 U.S. Department of Transportation National Highway Traffic Safety Administration	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 24-DEC-2013	Repository <input type="checkbox"/>	Reference No. 10557182

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
HESPERIA	CA	[REDACTED]	
Daytime Telephone Number	[REDACTED]		
Evening Telephone Number	[REDACTED]		
E-mail Address	[REDACTED]		

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 JN8AF5MR2BT [REDACTED]	Make NISSAN	Model JUKE	Model Year 2011
Date Purchased 11-27-10	Dealer's Name and Telephone Number Fontana Nissan	Engine: No: Cylinders 4	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Fontana	State CA	Zip Code 92336
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure: yes
<input checked="" type="checkbox"/> Cruise Control	Incident Date(s) 01-JUN-2012 thru 12-7-2013		

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, ENGINE (PWS)	Failure Mileage 90000 59,504	Failure Speed

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: DOTM9ABC036)	<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			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 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 2011 NISSAN JUKE. THE CONTACT STATED THE ENGINE FAILED AND THE BATTERY DRAINED EXCESSIVELY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE COULD NOT BE DIAGNOSED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS ~~90,000~~ 59,504

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.

AM
6/12/14
SMD

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

(3) complaints for windshield issues: 12.28.2010/mileage-4,977
01.11.2011/mileage-6,916 and 5.10.2011/mileage-18,842.

(5) complaints for engine issues, including first incident on
*06.18.2012-when vehicle started to idle weird & sputter,
when stopped at red light. Accelerated on green light when
car stalled in middle of intersection (lost power, turned off).
Had vehicle towed to dealership. In shop for 24 days to
replace engine. Mileage at 59,504 - extremely soon for a
brand new car. * Maint. on 11-12-2013 ended in a diagnosis of:

** SEE ATTACHED **

ATTACH ADDITIONAL SHEETS IF NECESSARY

Blown Engine **
NBA

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



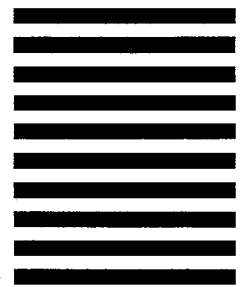
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

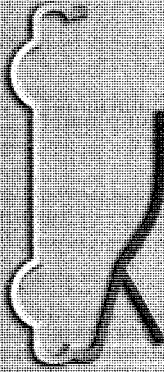
POSTAGE WILL BE PAID BY ADDRESSEE

8

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 Owners' Questionnaire (VOQ)
U.S. DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration



April 11, 2014

BBB Auto Line
4200 Wilshire Blvd., Suite 600
Arlington, VA 22201

Re: [REDACTED]

Vehicle: 2011 Nissan Juke

VIN #: JN8AF5MR2BT [REDACTED]

Purchase Date: 11/20/2010
Purchase Price: \$28,176.19
Down Payment: \$1,000.00

Via Certified Mail

Dear Sir or Madam:

We are writing in regards to our 2011 Nissan Juke. We are seeking a "lemon law" claim again Nissan, which is represented by BBB Auto Line in California's Certified Arbitration Programs. Since this case involves a California consumer, we would be using the Song-Beverly statute for any matter, which is filed, in the court.

The following are the pertinent facts:

On November 20, 2010, [REDACTED] purchased the subject vehicle for total consideration of approximately \$28,176.19. The vehicle was new with 55 miles on the odometer and came with Nissan Standard New Car Warranty. *At time of purchase, customer purchased SECURITY PLUS EXTENDED WARRANTY - 60 months/or 100,000 miles = \$2,000.00.

ALL MAINTENANCE PREFORMED

First maintenance on 12/28/2010 - Invoice #: 208169 ****FIRST COMPLAINT FOR WINDSHIELD PROBLEM****
Windshield issue: Windshield is making a squeaking and rattling noise when driving and going over bumps. Almost a constant sound. Mileage - 4,977

Maintenance on 01/11/2011 - Invoice #: 13096 ****SECOND COMPLAINT FOR WINDSHIELD PROBLEM****
Windshield issue: Windshield is still making a squeaking and rattling noise when driving and going over bumps. Now a constant sound. Mileage - 6,916

* Mailed off to:
BBB Auto Line for
Arbitration action on
April 14, 2014

Ref # 10557182

Ref. # 10557182

Maintenance on 05/10/2011 – Invoice #: 22008 **THIRD TIME FOR SAME WINDSHIELD ISSUE**

Windshield issue: Windshield is still making a squeaking and rattling noise when driving and going over bumps. Now a constant sound. Problem duplicated by technician. New windshield and parts ordered.

Mileage – 18,842

Maintenance on 06/18/2012 – Invoice #: 56249 **FIRST COMPLAINT FOR ENGINE PROBLEM**

Engine issue: Vehicle started to idle weird and sputter, when stopped at a red light. Accelerated when light turned green then car stalled (lost power and turned off). Had car towed to FONTANA NISSAN.

Received rental car.

Diagnosis: Timing chain snapped and caused damage to crank sprocket and chain. Replaced timing chains, guides and timing chain tensioner and crank sprocket, vehicle started but had cylinder misfire due to bent valves. REPLACED ENGINE LONG BLOCK due to damage to valve guides and piston tops. * We believe this

Paid deductible - \$50.00

VEHICLE READY – 07/11/2012 ** VEHICLE REMAINED IN THE SHOP FOR 24 DAYS**

Mileage – 59,504

may be associated
with RECALL # *

* 11V583 *

Maintenance on 12/04/2012 – Invoice #: 237263 **SECOND COMPLAINT FOR ENGINE PROBLEM**

Recall item – #R1114 AIR INLET TUBE

Recall item – #R1201 FUEL PRESSURE SENSOR – RETORQUE FUEL PRESSURE SENSOR AND REPLACE GASKETS AS NEEDED PER CAMPAIGN

Mileage – 73,079

Maintenance on 12/21/2012 – Invoice #: 238031 **THIRD COMPLAINT FOR ENGINE PROBLEM**

PER RECOMMENDATION FROM VALLEY HI NISSAN, REPLACED AND INSTALLED CUSTOMER SUPPLIED BATTERY - (CHARGE TO US = \$93.72). WE SHOULD HAVE NEVER BEEN CHARGED FOR THIS BATTERY DUE TO ENGINE FAILURE. **THIS IS ALL PART OF THE SAME ISSUE**

Mileage – 73,353

Maintenance on 06/06/2013 – Invoice #: 246628 **FOURTH COMPLAINT FOR ENGINE PROBLEM**

Engine issue: Hearing a whining noise at idle, and when accelerating vehicle hesitates to move. Whining gets louder when driving on freeway.

Diagnosis: Unable to verify customers concern.

Mileage – 88,277

Maintenance on 11/12/2013 – Invoice #: 256088 **FIFTH COMPLAINT FOR ENGINE PROBLEM**

Engine issue: Still hearing a whining noise that gets louder at freeway speeds under acceleration, around 70mph; the vehicle feels like it jerks and hesitates.

Diagnosis: Dirty Air Filter, Recommend filter and complete fuel injection cleaning. Front brakes low-\$185, Rear brakes low-\$185, passenger inner CV BOOT torn (covered under warranty), Drive belt cracked, all flushes due. – Cost: \$1,036.00

Mileage – 99,835

Ref # 10557182

Maintenance on 12/07/2013 – Work-Order #: 257525

VEHICLE TOWED IN: VALLEY-HI NISSAN – 15722 VALLEY PARK LANE, VICTORVILLE, CA 92394

Vehicle blew greyish colored smoke and stalled while driving approximately 30mph – SES light on – RPMS fluctuates, vehicle continually stalls.

Diagnosis: BLOWN ENGINE – NEEDS TO BE REPLACED *AGAIN*

WAS INFORMED BY SERVICE WRITER (ALAN THIES) THAT REPAIRS WOULD BE AT OUR EXPENSE BECAUSE VEHICLE IS OUT OF EXTENDED WARRANTY. *THIS IS ACTUALLY A CONTINUANCE FROM THE PREVIOUS MAINTENANCE DATE OF 11-12-2013* AT THAT TIME, MILEAGE WAS 99,835 (WHICH IS STILL WITHIN THE EXTENDED WARRANTY PERIOD)!

CUSTOMER DOES NOT WANT TO MAKE REPAIRS – SEEKING ADVICE IN REGARDS TO “LEMON LAW”.

VEHICLE READY: ****VEHICLE IN THE SHOP FOR 48 DAYS** **RENTAL CAR REQUIRED (AT OUR EXPENSE)****

Mileage – 101,416

With the many engine problems that continue to occur, [REDACTED] feel that these problems are dangerous and unsafe for them and their passengers. Nissan has had reasonable opportunity to repair the vehicle and has failed to do so.

