


| | | | | | |
|---|--|---|---------------------------------------|------------------------------|--|
|  U.S. Department of Transportation National Highway Traffic Safety Administration | | INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline | | FOR AGENCY USE ONLY 100148 | |
| 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 JUL 26 2013 | Repository <input type="checkbox"/> Reference No. 10511248 |
| OWNER INFORMATION (Type or Print) | | | | | |
| Name | | | Daytime Telephone Number | | E-mail Address |
| Address | | | Evening Telephone Number | | |
| City | State | Zip Code | | | |
| DES MOINES | WA | | | | |
| The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004). | | | | | |
| VEHICLE INFORMATION | | | | | |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | | Make | Model | Model Year | |
| JN8AS5MV6C | | NISSAN | ROGUE | 2012 | |
| Date Purchased | Dealer's Name and Telephone Number | | Engine: | Fuel Type: | |
| 03-AUG-12 | RAIRDOO'S NISSAN of AUBURN WA 1-253 833 4700 | | No: Cylinders | GAS | |
| Original Owner | Dealer's City | State | Zip Code | | |
| <input type="checkbox"/> | AUBURN | WA | 98002 | 4 | |
| Transmission Type | <input type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: | Incident Date(s) | |
| AUTO | <input type="checkbox"/> Cruise Control | 4CYL AWD | 6 | 12-NOV-2012 | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | |
| Vehicle Component Code: BRAKES (PWS) | | | Failure Mileage | Failure Speed | |
| 1 BOOSTER/ BLEED SYS UNABLE TO FIX MASTER CYLINDER REPLACED | | | 25 | STOPPED AND HAZARDOUS | |
| 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 | Fire | Number of Persons Injured | Number of Deaths | Reported to Police | |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | 0 | 0 | N | |
| Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available). | | | | | |
| TL* THE CONTACT OWNS A 2012 NISSAN ROGUE. THE CONTACT STATED THAT WHEN APPLYING THE BRAKES, THE BRAKE PEDAL WOULD ABNORMALLY TRAVEL TO THE FLOORBOARD. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE MASTER CYLINDER WAS REPLACED BUT THE FAILURE RECURRED. THE MASTER CYLINDER WAS REPLACED A SECOND TIME, BUT TO NO AVAIL. THE BOOSTER WAS ALSO REPLACED WITH NO RESOLUTION. THE MANUFACTURER WAS NOTIFIED AND A FINAL INSPECTION WAS PERFORMED, IN WHICH THE CONTACT WAS ADVISED THAT THE VEHICLE WAS PERFORMING AS DESIGNED. THERE WERE NO FURTHER REPAIRS TO THE VEHICLE. THE FAILURE MILEAGE WAS 25 AND THE CURRENT MILEAGE WAS 13,266. | | | | | |
| 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. | | | | | |

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

05 NOV 12 - SOFT BRAKE Peddle / Fix Bled BRAKES
 Did not work well /

11- Dec 12 - BRAKE Peddle TO THE FLOOR / FIX REPLACE MASTER
 cylinder & Bled System

? MARCH 13 - BRAKES TO FLOOR
 WENT IN TO SHOP - SHOP MANAGER Pumped UP
 BRAKES FOR HALF HOUR - TOLD ME THAT'S THE WAY
 DIGITAL BRAKES feel

APRIL 13 - soft Peddle & going TO FLOOR = Replaced MASTER
 cylinder & Bled System

? APR 13 - ~~2~~ BRAKES NOT SAFE / STILL going TO FLOOR / FIX REPLACE
 BOOSTER -

L- APRIL-13 - Picked up CAR AT DEALER - on way HOME Peddle went
 TO THE FLOOR

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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



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



safercar.gov

Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #: 103555

116242

** PRE-INVOICE **
ACCOUNTING

RAIRDON'S
NISSAN OF AUBURN

713 35th Street NE Auburn, WA 98002-235-
(253) 833-4700 Fax: (253) 833-8536
www.rairdon.com

