

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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>Date Received NOV 15 2013 18-OCT-2013</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10548366</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address</p>	
<p>Address [REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City [REDACTED]</p>	<p>State NY</p>	<p>Zip Code [REDACTED]</p>			
<p><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></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1N8AS5MT6CW [REDACTED]</p>		<p>Make NISSAN</p>	<p>Model ROGUE</p>	<p>Model Year 2012</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number COUNTRY CLUB 607-432-2800</p>		<p>Engine: No: Cylinders 4</p>	<p>Fuel Type: GAS</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City ONEONTA</p>	<p>State NY</p>	<p>Zip Code 13820</p>		
<p>Transmission Type Auto</p>	<p><input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure: YES</p>	<p>Incident Date(s) 25-JUL-2013</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 170000 LATCHES/LOCKS/LINKAGES</p>				<p>Failure Mileage 1000</p>	<p>Failure Speed</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 <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 Manufactured:</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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i></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 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</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 2012 NISSAN ROGUE. THE CONTACT STATED THAT HE EXITED THE VEHICLE WITH THE KEY STILL INSIDE THE IGNITION AND THE DOOR INDEPENDENTLY LOCKED AFTER HE CLOSED THE DOORS. THE CONTACT STATED THAT HE USED HIS SPARE KEY TO ENTER THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION WHERE THEY STATED THAT THERE WAS NO FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 1,000. THE VIN WAS UNAVAILABLE.</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 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>					

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

The Vehicle Locks setting still with key in car
The fellow in Toledo, Ohio Nissan head quarter's
told me not to leave key in car. he also told me
that it could be fixed in 20 min's but he called
back shortly after and said it could not be fixed.
It is great The Company makes a car new
that can't be fixed



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**



**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



September 16, 2013



Walton, NY



You may complete this survey on the internet at <https://mysurvey.nissanusa.com/welcome>

You will be prompted to enter the following information:

Username: 132381303551

Password: C8B3C5D

Dear



Thank you for having your Nissan serviced at COUNTRY CLUB NISSAN on August 20, 2013.

At Nissan, quality and customer satisfaction are our primary goals, and your opinion on how we're doing in these areas is very important to us. That's why we're sending you this survey about your service experience.

We encourage you to complete this survey online. Please see the box above for instructions. If you prefer, you can fill out this form and return it to us at Nissan North America, Inc., using the enclosed postage-paid envelope. **Please do not return the survey to your Dealership.**

Thank you again for choosing Nissan for your service needs.

Sincerely,

Leon Dorssers
Vice President & Chief Customer Officer
Customer Quality & Dealer Network Development
Nissan North America, Inc.

John Spoon
Vice President
Parts & Service Division
Nissan North America, Inc.

Gracias por llevar su Nissan al servicio en COUNTRY CLUB NISSAN el August 20, 2013.

Usted puede completar esta encuesta por internet en <https://mysurvey.nissanusa.com/welcome>
Se le pedirá que ingrese la siguiente información:

Nombre de Usuario: 132381303551

Contraseña: C8B3C5D



SERVICE SURVEY

To Be Completed By The Person Who Took Your Nissan to COUNTRY CLUB NISSAN For Service or Maintenance
on August 20, 2013.

Please use a **BLACK PEN** to indicate your responses as follows:

**OVERALL
SERVICE
EXPERIENCE**

1 Thinking about your recent service visit at COUNTRY CLUB NISSAN, how would you rate your overall service experience?

	Unacceptable				Average				Outstanding	Truly Exceptional
	1	2	3	4	5	6	7	8	9	10
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Based on your recent service experience, how likely are you to ...