At this time, and in the spirit of amicable resolution, [REDACTED] hereby make the following demands to resolve their Song-Beverly claim against Nissan/BBB Auto Line:

1. Reimbursement to [REDACTED] in the following sum: \$ 35,433.01;
minus the allowed Song-Beverly mileage offset;
2. One-time civil penalty for willful noncompliance with Song-Beverly: \$ 35,433.01

TOTAL DEMAND: \$70,866.02

In addition, [REDACTED] demand that all settlement funds be delivered to them at the time of the exchange of the vehicle and not later. [REDACTED] have an immediate need for the money and cannot wait to receive it while they do not have a vehicle.

Please respond to the undersigned at the first convenience, and in no event later than 30 days from the date of this letter, so that we can hopefully amicably resolve this matter.

Thank you for your prompt attention to this matter.

Very Truly Yours
[REDACTED]

Ref. # 10557182

PAYMENT REFUND WORKSHEET

7

Customer: [REDACTED]

Repurchase Vehicle Identification Number: JNBAF5MR2BT [REDACTED]

PAY-OFF TO LIENHOLDER: \$17,730.00 (good through) 05-01-2014

REPURCHASE VEHICLE COSTS

PLUS: Down Payment	\$ 1,000.00
PLUS: Total Payments	
28 PAYMENTS X \$555.10 / PER MONTH	\$ 15,542.80
PLUS: Registration	\$ 375.00
PLUS: Rental Car	\$ 785.21
LESS: Mileage Deduction	\$ 20,314.16
TOTAL AMOUNT TO CUSTOMER	\$ 15,118.85
TOTAL AMOUNT OF REPURCHASE	\$ 35,433.01

Ref. # 10557182

1,000.00 DOWN PAYMENT +
15,542.80 TOTAL PAYMENTS 28 X 555.10 =
16,542.80 +
375.00 REGISTRATION +
785.21 RENTAL CAR =
17,703.01 AMOUNT WE HAVE PAID

*

17,730.00 PAY-OFF JUKE +
17,703.01 FROM ABOVE =
35,433.01 REPURCHASE AMOUNT

*

35,433.01 REPURCHASE AMOUNT -
20,314.16 MILEAGE OFFSET =

*

15,118.85 AMOUNT DUE CUSTOMER



Ref. # 10557182

Nissan Consumer Affairs

P.O. Box 685003
Franklin TN 37068-5003
(800) NISSAN-1 (or 800-647-7261)
8:00 a.m. - 5:00 p.m.
Eastern / Central Time / Pacific Time
Monday through Friday

BBB Auto Line

4200 Wilson Blvd. Suite 600
Arlington, VA 22201
(800) 955-5100

**DEPARTMENT OF CONSUMER AFFAIRS
ARBITRATION CERTIFICATION PROGRAM**

1625 N. MARKET BLVD., SUITE N-112
SACRAMENTO, CA 95834
(916) 574-7350
(800) 952-5210
(916) 574-8638 FAX
www.dca.ca.gov/acp

2011 NISSAN JUKE RECALLS

NHTSA RECALL 11V-583

**TURBOCHARGER AIR INLET
TUBE & BOOST SENSOR ASSEMBLY**

ON BOARD DIAGNOSTICS (OBD) SYSTEM

REPROGRAM THE ENGINE CONTROL MODULE (ECM)

WARRANTY NOTIFICATIONS

EXTENDED VEHICLE'S

NEW VEHICLE LIMITED WARRANTY ON THE FRONT DOOR LOCK ASSEMBLY

NHTSA RECALL 12V-069

FUEL PRESSURE SENSOR CONNECTION

FUEL LEAKAGE BETWEEN THE FUEL RAIL PRESSURE SENSOR AND FUEL RAIL.

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE

Dealer Number 41373 Contract Number 110191 R.O.S. Number Stock Number 110191

Buyer Name and Address (Including County and Zip Code) HESPERIA CA SAN BERNARDINO
Co-Buyer Name and Address (Including County and Zip Code) HESPERIA CA CA
Creditor-Seller (Name and Address) FONTANA NISSAN 16444 SOUTH HIGHLAND AVE FONTANA CA 92333

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

Table with 6 columns: New Used, Year, Make and Model, Odometer, Vehicle Identification Number, Primary Use For Which Purchased. Row 1: NEW, 2011, NISSAN JUKE, 55, JN8AF5MR2BT, [X] personal, family or household.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

Table with 5 columns: ANNUAL PERCENTAGE RATE (12.10%), FINANCE CHARGE (\$11791.04), Amount Financed (\$28176.19), Total of Payments (\$39967.20), Total Sale Price (\$40967.20).

YOUR PAYMENT SCHEDULE WILL BE: Table with 3 columns: Number of Payments, Amount of Payments, When Payments Are Due. Shows 71 payments of 555.10 starting 01/11/11, ending 12/11/2016.

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge. Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

- 1. Total Cash Price
A. Cash Price of Motor Vehicle and Accessories \$24590.00(A)
1. Cash Price Vehicle \$24590.00
2. Cash Price Accessories \$N/A
3. Other (Nontaxable) \$N/A
B. Document Preparation Fee (not a governmental fee) \$55.00 (B)
C. Smog Fee Paid to Seller \$N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) \$N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) \$N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) \$N/A (F)
G. (Optional) Surface Protection Product (to whom paid) \$N/A (G)
H. (Optional) Surface Protection Product (to whom paid) \$N/A (H)
I. Sales Tax (on taxable items in A through H) \$2156.44 (I)
J. Optional DMV Electronic Filing Fee \$N/A (J)
K. (Optional) Service Contract (to whom paid) SECURITY PLUS \$2000.00 (K)
L. (Optional) Service Contract (to whom paid) \$N/A (L)
M. (Optional) Service Contract (to whom paid) \$N/A (M)
N. (Optional) Service Contract (to whom paid) \$N/A (N)
O. (Optional) Service Contract (to whom paid) \$N/A (O)
P. Prior Credit or Lease Balance paid by Seller to \$N/A (P)
Q. (Optional) Gap Contract (to whom paid) \$N/A (Q)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance table with columns: Term, Premium. Rows for Ded. Comp., Fire & Theft; Ded. Collision; Bodily Injury; Property Damage; Medical; Total Vehicle Insurance Premiums.

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X
Co-Buyer X
Seller X FONTANA NISSAN

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Application for Optional Credit Insurance form with checkboxes for Credit Life, Credit Disability, and fields for Term, Exp., Premium.

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages.

J. Optional DMV Electronic Filing Fee \$ N/A (J)
 K. (Optional) Service Contract (to whom paid) **SECURITY PLUS** \$ 2000.00 (K)
 L. (Optional) Service Contract (to whom paid) \$ N/A (L)
 M. (Optional) Service Contract (to whom paid) \$ N/A (M)
 N. (Optional) Service Contract (to whom paid) \$ N/A (N)
 O. (Optional) Service Contract (to whom paid) \$ N/A (O)
 P. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A (P)
 (see downpayment and trade-in calculation)
 Q. (Optional) Gap Contract (to whom paid) \$ N/A (Q)
 R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)
 S. Other (to whom paid) N/A \$ N/A (S)
 For N/A

Total Cash Price (A through S) \$ 28801.44 (1)

2. Amounts Paid to Public Officials

A. License Fees **-ESTIMATED-** \$ 282.00 (A)
 B. Registration/Transfer/Titling Fees \$ 84.00 (B)
 C. California Tire Fees \$ 8.75 (C)
 D. Other \$ N/A (D)
Total Official Fees (A through D) \$ 374.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 29176.19 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr N/A Make N/A \$ N/A (A)
 Model N/A Odom. N/A
 VIN N/A
 B. Less Prior Credit or Lease Balance \$ N/A (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ N/A (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ N/A (E)
 F. Other \$ N/A (F)
 G. Cash \$ 1000.00 (G)
Total Downpayment (C through G) \$ 1000.00 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)
7. Amount Financed (5 less 6) \$ 28176.19 (7)

and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS** (Refer to "Total Disabilities Not Covered" in your policy for details).
 You want to buy the credit insurance.

<u>N/A</u>	X	<u>N/A</u>	<u>N/A</u>
Date	Buyer Signature		Age
<u>N/A</u>	X	<u>N/A</u>	<u>N/A</u>
Date	Co-Buyer Signature		Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
 Name of Gap Contract _____
 I want to buy a gap contract.
 Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company	SECURITY PLUS
Term	<u>50</u> Mos. or <u>100000</u> Miles
1L Company	<u>N/A</u>
Term	<u>N/A</u> Mos. or <u>N/A</u> Miles
1M Company	<u>N/A</u>
Term	<u>N/A</u> Mos. or <u>N/A</u> Miles
1N Company	<u>N/A</u>
Term	<u>N/A</u> Mos. or <u>N/A</u> Miles
1O Company	<u>N/A</u>
Term	<u>N/A</u> Mos. or <u>N/A</u> Miles

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign _____

Buyer Signs _____
 Co-Buyer Signs _____

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ N/A \$ N/A
 from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:
N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract apply.
 X _____
 Buyer

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 I HEREBY ACKNOWLEDGE THAT I/WE UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S _____
 Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6D or the itemization of Amount Financed as the "Prior Credit or Lease Balance." Seller agrees to pay the payoff amount shown in item 6D. If the actual payoff amount is less than the amount shown in item 6D, you must pay the Seller the excess on demand. If the actual payoff amount is more than the amount shown in item 6D, the Seller will pay you the difference.

WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THE RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount \$ N/A Finance Charge \$ N/A
Total \$ N/A Payable in N/A
installments of \$ N/A \$ N/A
from this Loan is shown in item 6D.

new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:
N/A

Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
E N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it.

Buyer Signs N/A
Co-Buyer Signs N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. YOU SHOULD CONTACT YOUR INSURANCE AGENT TO OBTAIN FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE. YOU SHOULD CONTACT YOUR INSURANCE AGENT TO OBTAIN FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE. YOU SHOULD CONTACT YOUR INSURANCE AGENT TO OBTAIN FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE.

Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund the difference to you. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund due from the Seller.

Buyer Signature N/A Co-Buyer Signature N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, you may request a change in the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair practice to require you to agree to a change.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION. California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED IN COPY WHEN YOU SIGNED IT.

Buyer Signature N/A Date 11/27/10
Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.
Other Owner Signature N/A Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.
Guarantor X N/A Date N/A Guarantor X N/A Date N/A
Address N/A Address N/A

Seller Signs FONTANA NISSAN Date 11/27/10 By X Title FIM MGR

8-AM THIES
 CUSTOMER #: 819245

208169



INVOICE

Valley-Hi Nissan
 15722 Valley Park Lane · P.O. Box 1508
 Victorville, CA 92394-1508
 (760) 241-1700 · (336) 774 6608
 www.valleyhi.com

HESPERIA, CA
 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 77537 ALAN THIES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	NISSAN NISSAN JUKE	JN8AF5MR2BT [REDACTED]		4977/4977	T2158	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20 NOV 10			17:00 29DEC10		0.00	CASH	28DEC10
R.O. OPENED	READY	OPTIONS: ENG:1.6 Liter					

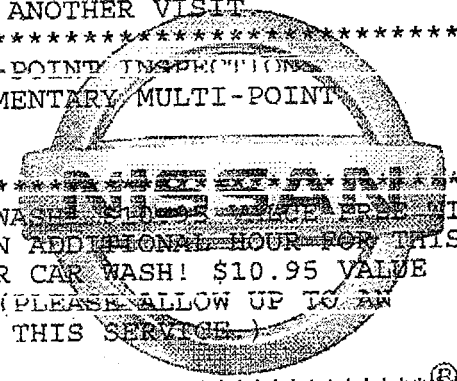
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES WINDSHIELD MAKES SQUEEKNING NOISES WHEN DRIVING AND GOING OVER BUMPS. PLEASE CHECK AND ADVISE CAUSE: FURTHER INVESTIGATION NEEDED. WILL CONTACT NISSAN FIELD OPERATION AREA MANAGER
 0000 CHECK AND ADVISE
 518 I (N/C)

TEST DROVE VEHICLE WITH CUSTOMER, CONFIRMED NOISE COMING FROM RIGHT SIDE OF VEHICLE, DASH AND OR COWEL AREA. FURTHER RESEARCH TO BE DONE TO PLAN COURSE OF ACTION FOR REPAIR. ONCE COURSE OF ACTION IS DETERMINED, WE WILL CONTACT CUSTOMER FOR ANOTHER VISIT.

B PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.
 55NIZINSP PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.
 518 I (N/C)

C COMPLIMENTARY EXTERIOR CAR WASH! ~~VEHICLE PREPARED~~ WITH SERVICE. (PLEASE ALLOW UP TO AN ADDITIONAL HOUR FOR THIS SERVICE.)
 CW COMPLIMENTARY EXTERIOR CAR WASH! \$10.95 VALUE FREE WITH SERVICE. (PLEASE ALLOW UP TO AN ADDITIONAL HOUR FOR THIS SERVICE.)
 999 I (N/C)



***** IMPORTANT NEW INFORMATION! *****

IN THE NEAR FUTURE THE MAJORITY OF OUR COUPON AND DISCOUNTS WILL BE DONE THROUGH OUR WEB SITE (VALLEYHI.COM) AND DIRECT TO YOUR E-MAIL DON'T MISS OUT ON SAVINGS! BE SURE WE HAVE YOUR E-MAIL ADDRESS ON FILE!

FOR YOUR CONVENIENCE	ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
OUR SERVICE DEPT. HOURS MONDAY - FRIDAY: 7:00 A.M. TO 7:00 P.M. NO VEHICLE RELEASED AFTER 5:00 P.M. WEEK DAYS SATURDAY: 8:00 A.M. TO 5:00 P.M. NO VEHICLE RELEASED AFTER 4:30 P.M. ON SATURDAY			LABOR AMOUNT	0.00
TERMS: CASH and ATM WE ACCEPT THE FOLLOWING CARDS: VISA - MASTERCARD - DISCOVER - AMERICAN EXPRESS WE DO NOT ACCEPT ANY OUT OF STATE CHECKS. WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.			PARTS AMOUNT	0.00
Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any questions pertaining to this work order please contact our Service Dept. Manager. SORRY, NO LOAN CARS ARE AVAILABLE.			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INS./ADJ.	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back. BAR# ARD 233803 EPA# CAR 000177600

CUSTOMER COPY

LOT LOCATION:
 CUSTOMER #: 55021

13096



INVOICE

16444 South Highland Avenue
 Fontana, CA 92336
 Phone: (909) 674-2288 Fax: (909) 674-2295
 www.FontanaNissan.com
 PARTS & SERVICE HOURS
 Saturday: 7:00 A.M. to 6:00 P.M.

HESPERIA, CA

PAGE 1

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

SERVICE ADVISOR: 431 JEROME PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GUN METALL	11	NISSAN JUKE	JN8AF5MR2BT [REDACTED]		6916/6916	T6034	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20NOV10 IS							
20NOV10 DL			WAIT 18JAN11		0.00	CASH	11JAN11
R.O. OPENED		READY	OPTIONS: STK:110191 ENG:1.6 Liter TRN:AUTO				

08:07	11JAN11	10:52	11JAN11	LIST	NET	TOTAL
LINE	OPCODE	TECH	TYPE	HOURS		

A CUSTOMER STATES VEHICLE HAS RATTLE NOISE AT WINDSHIELD AREA, WORSE WHEN DRIVING OVER BUMPS.

CAUSE: .
 01 EXTERIOR TRIM

275 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 CONFIRMED CUSTOMER CONCERN. FOUND NOISE AT FRONT COWL PARTS ON ORDER FOR REPAIR.

B CUSTOMER STATES THERE IS A VISIBLE GAP BETWEEN REAR HATCH DOOR AND ROOF WHEN DRIVING OVER BUMPS

CAUSE: .
 98 BODY MECHANICAL

275 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 UNABLE TO DUPLICATE OR VERIFY CUSTOMER CONCERN. TEST DROVE VEHICLE OVER BUMPS AND ON ROADS WITH UNEVEN/IRREGULAR SURFACES. FLUSHED VEHICLE WITH WATER CONTINUOUSLY FOR OVER 10 MINUTES WITH NO WATER INTRUSION INTO PASSENGER COMPARTMENT. NO PROBLEM FOUND AT THIS TIME.

C CUSTOMER STATES VEHICLE USES EXCESS AMOUNT OF FUEL

CAUSE: .
 09 FUEL SYSTEM

275 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 UNABLE TO DUPLICATE CUSTOMER CONCERN. NO STORED DTC AT THIS TIME.

D PERFORM NISSAN MULTI-POINT INSPECTION

CAUSE: .
 55NIZINSP PERFORM NISSAN MULTI-POINT INSPECTION

275 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E TIRE DEPTH (GREEN)

Original Estimate (Parts & Labor)	Total Additional Cost authorized	Approved By:	Date & Time	Authorization Cleared By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management, and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for each this opportunity to inspect any additional parts to be included in this work.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

BAR # ARD00253102 EPA# CAL000289541

LOT LOCATION:
 CUSTOMER #: 55021

13096



INVOICE

16444 South Highland Avenue
 Fontana, CA 92336
 Phone: (909) 574-2288 Fax: (909) 574-2295
 www.FontanaNissan.com

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

PAGE 2

PARTS & SERVICE HOURS
 Monday - Friday: 7:00 A.M. to 7:00 P.M.
 Saturday: 7:00 A.M. to 6:00 P.M.