DESMOINES, WA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 76781 DEBBIE J BUTCHART

| | | | | | | | |
|-------------|------------|--------------|------------------------|----------------|-----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAC | |
| BRILLIANT | 12 | NISSAN ROGUE | JN8AS5MV6CW [REDACTED] | | 3842/3843 | T779 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 03AUG12 DD | | | 17:00 05NOV12 | | 0.00 | CASH | 05NOV12 |
| R.O. OPENED | READY | OPTIONS | STK: CW [REDACTED] | ENG: 2.5 Liter | | | |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|---|--------|-------------|------------|-------|-------|------|------|------|------|------|-------|
| A PERFORM 1ST LUBE, OIL AND FILTER CHANGE FOR OWNER LOYALTY. | | | | | | | | | | | |
| 101CPL PERFORM 1ST LUBE, OIL AND FILTER CHANGE FOR OWNER LOYALTY. | | | | | | | | | | | |
| | 5515 | IPMP | | 0.30 | 0.30 | 780 | 0 | | | 0.00 | 0.00 |
| | 1 | 5208-65FOC | OIL FILTER | | | 512 | 512 | 0 | 8.53 | 5.12 | 5.12 |
| | 1 | 11026-JA00A | WASHER | | | | | | | | |
| | | DRAIN | | | | 61 | 61 | 0 | 1.02 | 0.61 | 0.61 |
| | 5 | G530 | OIL-5W30 | | | 980 | 980 | 0 | 2.14 | 1.96 | 9.80 |
| B MULTIPLE POINT VEHICLE INSPECTION. | | | | | | | | | | | |
| 27PT MULTIPLE POINT VEHICLE INSPECTION. | | | | | | | | | | | |
| | 5515 | CP | | 0.00 | 0.00 | 0 | 0 | | | 0.00 | 0.00 |

Thank you for allowing The Rairdon Group to service your vehicle. Our goal is for you to be completely satisfied. You may receive a survey from Nissan, which is your service staff's report card. If you have any concerns please contact the Service Manager to discuss them. Thanks and have a great day!

*** NO RO PUNCH TIMES ON FILE ***

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|---------|------|-------|---------|---------|------|-------|---------|
| 55400 | 0 | 780 | | 57500A | 573 | 573 | |
| 55800 | 980 | 980 | | 55000 | 0 | 0 | |
| 30000 | 1553 | ***** | | 11700 | 0 | ***** | |

COST, SALE, & COMP TOTALS 2333 1553 0

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

SHOP SUPPLIES: This is a surcharge to repair labor to recover non-itemized parts and supplies and disposal of normal amounts of regulated waste products.

WARRANTY: The only warranty, if any, on the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of such manufacturer's warranty. In no event shall the Dealer be liable for incidental or consequential damages.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

REPAIR AUTHORIZATION

The Rairdon Group

RECOMMENDED MAINTENANCE

FACTORY TRAINED TECHNICIANS

| | | | | |
|------------|---------|-------------------------------|---------------|-------------|
| E-MAIL | | | | |
| DATE | TIME IN | TAG | | |
| 11/5/12 | 12:59 | 779 | | |
| NAME | | | TIME PROMISED | |
| [REDACTED] | | | DATE | |
| ADDRESS | | | TIME | |
| [REDACTED] | | | | |
| CITY/STATE | | | ZIP | |
| Pasco WA | | | [REDACTED] | |
| HOME PHONE | | BUSINESS | CELL | |
| [REDACTED] | | [REDACTED] | [REDACTED] | |
| YEAR | MAKE | MODEL | COLOR | LIC. NUMBER |
| | | | | |
| MILES | | VEHICLE IDENTIFICATION NUMBER | | |
| | | | | |

| OPERATION | VALUE |
|----------------------|-------|
| COOLING SYS SERVICE | |
| TRANSMISSION SERVICE | |
| LOF | |
| DECARBON SERVICE | |
| SPARK PLUG SERVICE | |
| ROTATE/BAL | |
| ROTATE | |
| BALANCE | |
| FRONT END ALIGNMENT | |
| REPLACE AIR FILTER | |
| INJECTOR SERVICE | |
| REPLACE FUEL FILTER | |
| P.S. FLUSH | |
| BRAKE FLUSH | |
| PCV VALVE | |
| REAR DIFF | |
| FT/RR DIFF | |
| TRANS CASE | |
| TB SERVICE | |
| A/C SERVICE | |
| DETAIL | |

