

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 09-APR-2013 JUL 15 2013	
OWNER INFORMATION (Type or Print)				Repository ☐	
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
JUNO BEACH		FL			
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		Make		Model	
JN1AZ34D03T		NISSAN		350Z	
Model Year		Engine:		Fuel Type:	
2003		No: Cylinders 6		Gas	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
		Napleton Nissan 561-848-0688		No: Cylinders 6	
Original Owner		Dealer's City		State	
☐		WEST PALM BEACH		FL	
Transmission Type		Antilock Brakes		Multiple Failure:	
AUTO		☒		1 3-4 times	
Powertrain		Cruise Control		Incident Date(s)	
		☒		21-MAR-2013 / 23-MAR-2013	
				26-MAR-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, ENGINE (PWS)				Failure Mileage	
				53313	
				Failure Speed	
				35	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				Number of Deaths	
				0	
				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 2003 NISSAN 350Z. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE STALLED AND THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE CAMSHAFT POSITION SENSOR NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 03V455000 (ENGINE AND ENGINE COOLING). THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 53,313. *TR The vehicle stalled several times over a week period. Also stalled while in park and stopped at traffic light. Enclosed is a copy of the repair of the camshaft position sensor.					
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 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.					

CUSTOMER #: 7759404

114825

NAPLETON'S NISSAN

3870 Blue Heron Blvd. West

RIVIERA BEACH, FL 33404

Telephone: Parts & Service (561) 848-8688

Sales (561) 848-0688

www.napletonnissankia.com

INVOICE



PAGE 1

VF# 1008264/1 MV# 42917

JUPITER, FL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1152 GEORGE COLE

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
RED		03	NISSAN 350Z TOURING		JN1AZ34D03T		53313/53313		T2022
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
30NOV03 DD				21MAR13			CASH	21MAR13	
R.O. OPENED			READY		OPTIONS: STK:P3280				

09:00 21MAR13 11:17 21MAR13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES VEH WILL STALL WHILE DRIVING

DIAG PERFORMED DIAG AND INSPECTION TO CONFIRM B-1

AND B-2 CAM SENSOR MALFUNCTION..REPLACED

SENSORS AND RESESTED OK AT THIS TIME

148 RIPPE, WILLIAM LIC#: 123

CNR

1 23731-AL61A CAMSHAFT POSITI

202.65 202.65

1 23731-6J90B SENSOR ASMY MAG

144.65 144.65

144.65 144.65

PARTS: 289.30 LABOR: 202.65 OTHER: 0.00 TOTAL LINE A: 491.95

B MULTI-POINT INSPECTION. SEE SERVICE ADVISOR FOR DETAILS

CAUSE: MULTI-POINT INSPECTION. SEE SERVICE ADVISOR FOR DETAILS

MPI SEE DECLINED SERVICE

148 RIPPE, WILLIAM LIC#: 123

ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)

0.00

C CUST STATES CHECK ENGINE LAMP ON

DIAG GENERAL DIAGNOSTIC

99 MISC TECH LIC#: 12333

ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)

0.00

D MULTI-POINT INSPECTION. SEE SERVICE ADVISOR FOR DETAILS

CAUSE: MULTI-POINT INSPECTION. SEE SERVICE ADVISOR FOR DETAILS

MPI MULTI-POINT INSPECTION. SEE SERVICE ADVISOR FOR DETAILS

FOR DETAILS

99 MISC TECH LIC#: 12333

ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

(N/C)

0.00

E CUSTOMER REQUEST COURTESY SERVICE WASH

CAUSE: CUSTOMER REQUEST COURTESY SERVICE WASH

WASH CUSTOMER REQUEST COURTESY SERVICE WASH

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185)

A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 10% of the total labor & parts charge. This will be shown in the lower right corner of your invoice in the space provided. The maximum amount charged will be \$50.00 or charges.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 7759404

114825

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PAGE 2

VF# 1008264/1 MV# 42917

JUPITER, FL

HOME: [REDACTED] MONT [REDACTED]

BUS: [REDACTED] TELL: [REDACTED]

SERVICE ADVISOR: 1152 GEORGE COLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	03	NISSAN 350Z TOURING	JN1AZ34D03T [REDACTED]		53313/53313	T2022

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV03 DD			21MAR13			CASH	21MAR13