SERVICE ADVISOR: 431 JEROME PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GUN METALL	11	NISSAN JUKE	JN8AF5MR2BT [REDACTED]		6916/6916	T6034

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20NOV10 IS							
20NOV10 DE			WAIT 10JAN11		0.00	CASH	11JAN11

R.O. OPENED	READY	OPTIONS:	STK:110191	ENG:1.6 Liter	TRN:AUTO
08:07 11JAN11	10:52 11JAN11				

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

CAUSE: 55NIZGTIR TIRE DEPTH (GREEN)
 275 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

 FRONT BRAKES 8MM, REAR BRAKES 7MM. TIRES 8/32", 36PSI.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			<input type="checkbox"/> Invoice <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Mail (See Attached)
Revised Estimate \$				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

*HAZARDOUS WASTE DISPOSAL COSTS	DESCRIPTION	TOTALS
We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	WASTE DISPOSAL COSTS *	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

DATE: _____ CUSTOMER SIGNATURE: _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

BAR # AR000255102 EPA# CAL000289541

CUSTOMER #: 55021

22008



HESPERIA, CA

WORKORDER

16444 South Highland Avenue - Fontana, CA 92336
Phone: (909) 574-2288 - Fax: (909) 574-2295
www.FontanaNissan.com
PARTS & SERVICE HOURS
Monday - Friday: 7:00 A.M. to 7:00 P.M.
Saturday: 7:00 A.M. to 6:00 P.M.
BAR # ARD00255102 EPA# CAL000289541

PAGE 1

HOME: CONT:
BUS: CELL:

SERVICE ADVISOR: 431 PORTER, JEROME

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a Nissan Juke with VIN JN8AF5MR2BT and 18842 miles.

Table with columns: LINE, OP CODE, TECH, TYPE, DESCRIPTIONS/INSTRUCTIONS. Lists items A, B, C, and D including windshields, rental, inspection, and tire depth.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY DEFERRED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
TEARDOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.
It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$
The maximum time for reassembly will be X.
SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.
PAYMENT TERMS: I agree to pay for all labor and materials simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up.
POWER OF ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order.
I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle.

PARTS: All parts are new unless otherwise indicated. You may inspect all parts removed from the vehicle upon request.
ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.
WRITTEN ESTIMATE ORAL ESTIMATE ELECTRONIC EST
By Telephone at: By Fax to:
By E-Mail to:
PRELIMINARY ESTIMATE A
DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.
Name of Designee: Phone Number:
Fax Number: E-Mail Address:
Customer: Date:
Original estimate (Parts & Labor) Total Additional Cost Authorized APPROVED BY: DATE OF WORK:
I acknowledge notice and oral approval of an increase in the original estimated price.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. CUSTOMER COPY

LOT LOCATION:
CUSTOMER #: 55021

Replaced Engine
Recall
HMS

56249



16444 South Highland Avenue
Fontana, CA 92336
Phone: (909) 574-2288 Fax: (909) 574-2295
www.FontanaNissan.com
PARTS & SERVICE HOURS
Monday - Friday: 7:00 A.M. to 7:00 P.M.
Saturday: 7:00 A.M. to 6:00 P.M.

INVOICE

PAGE 1

HESPERIA, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 91 ALEJANDRO RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GUN METALL	11	NISSAN JUKE	JN8AF5MR2BT [REDACTED]	[REDACTED]	59504/59504	T9299	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20NOV10 TS							
20NOV10 DD			20:00 10JUL12		0.00	CASH	11JUL12
R.O. OPENED		READY	OPTIONS: STK:110191 ENG:1.6_Liter TRN:AUTO				

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

A CUSTOMER STATES VEHICLE STALLED LOST POWER AND TURNED OFF ON HER CAUSE: TIMING CHAIN SNAPPED CAUSE DAMAGED TO CRANK SPROCKET AND CHAIN SIDES

10 DRIVEABILITY

81 WSP

- 1 13028-1KC0A CHAIN-CAMSHAFT
- 1 13091-1KC0A CHAIN GUIDE
- 1 13070-EN20A TENSIONER CHAIN
- 1 15041-1KC5A CHAIN BALANCER
- 1 13024-CK80A SPROCKET-CAMSHA
- 1 13021-BE50B SPROCKET-CRANKS
- 1 13095-1KC0A GUIDE CHAIN TEN

stalled on way to Leona Jones home Highland

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 REPLACED TIMING CHAIN AND GUIDES AND TIMING CHAIN TENSIONER AND CRANK SPROCKET, VEHICLE STARTED BUT HAD CYLINDER MISFIRE DUE TO BENT VALVES REPLACED ENGINE LINK BLOCK DUE TO DAMAGE TO VALVE GUIDES AND PISTON TOPS.

B TIRE DEPTH (GREEN)

55N1Z61R TIRE DEPTH (GREEN)

81 WSP

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

C PERFORM NISSAN MULTI-POINT INSPECTION

55N1Z1NSP PERFORM NISSAN MULTI-POINT INSPECTION

81 WSP

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

D** RENTAL

85 ACCESSORIES

81 WSP

SUBL RENTAL PO#34037 (N/C)

WSP

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

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-person (See Attached)	All PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
Revised Estimate	\$					GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

BAR # ARD00255102 EPA# CAL000330650

LOT LOCATION:
 CUSTOMER #: 55021

56249



INVOICE

16444 South Highland Avenue
 Fontana, CA 92336
 Phone: (909) 574-2288 Fax: (909) 574-2295
 www.FontanaNissan.com
 PARTS & SERVICE HOURS
 Monday - Friday: 7:00 A.M. to 7:00 P.M.
 Saturday: 7:00 A.M. to 6:00 P.M.

HESPERIA, CA
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 91 ALEJANDRO RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GUN METALL	11	NISSAN JUKE	JN8AF5MR2BT [REDACTED]		59504/59504	T9299	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
20NOV10 IS							
20NOV10 DD			20:00 10JUL12		0.00	CASH	11JUL12
R.O. OPENED	READY	OPTIONS: STK:110191 ENG:1.6_Liter TRN:AUTO					
10:44 18JUN12	17:25 11JUL12						

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

E** DEDUCTIBLE
 CAUSE:
 85 ACCESSORIES
 81 WSP (N/C)
 MISC DEDUCTIBLE
 CDED 50.00 50.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 50.00 TOTAL LINE E: 50.00

F** UPON FURTHER INSPECTION FOUND KNOCKING NOISE COMING FROM ENGINE
 12 ENGINE MAJOR
 81 W (N/C)
 1 10102-1KCHE ENGINE-BARE (N/C)
 VOR#580357
 1 FT FREIGHT (N/C)
 1 16635-1LA0A GASKET-NOZZLE (N/C)
 1 11332-1KCOB BRACKET ENGINE (N/C)
 1 FT FREIGHT (N/C)
 1 14035-1KCOA GASKET-MANIFOLD (N/C)
 1 FT FREIGHT (N/C)
 1 01125-N2721 BOLT (N/C)
 1 FT FREIGHT (N/C)
 1 16175-1KCOA GASKET-ADAPTER (N/C)
 1 FT FREIGHT (N/C)
 1 14036-1KCOA GSKT-MAN EXHAUS (N/C)
 1 FT FREIGHT (N/C)
 1 13050-EN20B GSKT-WATER INLT (N/C)
 1 FT FREIGHT (N/C)
 1 11062-1KCOA WASHER OUTLET (N/C)
 1 FT FREIGHT (N/C)
 1 12330-16A00 PILOT CONVERTOR (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> E-mail (See Attachment)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
Revised Estimate	\$					PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

DATE: _____ CUSTOMER SIGNATURE: _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: _____

BAR # ARD00255102 EPA# CAL000330650

LOT LOCATION:
CUSTOMER #: 55021

56249



INVOICE

16444 South Highland Avenue
Fontana, CA 92336
Phone: (909) 574-2288 Fax: (909) 574-2295
www.FontanaNissan.com
PARTS & SERVICE HOURS
Monday - Friday: 7:00 A.M. to 7:00 P.M.
Saturday: 7:00 A.M. to 6:00 P.M.

HESPERIA, CA

PAGE 3

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

SERVICE ADVISOR: 91 ALEJANDRO RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE-IN / OUT	TAG	
GUN METALL	11	NISSAN JUKE	JN8AF5MR2BT [REDACTED]		59504 / 59504	T9299	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20NOV10 IS			20:00 10JUL12		0.00	CASH	11JUL12
R.O. OPENED		READY	OPTIONS: STK:110191 ENG:1.6 Liter TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 0.00				18JUN12 16:25	SA: 91		

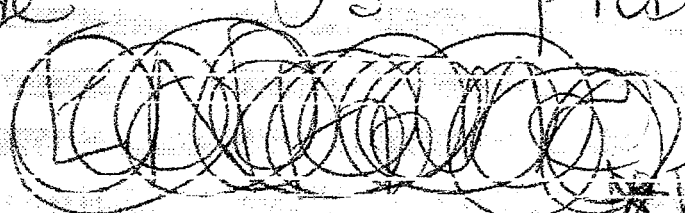
INITIALS: [Signature]

P [Signature]

COACH [Signature]

\$50.00 Deductible

ENGINE PROBLEMS



June 18, 2012
July 11, 2012
* Replaced Engine *

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
0	0			<input type="checkbox"/> In person <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
Revised Estimate	0					GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						HAZARDOUS WASTE DISPOSAL COSTS	50.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						TOTAL CHARGES	50.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				LESS INSURANCE	0.00
						SALES TAX	0.00
						PI FASE PAY THIS AMOUNT	50.00

BAR # ARD00255102 EPA# CAL000330650

LOT LOCATION:
CUSTOMER #: 55021

56204



INVOICE

16444 South Highland Avenue
Fontana, CA 92336
Phone: (909) 574-2288 - Fax: (909) 574-2295
www.FontanaNissan.com
PARTS & SERVICE HOURS
Monday - Friday: 7:00 A.M. to 7:00 P.M.
Saturday: 7:00 A.M. to 8:00 P.M.

RESERVED, CA

PAGE 1

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

SERVICE ADVISOR: 91 ALEJANDRO RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GUN METALL	11	NISSAN JUKE	JN8AF5MR2BT [REDACTED]		59504/59504	T9299

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20NOV10 IS							
20NOV10 DJ			17:00 09.JUL12		0.00	CASH	11.JUL12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:110191 ENG:1.6 Liter TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	R1114	JKE	AIR INLET TBE	NTB11-106			

01 RECOMMENDED MAINT
81 W
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)
ORDERED PARTS WILL BE BACK WHEN PARTS COME IN

B R1201 JKE FUEL PRS SENS
01 RECOMMENDED MAINT
81 W
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)
ORDERED PARTS WILL BE BACK WHEN PARTS COME IN

C TIRE DEPTH (GREEN)
55NIZGTIR TIRE DEPTH (GREEN)
81 W
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

D PERFORM NISSAN MULTI-POINT INSPECTION
55NIZINSP PERFORM NISSAN MULTI-POINT INSPECTION
01 W
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 (N/C)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
				<input type="checkbox"/> Personal <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached) <input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT WASTE DISPOSAL COSTS * TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
Revised Estimate \$					<input type="checkbox"/> All Parts are New Unless Otherwise Indicated. <input type="checkbox"/> Some Parts Not Returnable		
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for the opportunity to inspect any replaced parts as requested by you.					BAR # ARD00255102 EPA# CAL000330650		

CUSTOMER #: 819245

Recall R1114 R1201
ITEMS

237263



Valley-Hi Nissan
15722 Valley Park Lane • P.O. Box 1508
Victorville, CA 92354-1505
(760) 241-1700 • (888) 774-6608
www.valleyhi.com

HESPERIA, CA

PAGE 1

HOME: 7

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 77584 ROBERT CRILANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	NISSAN NISSAN JUKE	JN8AF5MR2BT		73079/73083	T1859	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01 JAN 11 DT			17:00 04DEC12			CASH	05DEC12
R.O. OPENED	READY	OPTIONS: ENG:1.6_Liter					

18:54 04DEC12 27:15 05DEC12

LINE OPCODE TECH TYPE HOURS

A PERFORM RECALL #R1114 AIR INLET TUBE

LIST NET TOTAL

CAUSE: RECALL

RECALL PERFORM RECALL R1114 AIR INLET TUBE -
INSPECT AND REPLACE.

112 WNC

1 14489-1KCOA GASKET-VALVE IN

(N/C)

1 14460-1KCOA TUBE ASMY-INLET

(N/C)

(N/C)

INSPECT AND REPLACE AIR INLET TUBE PER CAMPAIGN

B PERFORM RECALL # R1201 FUEL PRESSURE SENSOR

CAUSE: RECALL

RECALL PERFORM RECALL R1201 FUEL PRESSURE SENSOR AND REPLACE GASKETS AS
NEEDED.

112 WNC

1 14035-1KCOA GASKET-MANIFOLD

(N/C)

1 16175-1KCOA GASKET-ADAPTER

(N/C)

(N/C)

RETORQUE FUEL PRESSURE SENSOR AND REPLACE GASKETS AS NEEDED PER
CAMPAIGN

C PERFORM COMPLIMENTARY MULTI-POINT INSPECTION

55NIZINSP PERFORM COMPLIMENTARY MULTI-POINT
INSPECTION.

112 I

(N/C)

D TIRES HAVE 5/32nds OR MORE REMAINING, REPLACEMENT OF TIRES IS NOT
NEEDED AT THIS TIME.

55NIZGTIRE TIRES HAVE 5/32nds OR MORE REMAINING,
REPLACEMENT OF TIRES IS NOT NEEDED AT THIS
TIME.

112 I

(N/C)

FOR YOUR CONVENIENCE
OUR SERVICE DEPT. HOURS
MONDAY - FRIDAY: 7:00 A.M. TO 7:00 P.M.
NO VEHICLE RELEASED AFTER 6:30 P.M. WEEK DAYS
SATURDAY: 8:00 A.M. TO 5:00 P.M.
NO VEHICLE RELEASED AFTER 4:30 P.M. ON SATURDAY

TERMS: CASH and ATM WE ACCEPT THE FOLLOWING CARDS:
VISA - MASTERCARD - DISCOVER - AMERICAN EXPRESS
WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.
WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR
ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR
VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs
requested on this repair order to your complete satisfaction. If you have any questions
pertaining to this work order please contact our Service Dept. Manager.
SORRY, NO LOAN CARS ARE AVAILABLE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INS./ADJ.	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

BAR# ARD 233803 EPA# CAR 000177600

CUSTOMER #: 819245

237263



INVOICE

Valley-Hi Nissan
15722 Valley Park Lane - P.O. Box 1508
Victorville, CA 92394-1508
(760) 241-1700 - (888) 774-6608
www.valleyhi.com

HESPERIA, CA
HOME:
BUS:
CONT:N/A
CELL:

PAGE 2

SERVICE ADVISOR: 77584 ROBERT CELANO

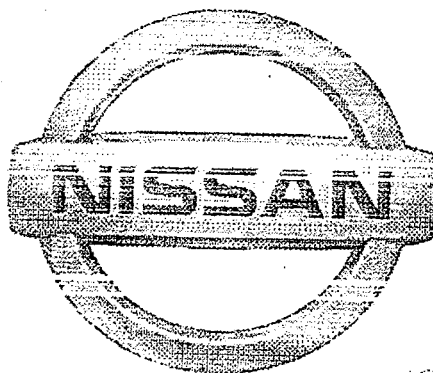
Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, OUT, TAG. Includes vehicle details for a Nissan Juke.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes dates and payment info.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes EST: 0.00 and 04DEC12 15:54 SA: 77584.

***** IMPORTANT NEW INFORMATION! *****

IN THE NEAR FUTURE THE MAJORITY OF OUR COUPON AND DISCOUNTS WILL BE DONE THROUGH OUR WEB SITE (VALLEYHI.COM) AND DIRECT TO YOUR E-MAIL DON'T MISS OUT ON SAVINGS! BE SURE WE HAVE YOUR E-MAIL ADDRESS ON FILE!



®

Table with columns: ORIGINAL ESTIMATE, REVISED ESTIMATE, DESCRIPTION, TOTALS. Includes terms, signature lines, and a total amount of 0.00.

Notice to Consumer: Please read important information on back.

BAR# ARD 233803

EPA# CAR 000177600

CUSTOMER COPY

CUSTOMER #: 819245

238031



INVOICE

Valley HI Nissan
15722 Valley Park Lane - P.O. Box 1509
Victorville, CA 92394-1508
(760) 241-1700 - (888) 774-8808
www.valleyhi.com

HESPERIA, CA

PAGE 1

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 77584 ROBERT CELANO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a Nissan Juke with VIN JN8AF5MR2BT and license 73353/73353.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes work order details for battery replacement.

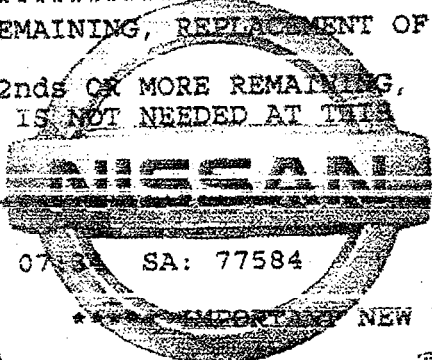
77591 I

B PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.
55NIZINSP PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.

77591 I

C TIRES HAVE 5/32nds OR MORE REMAINING, REPLACEMENT OF TIRES IS NOT NEEDED AT THIS TIME.

55NIZGTIRE TIRES HAVE 5/32nds OR MORE REMAINING, REPLACEMENT OF TIRES IS NOT NEEDED AT THIS TIME.



EST: 0.00 21DEC12 07:34 SA: 77584

***** IMPORTANT NEW INFORMATION! *****

IN THE NEAR FUTURE THE MAJORITY OF OUR COUPON AND DISCOUNTS WILL BE DONE THROUGH OUR WEB SITE (VALLEYHI.COM) AND DIRECT TO YOUR E-MAIL DON'T MISS OUT ON SAVINGS! BE SURE WE HAVE YOUR E-MAIL ADDRESS ON FILE!