RENTAL

| CUSTOMER NEEDS | | COLUMN A | |
|------------------------|-----|------------|--------------|
| WHAT: | | LABOR TYPE | PAYMENT TYPE |
| WHEN: | LOF | | |
| WHERE: | 1st | | |
| WHO: | | | |
| HOW LONG? | | TOTAL | |
| BEEN WORKED ON BEFORE? | | | |

| CUSTOMER NEEDS | | COLUMN A | |
|------------------------|-------------------------|------------|--------------|
| WHAT: | Brake Peddle Feels Soft | LABOR TYPE | PAYMENT TYPE |
| WHEN: | | | |
| WHERE: | | | |
| WHO: | | | |
| HOW LONG? | | TOTAL | |
| BEEN WORKED ON BEFORE? | | | |

| CUSTOMER NEEDS | | COLUMN A | |
|------------------------|--|------------|--------------|
| WHAT: | | LABOR TYPE | PAYMENT TYPE |
| WHEN: | | | |
| WHERE: | | | |
| WHO: | | | |
| HOW LONG? | | TOTAL | |
| BEEN WORKED ON BEFORE? | | | |

| | |
|---------------|--|
| MAINT. PKG. A | |
| MAINT. PKG. B | |
| MAINT. PKG. C | |

SHUTTLE

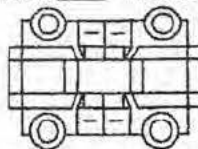
| | |
|-------------------------------|--|
| COOLANT LEVEL & CONDITION | |
| OIL LEVEL & CONDITION | |
| BRAKE FLUID LEVEL & CONDITION | |
| POWER STEERING | |
| BATTERY TERMINALS | |

PLEASE CHECK THIS BOX IF YOU WOULD LIKE YOUR PARTS RETURNED, OTHERWISE WE WILL DISPOSE OF THEM.

TIRE MEASUREMENT _____ TIRE MEASUREMENT _____

You are entitled to a written price estimate for the repairs you have authorized. You are also entitled to require facility to obtain your oral or written authorization to exceed the written price estimate. Your signature or initials will indicate your selection. YOUR ALTERNATIVES ARE:

FRONT



TIRE MEASUREMENT _____ TIRE MEASUREMENT _____

- | | | |
|---|----------|---------|
| (1) I request an estimate in writing before you begin repairs. Contact me if the price will exceed this estimate by more than 10% | TOTAL | INITIAL |
| (2) Proceed with repairs but contact me if the price will exceed | \$ _____ | _____ |
| (3) I do not want a written estimate | \$ _____ | _____ |

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control and for any delays caused by unavailability of parts or delays in parts shipment 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 completing the repairs. My signature and name herein acknowledge and above vehicle.

NO WORK WILL BE DONE WITHOUT A SIGNATURE ABOVE

DATE:

NEXT SERVICE

WARRANTY: The only warranty, if any, on the parts and accessories are those of the manufacturer. Any warranty implied by law express at the expiration of such manufacturer's warranty. In no event shall the dealer be liable for incidental or consequential damages. By initiating this provision you agree to such warranty and limitation and the dealer is undertaking the repairs in reliance thereon. **X**

CUSTOMER #: 103555

117041



INVOICE

DESMOINES WA
HOME: [REDACTED]
BUS: [REDACTED]

check

PAGE 1

713 35th Street NE · Auburn, WA 98002-2354
(253) 833-4700 · Fax: (253) 833-8536
www.rairdon.com

SERVICE ADVISOR: 76781 DEBBIE J BUTCHART

CONT: [REDACTED]
CELL: [REDACTED]

| | | | | | | | |
|-------------|------------|--|------------------------|---------|----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
| BRILLIANT | 12 | NISSAN ROGUE | JN8AS5MV6CW [REDACTED] | | 8172/8173 | T425 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 03AUG12 DD | | | 17:00 10DEC12 | | 0.00 | CASH | 11DEC12 |
| R.O. OPENED | READY | OPTIONS: STK: CW [REDACTED] ENG: 2.5 Liter | | | | | |

| 12:55 10DEC12 | 15:16 11DEC12 | | | | | | |
|---------------|---------------|------|------|-------|------|-----|-------|
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A PERFORM LUBE, OIL & FILTER CHANGE. LUBE FRNT SUSPENSION. TOP OFF UNDER HOOD FLUID LEVELS.