	Not At All Likely										Extremely Likely
	0	1	2	3	4	5	6	7	8	9	10
a. Recommend this Dealership service facility to a friend or colleague?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Have your next service performed at this Dealership?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Buy or lease a new Nissan?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy or lease a new Nissan from this dealer?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SCHEDULING
YOUR
APPOINT-
MENT AND
DROP-OFF**

3 How did you schedule your service appointment? (Check only one)

Phone (Continue) Scheduled during last service visit (Skip to Q5)

Email/internet (Skip to Q5) Walked-in/dropped-in/Did not schedule in advance (Skip to Q6)

Nissan/Dealership contacted me (Skip to Q5)

4 If you contacted the Dealership by phone, how would you rate the following ...

	Unacceptable				Average				Outstanding	Truly Exceptional
	1	2	3	4	5	6	7	8	9	10
a. Time it took for someone to assist you?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Helpfulness of the person who assisted you on the phone?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Overall, how would you rate ...

	Unacceptable				Average				Outstanding	Truly Exceptional
	1	2	3	4	5	6	7	8	9	10
a. The ease of scheduling an appointment?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Scheduling an appointment that best fits your needs?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The timeliness of the drop-off process? ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SERVICE
ADVISOR**

6 Thinking about your recent service visit, how would you rate the person who wrote your service order (the Service Advisor) on ...

	Unacceptable				Average				Outstanding	Truly Exceptional
	1	2	3	4	5	6	7	8	9	10
a. Overall performance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Promptness of greeting.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Friendliness and courtesy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Service write up and explaining the Multi-Point Inspection form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Explaining all work that will be performed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Keeping you informed of the status of your vehicle.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 Was the vehicle ready when promised? Yes No

8 If you have additional comments regarding your service advisor, please share them ...

SERVICE FACILITY AND TRANSPORTATION

9 How would you rate COUNTRY CLUB NISSAN's service facility on ...

	Unacceptable			Average		Outstanding			Truly Exceptional	
	1	2	3	4	5	6	7	8	9	10
a. Overall cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Amenities in the customer waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 Did the Dealership offer you some form of alternate transportation? (Check only one)

Yes No Alternate transportation not required

VEHICLE PICK UP

11 Thinking about when you picked up your vehicle, how would you rate the following ...

	Unacceptable			Average		Outstanding			Truly Exceptional	
	1	2	3	4	5	6	7	8	9	10
a. Overall delivery of your vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Clear explanation of all charges and work that was performed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The amount of time it took to pick up your vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Cleanliness and appearance of your vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Fairness of charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. If payment was required, the process of paying for the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 Please provide any comments you may have about your vehicle pick up.

SERVICE QUALITY

13 Overall, please rate the ...

	Unacceptable			Average		Outstanding			Truly Exceptional	
	1	2	3	4	5	6	7	8	9	10
a. Quality of work performed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Thoroughness of work performed ..	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14 Was all requested work completed? Yes No

15 Were you contacted by the Dealership to see if the work was performed to your satisfaction? .

Yes No

16 Did you have to return to the Dealer's service department because a repair was not performed to your satisfaction on August 20, 2013?

Yes, had to return No (Skip to Q19)

17 What repair(s) were not performed to your satisfaction on August 20, 2013?

driver's door locks when you get out

18 Did the Dealership complete the repair to your satisfaction on a return visit? Yes No

19 Overall, how would you rate the total time required to complete the work on your vehicle?.....

	Unacceptable			Average		Outstanding			Truly Exceptional	
	1	2	3	4	5	6	7	8	9	10
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ABOUT THE SURVEY

20 Did Dealership personnel pressure you to provide specific responses to questions on this survey?

Yes No (Skip to Q22)

21 Please explain ...

ADDRESS CHANGE

22 Please complete this section only to correct any name, address, telephone number, or e-mail information shown below. (PLEASE PRINT.)

Mr. Mrs. Ms. Miss Dr. Other

[Redacted]
Walton, NY [Redacted]

Name: _____

Street: _____

City/State/Zip: _____

Day Phone: _____

Evening Phone: _____

E-mail: _____

OTHER

23 Please add any comments you think are important about your service or ownership experience, or, if you can, suggest one or two improvements that would make your next service experience even better.

as I said before the first time we went for service my wife took the car and explained about door's locking. The lady in service told her nothing was wrong. The next time I took the car and was told it was fixed but when I shut the driver's door with the key in car, the door locked. I have done business with Carbone for year's and will have to go back there

If you need additional assistance with your vehicle, please contact COUNTRY CLUB NISSAN at 607-432-2800. If they are unable to assist you, call Nissan Consumer Affairs at 1-800-NISSAN5 (1-800-647-7265).