CASH

Summary table with columns: ORIGINAL ESTIMATE, REVISED ESTIMATE, DESCRIPTION, TOTALS. Totals include Labor (0.00), Parts (51.50), Gas/Oil/Lube (0.00), and Sales Tax (1.82).

Notice to Consumer: Please read important information on back. BAR# ARD 233803 EPA# CAR 000177600

CUSTOMER COPY

CUSTOMER #: 819245

246628



INVOICE

Valley-Hi Nissan
15722 Valley Park Lane · P.O. Box 1508
Victorville, CA 92394-1508
(760) 241-1700 · (888) 774-6608
www.valleyhi.com

HESPERIA, CA

PAGE 1

HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 77583 KENNY MENDEZ

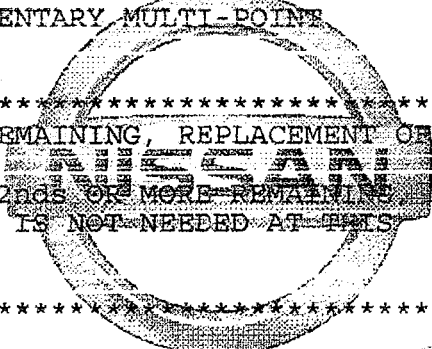
Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: 11, NISSAN NISSAN JUKE, JN8AF5MR2BT, 88277/88277, T9203.

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 01JAN11 DE, 08:33 06JUN13, 17:00 06JUN13, 20:53 06JUN13, CASH, 06JUN13.

A CUSTOMER STATES VEHICLE IS MAKING WHINING TYPE NOISE AT IDLE AND WHEN ACCELERATE VEHICLE HESITATES TO MOVE. HEAR WHINING LOUDER WHEN ON FREEWAY. CAUSE: UNABLE TO VERIFY CUSTOMERS CONCERN 0000 CUSTOMER STATES VEHICLE IS MAKING WHINING TYPE NOISE AT IDLE AND ACCEL VEHICLE HESITATES TO MOVE. 77599 I (N/C)

B PERFORM COMPLIMENTARY MULTI-POINT INSPECTION. 55NIZINSP PERFORM COMPLIMENTARY MULTI-POINT INSPECTION. 999 I (N/C)

C TIRES HAVE 5/32nds OR MORE REMAINING, REPLACEMENT OF TIRES IS NOT NEEDED AT THIS TIME. 55NIZGTIRE TIRES HAVE 5/32nds OR MORE REMAINING REPLACEMENT OF TIRES IS NOT NEEDED AT THIS TIME. 999 I (N/C)



EST: 50.00 06JUN13 08:33 SA: 77583

***** IMPORTANT NEW INFORMATION! *****

IN THE NEAR FUTURE THE MAJORITY OF OUR COUPON AND DISCOUNTS WILL BE DONE THROUGH OUR WEB SITE (VALLEYHI.COM) AND DIRECT TO YOUR E-MAIL DON'T MISS OUT ON SAVINGS! BE SURE WE HAVE YOUR E-MAIL ADDRESS ON FILE!

Car hesitating

Form with columns: ORIGINAL ESTIMATE, REVISED ESTIMATE, DESCRIPTION, TOTALS. Includes checkboxes for tire pressure check and customer signature lines.

Notice to Consumer: Please read important information on back. BAR# ARD 233803 EPA# CAR 000177600

CUSTOMER COPY

CUSTOMER #: 819245

256088



INVOICE

Valley-Hi Nissan
15722 Valley Park Lane · P.O. Box 1508
Victorville, CA 92394-1508
(760) 241 1700 · (951) 774 8808
www.valleyhi.com

HESPERIA, CA

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 77537 ALAN THIES

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Nissan Juke.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a circled line 16:19 12NOV13 13:07 13NOV13.

A CUSTOMER STATES WHILE DRIVING AT FREEWAY SPEEDS, UNDER ACCELERATION, AROUND 70MPH; THE VEHICLE FEELS LIGHT IT JERKS AND HESITATES. PLEASE CHECK AND ADVISE. MS MISCELLANEOUS SERVICE 518 I DIRTY AIR FILTER, RECOMMEND FILTER AND COMPLETE FUEL INJECTION CLEANING \$285

B PERFORM COMPLIMENTARY MULTI-POINT INSPECTION 55NIZINSP PERFORM COMPLIMENTARY MULTI-POINT INSPECTION 518 I

C TIRES HAVE 5/32nds OR MORE REMAINING. REPLACEMENT OF TIRES IS NOT NEEDED AT THIS TIME. 55NIZGTIRE TIRES HAVE 5/32nds OR MORE REMAINING. REPLACEMENT OF TIRES IS NOT NEEDED AT THIS TIME. 518 I

D RECOMMENDED REPAIRS OR SERVICE DECLINED BY CUSTOMER AT THIS TIME. DEC RECOMMENDED REPAIRS OR SERVICE DECLINED BY CUSTOMER AT THIS TIME. 518 I FRONT BRAKES LOW \$185, REAR BRAKES LOW \$185, PASSENGER INNER CV BOOT TORN (COVERED BY EXTENDED WARRANTY), DRIVE BELT CRACKED, ALL FLUSHES DUE.

EST: 115.00 12NOV13 16:19 SA: 77537

Handwritten signature: B. D. Ho. M.

Handwritten note: Car hesitating

Service invoice form with sections for terms, estimates, description of work, and customer signature. Includes checkboxes for tire pressure check and a 'SORRY, NO LOAN CARS ARE AVAILABLE' note.

Notice to Consumer: Please read important information on back. BAR# ARD 233803 EPA# CAR 000177600

CUSTOMER COPY

CUSTOMER #: 819245

257525



WORKORDER

Valley-Hi Nissan
15722 Valley Park Lane · P.O. Box 1508
Victorville, CA 92384-1508
(760) 241-1700 · (888) 774-6608
BAR# ARD 233803 EPA# CAR 000177600
www.valleyhi.com

HESPERIA, CA

PAGE 1

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 77537 THIES, ALAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes handwritten entries like '11 NISSAN NISSAN JUKE', 'JN8AF5MR2BT', '101416/', 'T8213', '01JAN11 DD', '17:00 07DEC13', 'CASH', 'R.O. OPENED', 'READY', 'OPTIONS: ENG:1.6_Liter', and circled '07DEC2013 14:51'.

VEHICLE SERVICE HISTORY

Table with columns: RO#, S/A, MILEAGE, OP CODE, TECH, TYPE, DESCRIPTION. Contains multiple rows of service records with descriptions like 'MISCELLANEOUS SERVICE', 'PERFORM COMPLIMENTARY MULTI-POINT INSPECTI', 'TIRES HAVE 5/32nds OR MORE REMAINING, REPL', 'RECOMMENDED REPAIRS OR SERVICE DECLINED BY', 'CUSTOMER STATES VEHICLE IS MAKING WHINING T', 'PERFORM COMPLIMENTARY MULTI-POINT INSPECTI', 'TIRES HAVE 5/32nds OR MORE REMAINING, REPL', 'INSTALLED CUSTOMER SUPPLIED BATTERY -', 'PERFORM COMPLIMENTARY MULTI-POINT INSPECTI', 'TIRES HAVE 5/32nds OR MORE REMAINING, REPL', 'RECALL 112 WNG PERFORM RECALL R1114 AIR INLET TIRE - INSPR', 'RECALL 112 WNG PERFORM RECALL R12015 RETORQUE FUEL PRESSU', 'PERFORM COMPLIMENTARY MULTI-POINT INSPECTI'.



grayish smoke
Recall items - R1114
12-12-12
R12015
Car is hesitating at 70mph & 30mph
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

Form with sections: TERMS: CASH and ATM WE ACCEPT THE FOLLOWING CARDS... WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS... IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE... TEARDOWN ESTIMATE, ORIGINAL ESTIMATE \$5.00, PHONE NO. CALLED, 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 to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control... ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE, YES YES, REVISED ESTIMATE (\$), DATE, TIME, BY, CONTACTED PERSON, PERSON CONTACTED, DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS, I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor: Name of Designee, Phone Number, Fax Number, E-Mail Address, Date.

CUSTOMER #: 819245

257525



WORKORDER

Valley-Hi Nissan
15722 Valley Park Lane · P.O. Box 1508
Victorville, CA 92394-1508
(760) 241-1700 · (888) 774-6608
BAR# ARD 233803 EPA# CAR 000177600
www.valleyhi.com

PAGE 2

SERVICE ADVISOR: 77537 THIES, ALAN

HESPERIA, CA

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes data for 2011 Nissan Juke and service dates.