CAUSE: +

101 PERFORM LUBE, OIL & FILTER CHANGE. LUBE FRNT SUSPENSION. TOP OFF UNDER HOOD FLUID LEVELS.

| | | | | | | | |
|----------------------------|-------|--------|-------|--------|------|---------------|-------|
| 5515 CP | | | | | | 18.58 | 18.58 |
| 1 15208-65F0C OIL FILTER | | | | | 8.53 | 8.53 | 8.53 |
| 1 11026-JA00A WASHER DRAIN | | | | | 1.02 | 1.02 | 1.02 |
| 5 G530 OIL-5W30 | | | | | 2.14 | 2.14 | 10.70 |
| PARTS: | 20.25 | LABOR: | 18.58 | OTHER: | 0.00 | TOTAL LINE A: | 38.83 |

B MULTIPLE POINT VEHICLE INSPECTION.

27PT MULTIPLE POINT VEHICLE INSPECTION.

| | | | | | | | |
|--------|------|--------|------|--------|------|---------------|------|
| 99 CP | | | | | | 0.00 | 0.00 |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 |

C ONE TO ONE REWARDS DISCOUNT

1TO1 ONE TO ONE REWARDS DISCOUNT

| | | | | | | | |
|---------------------------------------|-------|--------|--------|--------|------|---------------|--------|
| 99 CP | | | | | | -18.75 | -18.75 |
| -1 1TO1 1 TO 1 REWARDS PARTS DISCOUNT | | | | | 6.25 | 6.25 | -6.25 |
| PARTS: | -6.25 | LABOR: | -18.75 | OTHER: | 0.00 | TOTAL LINE C: | -25.00 |

D CUSTOMER STATES THE BRAKE PEDDLE WILL GO TO THE FLOOR WHEN YOUR SITTING AT AN IDLE.

CAUSE: ..

300 CONFIRMED CONCERN BLEED AIR FROM SYSTEM (NONE FOUND) SUSPECT INTERNAL MASTER CYLINDER FAILURE, REPLACED AND BLEED SYSTEM WORKING AS DESIGNED

| | | | | | | | |
|--------------------------------|------|--------|------|--------|------|---------------|-------|
| 5515 WP40 | | | | | | | (N/C) |
| 1 D6010-JG80A CYLINDER ASMY-B | | | | | | | (N/C) |
| 2 999MP-A4100P BRAKE FLUID (DO | | | | | | | (N/C) |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE D: | 0.00 |

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

| | | |
|---|------------------------|--------|
| SHOP SUPPLIES: This is a surcharge to repair labor to recover non-itemized parts and supplies and disposal of normal amounts of regulated waste products. | DESCRIPTION | TOTALS |
| WARRANTY: The only warranty, if any, on the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of such manufacturer's warranty. In no event shall the Dealer be liable for incidental or consequential damages. | LABOR AMOUNT | |
| STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages. | PARTS AMOUNT | |
| | GAS, OIL, LUBE | |
| | SUBLET AMOUNT | |
| | MISC. CHARGES | |
| | TOTAL CHARGES | |
| | SALES TAX | |
| | PLEASE PAY THIS AMOUNT | |

MARCH 7-2012

Rogue - INTO SHOP FOR BRAKES

AT 1300-

IT WAS IN THE RIGHT BAY
BOBBIE & GEORGE CHECKED BRAKES
AND PUMPED - AND I WAS TOLD
DIGITAL BRAKES FEEL THAT WAY
I LEFT AFTER A BOOT 35 MIN
PEDDLE STILL SOFT AND GOING
DOWN - SOME TIMES TO FLOOR
IF I DID NOT PUMP UP

CUSTOMER #: 103555

119677



INVOICE

DUPLICATE 1
PAGE 1

713 35th Street NE · Auburn, WA 98002-2354
(253) 833-4700 · Fax: (253) 833-8536
www.rairdon.com

DESMOINES, WA

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 76781 DEBBIE J BUTCHART

| | | | | | | | |
|-------------|------------|--------------|------------------------|----------------|-----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
| BRILLIANT | 12 | NISSAN ROGUE | JN8AS5MV6CW [REDACTED] | | 12927/12929 | T186 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 03AUG12 DD | | | WAIT 10APR13 | | 0.00 | CASH | 10APR13 |
| R.O. OPENED | READY | OPTIONS: | STK: CW [REDACTED] | ENG: 2.5_Liter | | | |

| | | | | | | | |
|-------|---------|-------|---------|-------|------|-----|-------|
| 07:50 | 09APR13 | 12:37 | 10APR13 | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A CUSTOMER STATES HE IS STILL HAVING PROBLEMS WITH BRAKE PEDDLE GOING TO THE FLOOR!!! AND PEAL FEELS SOFT

CAUSE: ..