Please return your completed survey directly to Nissan Division Research Department, P. O. Box 10054, Toledo, OH 43682-4420 in the enclosed postage-paid envelope.

JN8AS5MT6CW [Redacted] 17460124 208045 20130820 26 ABOS 2614 5229
2012 [Redacted]

CUSTOMER #: 18248
UNIT# 620480

209101

COUNTRY CLUB IMPORTS

55 ONEIDA STREET, ONEONTA, NY 13820
P: 607-432-2800 • 800-388-3632 • F: 607-432-6353
Federal ID No. 16-1022084 | Repair Shop Reg. No. R-439-0010

INVOICE

PAGE 1

WALTON, NY

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 98004 Matt Armao

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BK	12	NISSAN ROGUE	JN8AS5MT6CW		7633/7633	T7851

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JUL13 DD			WAIT 25SEP13		89.00	CASH	25SEP13

R.O. OPENED	READY	OPTIONS:	STK:620480	DLR:OTSEGO	1)DATE SOLD
07:59 25SEP13	09:04 25SEP13	07/03/13 MI 20	SIMONIZE	AUTOSAVER	KEY REPLACEMENT
LINE OPCODE TECH TYPE HOURS		2)6YR MAXGUARD	5YR PREFERRED	TIRE CARE	P (More...)
		LIST	NET	TOTAL	

A OIL AND FILTER CHANGE.CK AND SET ALL TIRE PSI,CKALL FLUID LEVELS AND LUBE CHASSIS.

CAUSE: SERVICE

2A OIL AND FILTER CHANGE.CK AND SET ALL TIRE PSI,CKALL FLUID LEVELS AND LUBE CHASSIS.

98035 CPQC	10.39	10.39
1 15208-65F0E OIL FILTER	5.12	5.12
5 OIL QT. GW OIL	2.32	2.32
7633 TECH COMPLETED OIL, FILTER CHANGE. TECH COMPLETED MULTIPOINT CHECK.		11.60

B WALK AROUND / MPI / 27 POINT
99P WALK AROUND / MPI / 27 POINT
98035CPNIS

0.00 0.00

C CUSTOMER STATES WHEN VEHICLE IS LEFT RUNNING WILL LOCK. CHECK AND ADVISE

CAUSE: ?

01 LUBE
98035 WNIS

KIA MOTORS



(N/C)

7633 TECH CHECKED VEHICLE, UNABLE TO DUPLICATE CONCERN. TECH CHANGED AUTOMATIC LOCK SETTING SO IT WILL NOT LOCK AT 16 MPH. TECH RECOMMENDS TO USE DOOR SWITCH TO UNLOCK/LOCK VEHICLE.

Thank you for allowing Country Club Imports to meet your Service needs. If you are not COMPLETELY SATISFIED, please call Blaine Banhart at 607-432-2800 or Toll Free at 800-388-3632. Once again, THANK YOU FOR YOUR BUSINESS!

Handwritten signature/initials

CUSTOMER COPY	SERVICE DEPT. HOURS MON - SAT 7:30 A.M. - 5:00 PM	DESCRIPTION	TOTALS
		LABOR AMOUNT	10.39
PARTS AMOUNT	16.72		
GAS, OIL, LUBE	0.00		
SUBLET AMOUNT	0.00		
MISC. CHARGES	0.00		
TOTAL CHARGES	27.11		
LESS INSURANCE/DISC.	0.00		
SALES TAX	2.17		
PLEASE PAY THIS AMOUNT	29.28		

LIMITED WARRANTY: LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR THE SAME PERIOD.

DISCLAIMER OF WARRANTIES: This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. 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. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CUSTOMER SIGNATURE: X

Thank You!
CUSTOMER COPY