Table with columns: LINE OF CODE, TECH. TYPE, DESCRIPTIONS/INSTRUCTIONS. Includes entry # A MS CR TOWED IN. CUSTOMER STATES THE VEHICLE BLEW GREYISH COLORED SMOKE AND STALLED WHILE DRIVING APPROX 30MPH.

EST: TOTAL 115.00

B 55NIZINSP I PERFORM COMPLEMENTARY MULTI-POINT INSPECTION

C 55NIZGTIR T TIRES HAVE [REDACTED] REMAINING, REPLACEMENT OF TIRES IS NOT NEEDED AT THIS TIME.



ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

TERMS: CASH and ATM WE ACCEPT THE FOLLOWING CARDS: VISA - MASTERCARD - DISCOVER - AMERICAN EXPRESS. WE DO NOT ACCEPT ANY USE OF STATE CHECKS. WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS. IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

☐ Tire pressure check/inflation service was performed.
☐ Customer declined tire pressure check/inflation service.

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimate price for parts and labor: Name of Designee: Phone Number: Fax Number: E-Mail Address: Date:

Table with columns: TEARDOWN ESTIMATE, ORIGINAL ESTIMATE \$5.00, PHONE NO. CALLED.

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 to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts availability by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described as needed, signifying my agreement for the completion of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs shown.

Table with columns: REVISION ESTIMATE (\$), DATE, TIME, BY, CONTACTED PERSON (VIA PHONE/IN PERSON), PERSON CONTACTED.

TEAR DOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended.

(Customer's Signature)



4
Recalls

NISSAN NORTH AMERICA, INC.

National Headquarters
Consumer Affairs Department
P.O. Box 685003
Franklin, Tennessee 37068-5003

[Redacted]
Hesperia, CA [Redacted]

OWNER NOTIFICATION

NISSAN RECALL 11V-583

Dear Nissan Juke 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 that relates to motor vehicle safety exists in some ~~2011 Model Year Nissan Juke vehicles~~. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

Reason for Recall

In some of the affected vehicles, ~~the turbocharger air inlet tube and boost sensor assembly may~~
~~malfunction, resulting in an intermittent block of fresh air to the engine. This may cause the engine to stall~~
~~check engine warning lamp will illuminate. In the vehicle conditions to be driven in this condition~~
~~without being promptly serviced, it could eventually stall while idling, increasing the risk of a~~
~~crash.~~

What Nissan Will Do

Your Nissan dealer will inspect, and if necessary, replace the air inlet tube. This service, free for parts and labor, should take less than an hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. If the check engine warning lamp is illuminated, please contact your dealer immediately. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If you have additional questions you may contact the 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.



NISSAN NORTH AMERICA, INC.

National Headquarters

Consumer Affairs Department

P.O. Box 685003

Franklin, Tennessee 37068-5003

[REDACTED]
Hesperia, CA [REDACTED]

Dear Nissan Juke Owner:

Nissan has discovered that your model year 2011 Juke is equipped with an improperly functioning on-board diagnostics (OBD) system that may in some situations illuminate a MIL when a malfunction does not exist due to a calibration error. This has no effect on vehicle fuel consumption, drivability, or safety.

You should also be aware that if your vehicle is not repaired it will fail a Smog Check test in those areas of California where such testing is required under state law.

What Nissan Will Do

To correct this condition, Nissan is conducting a Voluntary Service Campaign to reprogram the [REDACTED]. This free service should take about one hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the dealer for service.**

Your vehicle is eligible for this free service regardless of whether non-original parts were used for previous service and repairs, or if the service was performed by a repair facility other than a Nissan dealer.

What You Should Do

Contact your Nissan dealer at your convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the 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).

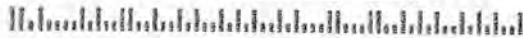
Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.



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

8088 0106047

[REDACTED]
 Hesperia, CA [REDACTED]



WARRANTY NOTIFICATION

Dear Nissan Juke Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, Nissan is extending your vehicle's New Vehicle Limited Warranty on the front door lock assembly. ~~Under the weather conditions of~~

~~where the front door lock assembly of Nissan Juke vehicles, which~~
~~does not malfunction, is difficult to open or properly close the front door.~~

The likelihood of this incident occurring on a vehicle not exposed to freezing weather conditions is extremely low. Even though your vehicle is not registered in a State where this incident is likely to occur, Nissan is extending your new vehicle's New Vehicle Limited Warranty as it applies to the front door lock assembly from 36 months/36,000 miles to 72 months/72,000 miles for failure of the front door lock assembly. ~~Please remove the sticker located on the bottom of this letter and place it on the cover of your Nissan Warranty Information Booklet to remind you of the warranty extension. If you ever need to use it.~~

If you have previously paid to have your front door lock assembly 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).

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

VIN: JNRAE5MR2B1 [REDACTED]



Nissan has extended your vehicle's New Vehicle Limited Warranty as it applies to the front door lock assembly to 72 months / 72,000 miles (whichever comes first). All other warranty terms, limitations, and conditions remain unchanged.

Nissan North America WBI/12-003



NISSAN NORTH AMERICA, INC.

National Headquarters

Consumer Affairs Department

P.O. Box 685003

Franklin, Tennessee 37068-5003

[REDACTED]
Hesperia, CA [REDACTED]

OWNER NOTIFICATION

NISSAN RECALL 12V-060

Dear Nissan Juke 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 ~~one of the affected Nissan vehicles.~~ Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

Reason for Recall

Nissan recently discovered that on some of the affected vehicles, ~~the fuel pressure sensor connection may not have been tightened to the proper specification. As a result, the fuel pressure sensor may loosen gradually, which could, over time, allow a small amount of fuel to leak from the fuel pressure sensor connection, which could increase the risk of a fire in the presence of~~

What Nissan Will Do

Your Nissan dealer will check for fuel leakage between the fuel rail pressure sensor and fuel rail. If there is no leakage, the pressure sensor will be retightened to the proper torque specification. If a fuel leak is found, the fuel pressure sensor will be removed, the gasket will be replaced and the entire assembly will be retightened to the proper torque specification. This free service may take up to two hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. ~~If you notice a fuel smell in the cabin of your vehicle, please bring your vehicle to your Nissan dealer for repair immediately.~~

If the dealer fails to, or is unable to make the necessary repairs free of charge, you may contact the 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.

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2011 Nissan Juke: Recall-Alert

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2011 Nissan Juke

Nissan is recalling certain 2011 Nissan Juke compact cars over concerns that they could stall without warning.

A notice on the National Highway Traffic Safety Administration (NHTSA) site lists the number of potential affected units at 28,294. Affected vehicles were manufactured April 9, 2010, the start of production, through May 12, 2011.

Nissan Rogue Clearance

www.nissan.com

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Documentation from Nissan indicates that Nissan Jukes manufactured after those dates were not affected. In addition, the automaker said that no other Nissan or Infiniti vehicles are affected because they do not use the subject air inlet tube.

More About This Car

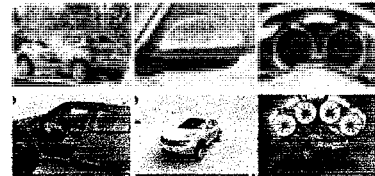
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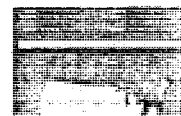
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The United States Of Used Cars



2005-2007 Chevrolet Cobalt, 2007 Pontiac G5 Recalled For Faulty Ignition Switch

The NHTSA notice says that the turbocharged boost sensor bracket may separate from the air inlet tube as a result of a defective weld. If the bracket comes off, the vehicle could stall without warning, thus increasing crash risk.

The explanation from Nissan is that if the bracket separated, the vehicle goes into a "fail safe" mode and a warning light comes on to alert the driver. Continued operation of the vehicle may cause it to stall during idling and, in rare instances, it may not re-start.

Nissan will notify owners and dealers will check the lot number on the air inlet tube, replacing the tube, if necessary, at no charge. The Nissan safety recall is expected to begin on or about January 9, 2012.

In the meantime, owners of 2011 Nissan Juke vehicles with any questions or concerns may contact Nissan at **1-800-647-7261**.

Alternatively, owners of vehicles involved in the campaign may contact the NHTSA's Vehicle Safety Hotline at **1-888-327-4236** or go to <http://www.safercar.gov>. Reference the NHTSA campaign ID No. **11V583000**.

This is the second Nissan recall this month. Earlier, Nissan announced a recall involving the 2011 Rogue crossover SUV.

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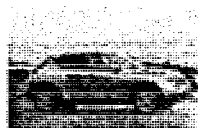
2010-2011 Nissan Sentra: Recall-Alert



2011-2012 Nissan Juke, Infiniti M, QX Recalled For...