300 CONFIRMED CONCERN PEDDLE GOES TO FLOOR,
REMOVED MASTER CYLINDER FOUND FLUID AROUND
PISTON AREA (REAR), REPLACED, BLED SYSTEM,
NORMAL NOW.

- 5515 WP40 (N/C)
- 1 D6010-JG80A CYLINDER ASMY-B (N/C)
- 1 999MP-A4100P BRAKE FLUID (DO (N/C)
- 1 FREIGHT FREIGHT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B MULTIPLE POINT VEHICLE INSPECTION.
27PT MULTIPLE POINT VEHICLE INSPECTION.
5515ICOUR

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

C OWNER REPORTS PASSENGER SIDE AIRBAG OFF LIGHT IS ON T TIMES WITH PEOPLE IN SEAT

100 COULD NOT CONFIRM CONCERN , CHECKED FOR CODES
(NONE) . NOTE: HAVING A PILLOW ON SEAT MAY BE
CAUSING ISSUE WITH SENSORS.

5515 CP 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D CUSTOMER VEHICLE WASH
WASH CUSTOMER VEHICLE WASH
99 CP

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

E** Nissan Rent-A-Car / 2 Days

CAUSE: ..

NRAC2 Nissan Rent-A-Car / 2 Days

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

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STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

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

CUSTOMER #: 103555

120428



INVOICE

PAGE 1

713 35th Street NE · Auburn, WA 98002-23E
(253) 833-4700 · Fax: (253) 833-8536
www.rairdon.com

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 76781 DEBBIE J BUTCHART

| | | | | | | | |
|-------------|------------|--------------|--------------------|----------------|-----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TA | |
| BRILLIANT | 12 | NISSAN ROGUE | JN8AS5MV6C | [REDACTED] | 13254/13266 | T340 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 03AUG12 DD | | | 17:00 08MAY13 | | 0.00 | CASH | 08MAY13 |
| R.O. OPENED | READY | OPTIONS: | STK: CW [REDACTED] | ENG: 2.5_Liter | | | |

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

A CUSTOMER STATES THE VEHICLE FEELS LIKE IT WILL NOT STOP, WHEN FOOT IN ON THE BRAKES PEDDLER GOES TO THE FLOOR.

CAUSE: ..
300 DTS PERFORMED INSPECTION:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

13254 TEST DROVE VEHICLE 12 MILES. OPERATED VEHICLE IN CONDITIONS SUPPLIED BY CUSTOMER. CONFIRMED CUSTOMERS SYMPTOM, CHECKED FOR STORED DTC'S, CONFIRMED PROPER BRAKE FLUID LEVEL, PERFORMED VISUAL INSPECTION OF ENTIRE BRAKE SYSTEM. INSPECTED HYDRAULIC SYSTEM FOR LEAKS. DROVE KNOWN GOOD VEHICLE FROM DEALER STOCK (2013 ROGUE JN8AS5MV9DW [REDACTED] WITH 11 MILES). COMPARATIVE VEHICLE DRIVES IN SIMILAR OPERATION WHEN PUT INTO CUSTOMERS SUPPLIED CONDITIONS. NO REPAIRS PERFORMED AT THIS TIME DUE TO VEHICLE IS OPERATING AS DESIGNED. OFFERED TO DRIVE DEALER STOCK VEHICLE AS COMPARISON, AND CUSTOMER REFUSED.

Thank you for allowing The Rairdon Group to service your vehicle. Our goal is for you to be completely satisfied. You may receive a survey from Nissan, which is your service staff's report card. If you have any concerns please contact the Service Manager to discuss them. Thanks and have a great day!

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

SHOP SUPPLIES: This is a surcharge to repair labor to recover non-itemized parts and supplies and disposal of normal amounts of regulated waste products.

WARRANTY: The only warranty, if any, on the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of such manufacturer's warranty. In no event shall the Dealer be liable for incidental or consequential damages.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |