentary service will protect our environment and improve your fuel economy.

Labor to: Perform Tire Inflation Service

0.00

Labor: \$0.00

Parts: \$0.00

Sublet: \$0.00

Subtotal for Request #2

\$0.00



MOSSY NISSAN

Owner/Driver: [REDACTED]

Service Order: **R006105142**

Page 2 of 2

PLEASE READ IMPORTANT INFORMATION ON BACK

Description / Item	Qty	Price	Extended
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Service Request #3

Completed by: 4362

Condition COMPLIMENTARY NISSAN MULTI-POINT INSPECTION**Cause****Correction** Completed inspection.

PERFORM NISSAN MULTI POINT INSPECTION

0.00

Labor: \$0.00

Parts: \$0.00

Sublet: \$0.00

Subtotal for Request #3

\$0.00**Service Request #4**

Completed by

Condition COMP. TIRE INSP. LF /32,RF /32,LR /32,RR /32**Cause****Correction**

- INSPECT TIRE WEAR, TIRE TREAD AND TIRE PRESSURE

Labor: \$0.00

Parts: \$0.00

Sublet: \$0.00

Subtotal for Request #4

\$0.00**Service Request #5**

Completed by

Condition P&A fuel level sender unit-inaccurate fuel gauge - \$380

P&A fuel pump O ring-replace with repair

Cause**Correction**

- Customer Declined the Following Recommendations:

Labor: \$0.00

Parts: \$0.00

Sublet: \$0.00

Subtotal for Request #5

\$0.00

Additional or Supplemental Authorizations:

Original Estimate: **\$49.95**Revised Estimate: **0.00**

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

Customer Signature: _____

Date: _____

Parts:	0.00
Labor:	49.95
Sublet:	0.00
Misc:	0.00
Taxes:	0.00
Total:	49.95

BAR #ARD227410 EPA #CAD000263899

14100 Poway Road | Poway CA 92064

858-668-3600

*By law you have the right to
have emissions service done at
the facility of your choosing.*

Owner/Driver Information:

402250

Billing Information:

402250

SAN DIEGO CA

Home Phone:

Work Phone:

Alternate Phone:

SAN DIEGO CA

Reference:

Billing: R

Terms: COD

Service Order

R006105142

License Plate

Tag Number

G553

Please verify your primary Email address (note any changes):

Date In	Mileage In	Date Out	Service Advisor		
11/14/2012 2:00 p.m.	139,160	11/14/2012 2:00 p.m.	Austin Sutherland		
Year, Make, Model	V.I.N.	Unit Id	Exterior / Interior Color	In Service Date	
2005 NISSAN ARMADA	5N1AA08A65N	316059	SMOKE / GRAPHITE	12/31/9999	

Description / Item	Qty	Price	Extended
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ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

Service Request #1

Condition CUST STATES FUEL GUAGE IS INACURATE, WAS READING 1/4 TANK WHEN VEHICLE RAN OUT OF GAS

- Be advised: Once diagnosis begins it is possible that a condition may be aggravated, the component or condition may worsen and cease to function at all until repaired.

• CUSTOMER'S INITIALS: _____

• Customer Request Basic Diagnosis

Diagnosis

Service Request #2

Condition CHECK AND SET TIRE PRESSURE LF _ RF _ LR _ RR _

- We Support a Green Environment
- Our complimentary service will protect our environment and improve your fuel economy.

Labor to: Perform Tire Inflation Service

Service Request #3

Condition COMPLIMENTARY NISSAN MULTI-POINT INSPECTION
PERFORM NISSAN MULTI POINT INSPECTION

Service Request #4

Condition COMP. TIRE INSP. LF_/32,RF_/32,LR_/32,RR_/32

- INSPECT TIRE WEAR, TIRE TREAD AND TIRE PRESSURE

Owner/Driver: [REDACTED]

Service Order: **R006105142**

Page 2 of 2

Description / Item	Qty	Price	Extended
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Authorization: I hereby authorize the repair work described herein to be done along with the necessary material and agree that you are not responsible for loss or damage to the 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 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 subject to the conditions expressed on the reverse side of this contract. Any other repairs or costs require additional approval and such approval may be obtained in person, by telephone or electronic mail. Subsequent approvals will be noted on the final invoice.

I hereby instruct you to (circle one) **keep and return** / **discard** all replaced parts.

Turndown Estimate:
I understand that my vehicle will be reassembled with _____ days of the date of this order if I choose not to authorize the services recommended.

Original Estimate : **\$49.95**

Customer's
Acknowledgement

Customer Signature: _____ Date: _____