R.O. OPENED	READY	OPTIONS:
09:00 21MAR13	11:17 21MAR13	STK:P3280

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

99 MISC TECH LIC#: 12333

ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

,, DESCRIPTION: MPI REC TIRES, TRANS SERVICE, REAR DIFF SERVICE, BRK FLUSH

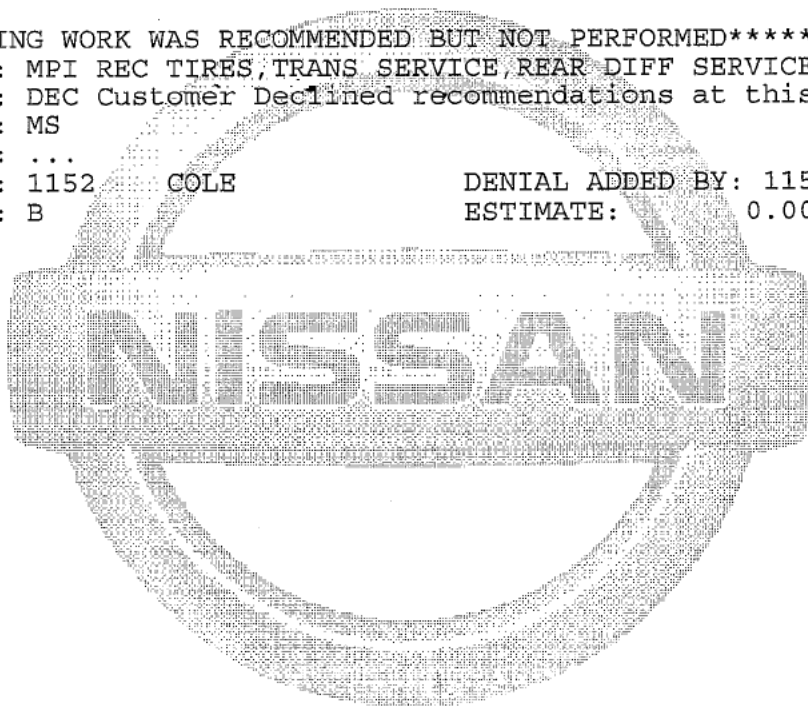
,, REASON DENIED: DEC Customer Declined recommendations at this time

,, PERSON CONTACTED: MS

,, COMMENTS: ...

,, RECOMMENDED BY: 1152 COLE DENIAL ADDED BY: 1152 COLE

,, LINE ASSOCIATED: B ESTIMATE: 0.00



LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	202.65
PARTS AMOUNT	289.30
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	45.00
TOTAL CHARGES	536.95
LESS INSURANCE	0.00
SALES TAX	32.22
PLEASE PAY THIS AMOUNT	569.17

CUSTOMER COPY

Customer Name _____ ASM _____ /# _____

R/O# _____ Vehicle Description _____ Tech _____ /# _____

	Needs Attention		Needs Attention
Operation of Lights & Inspect Lens		Battery & Cable Inspection	
Condition of Wiper Inserts		Fluid Leaks	
Condition of Suspension		Engine Oil	
Condition of Drive Axles/Boots		Brake Fluid	✓
AC & Heating Inspection		Transmission Fluid	✓
Exhaust System Inspection		Differential Fluid	✓
Condition of Hoses		Power Steering Fluid	✓
Condition of Drive Belts		Windshield Washer Fluid	
Condition of Air Filter		Engine Coolant	
Condition of Fuel System			

TIRE AND BRAKE INSPECTION:
LF
Brake Lining 4 mm
Tire Tread 4 32nds
Wear Pattern ✓
Tire Pressure _____ psi
RF
Brake Lining 5 mm
Tire Tread 5 32nds
Wear Pattern ✓
Tire Pressure _____ psi
Lowest Brake Lining - mm: _____ BK (2,3,4,5,6,8,10)
Lowest Tread Depth - 32nds: _____ TRT (1,2,3,4,5,6,7,8,10)
LR
Brake Lining 2 mm
Tire Tread 2 32nds
Wear Pattern ✓
Tire Pressure _____ psi
RR
Brake Lining 2 mm
Tire Tread 2 32nds
Wear Pattern ✓
Tire Pressure _____ psi

PRIMARY ITEM CONCERNS

Item, Description & Part Number	Labor \$\$	Parts \$\$	Total \$\$	Authorized By
Cam Sensor B-1 B-2 AL615 65905	2.0	144.00	618 + 17	
Recommend 4 TIRES NEEDS 2 ALIGNMENT	2.0 1.2	Comp Comp	2005 / 509.17 = 149.00 2035 / 509.17 = 159.00	

ADDITIONAL SERVICE RECOMMENDED

Item, Description & Part Number	Labor \$\$	Parts \$\$	Total \$\$	Authorized By
TRANSMISSION SERVICE	.5			
REAR DIFF	.5			
BRAKE FLUXT	.8			
TOTALS				
Method of Customer Approval:			Est. Tax & Misc.	
Time and Date of Approval:			GRAND TOTAL:	

JUNO Beach, FL

WEST PALM BCH FL 334

02 JUL 2013 PM 7 L



US Dept of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590

20590