2011 Nissan Rogue: Recall Alert



2011-2012 Nissan Juke, Infiniti QX, Infiniti M: Recall Alert

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2011 Nissan Juke Recalls

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2011 Nissan Juke

Average Resale Value: \$18,342

MPG Range: 25 - 32 mpg

Bodystyles: SUV

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Recall ID # 95220 - FUEL SYSTEM, DIESEL:STORAGE:TANK ASSEMBLY

Hide Details

Recall Date:
FEB 24, 2012

Model Affected:
2011 Nissan Juke

Summary:
NISSAN IS RECALLING CERTAIN MODEL YEAR 2011-2012 JUKE, INFINITI QX AND INFINITI M VEHICLES. THE FUEL PRESSURE SENSORS MAY NOT HAVE BEEN TIGHTENED TO THE CORRECT SPECIFICATION. AS A RESULT, THE FUEL PRESSURE SENSOR MAY LOOSEN DUE TO HEAT AND VIBRATION CAUSING FUEL TO LEAK.

Consequences:
FUEL MAY LEAK FROM THE PRESSURE SENSOR, INCREASING THE RISK OF A FIRE.

Remedy:
NISSAN WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE FUEL PRESSURE SENSORS, AS NECESSARY, FREE OF CHARGE. THE SAFETY RECALL BEGAN ON APRIL 2, 2012. OWNERS MAY CONTACT NISSAN CUSTOMER SERVICE AT 615-725-1000.

Potential Units Affected:
79275

Notes:
NISSAN NORTH AMERICA, INC.

Recall ID # 91590 - ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:TURBO-CHARGER

Hide Details

Recall Date:
DEC 08, 2011

Model Affected:
2011 Nissan Juke

Summary:
NISSAN IS RECALLING CERTAIN MODEL YEAR 2011 NISSAN JUKE VEHICLES MANUFACTURED FROM APRIL 9, 2010, THROUGH MAY 12, 2011. THE



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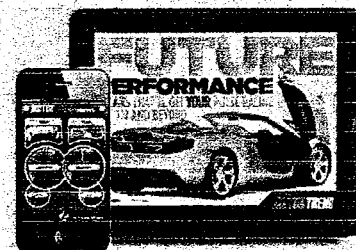
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TURBOCHARGER BOOST SENSOR BRACKET MAY SEPARATE FROM THE AIR INLET TUBE DUE TO A DEFECTIVE WELD.

Consequences:

IF THE BRACKET COMES OFF, THE VEHICLE COULD STALL WHILE THE ENGINE IS IDLING WITHOUT WARNING, INCREASING THE RISK OF A CRASH.

Remedy:

NISSAN WILL NOTIFY OWNERS, AND DEALERS WILL CHECK THE LOT NUMBER ON THE AIR INLET TUBE AND REPLACE IT IF NECESSARY, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT JANUARY 9, 2012. OWNERS MAY CONTACT NISSAN AT 1-800-647-7261.

Potential Units Affected:

28294

Notes:

NISSAN NORTH AMERICA, INC.

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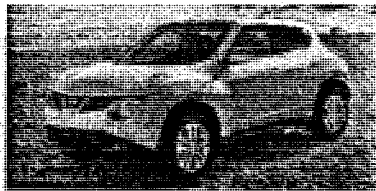
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2014 **2011 Nissan Juke** For Sale Repairs



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Avg. Price Paid: \$14,514 - \$18,418
 Original MSRP: \$19,570 - \$25,200
 MPG: 27 City / 32 Hwy

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- #2 2011 Honda Civic
- #2 2011 Honda Fit
- #4 2011 Ford Fiesta
- #18 **2011 Nissan Juke**

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2011 Nissan Juke Recalls & Reliability

Recalls

There have been 2 safety recalls issued from NHTSA.

FUEL SYSTEM, DIESEL:STORAGE:TANK ASSEMBLY

Recall Date: 02/23/2012

Consequence: FUEL MAY LEAK FROM THE PRESSURE SENSOR, INCREASING THE RISK OF A FIRE.

NHTSA Campaign ID: 12V069000

Potential Number of Units Affected: 79,275

Summary:

NISSAN IS RECALLING CERTAIN MODEL YEAR 2011-2012 JUKE, INFINITI QX AND INFINITI M VEHICLES. THE FUEL PRESSURE SENSORS MAY NOT HAVE BEEN TIGHTENED TO THE CORRECT SPECIFICATION. AS A RESULT, THE FUEL PRESSURE SENSOR MAY LOOSEN DUE TO HEAT AND VIBRATION CAUSING FUEL TO LEAK.

Remedy:

NISSAN WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE FUEL PRESSURE SENSORS, AS NECESSARY, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON MARCH 19, 2012. OWNERS MAY CONTACT NISSAN CUSTOMER SERVICE AT 815-725-1000.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO HTTP://WWW.SAFERCAR.GOV

ENGINE AND ENGINE

COOLING:ENGINE:GASOLINE:TURBO-CHARGER

Recall Date: 12/08/2011

Consequence: IF THE BRACKET COMES OFF, THE VEHICLE COULD STALL WITHOUT WARNING, INCREASING THE RISK OF A CRASH.

NHTSA Campaign ID: 11V583000

Potential Number of Units Affected: 28,294

Summary:

NISSAN IS RECALLING CERTAIN MODEL YEAR 2011 NISSAN JUKE VEHICLES MANUFACTURED FROM APRIL 9, 2010, THROUGH MAY 12, 2011. THE TURBOCHARGER BOOST SENSOR BRACKET MAY SEPARATE FROM THE AIR INLET TUBE DUE TO A DEFECTIVE WELD.

Remedy:

Used Car Scores

Overall:	7.7
Critics' Rating:	8.3
Performance:	8.0
Interior:	6.9
Operating Cost:	8.0
Safety:	10.0
Reliability:	

How we calculate scores
 Research analyzed for this review

Notable for 2011

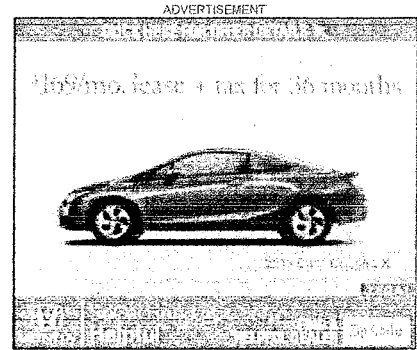
New for 2011 model year

Pros and Cons

- Available all-wheel drive
- Engaging performance
- Outstanding safety scores
- Cramped rear seats
- Little cargo space
- Below-average reliability rating

Research Other Years

- 2014 Nissan Juke
- 2013 Nissan Juke
- 2012 Nissan Juke



Monthly Payment Calculator

Calculate your monthly payment for the 2011 Nissan Juke.

Avg. Paid: \$14,514 - \$18,418
 Orig. MSRP: \$19,570 - \$25,200

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2013 Nissan Juke S
 in Vienna, VA (9.03 miles away)

\$18,460



2013 Nissan Juke SV
 in Vienna, VA (9.03 miles away)

\$21,753



2013 Nissan Juke SL
 in Vienna, VA (9.03 miles away)

\$23,386



NISSAN WILL NOTIFY OWNERS, AND DEALERS WILL CHECK THE LOT NUMBER ON THE AIR INLET TUBE AND REPLACE IT IF NECESSARY, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT JANUARY 9, 2012. OWNERS MAY CONTACT NISSAN AT 1-800-647-7261.

Notes:
OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

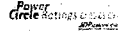
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Reliability

Our reliability score is based on the J.D. Power and Associates Vehicle Dependability Study (VDS) rating or, if unavailable, the J.D. Power Predicted Reliability rating.

Predicted Reliability Score



Key: Among The Best Better Than Most About Average The Rest

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Warranty

Note that warranty coverage that came with the vehicle when it was new may not transfer to subsequent owners. Check with the manufacturer to see if a warranty may still apply.

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Next Steps: 2011 Nissan Juke

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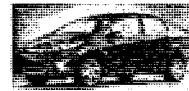
2011 Hyundai Elantra
#1 in 2011 Affordable Small Cars



2011 Honda Civic
#2 in 2011 Affordable Small Cars



2011 Honda Fit
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2011 Ford Fiesta
#4 in 2011 Affordable Small Cars



2011 Chevrolet Cruze
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2012 Nissan Juke

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Kelley Blue Book Retail
\$15,750-\$17,050

Est. MPG
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Visit safercar.gov for all vehicle recall information.

JUKE SEATS

Recall number: 12V328000
Recall date: 07/12/2012

Problem Summary:

NISSAN IS RECALLING CERTAIN MODEL YEAR 2012 JUKE VEHICLES MANUFACTURED FROM FEBRUARY 3, 2012, THROUGH MAY 26, 2012. DUE TO AN INCOMPLETE WELD PENETRATION, THE REAR SEAT BACK STRIKER MAY PARTIALLY SEPARATE IN A CRASH.

Consequence:

IN THE EVENT OF A CRASH, THE REAR SEAT BACK MAY NOT BE SECURED, INCREASING THE RISK OF INJURY TO THE REAR SEAT OCCUPANTS.

Corrective Action:

NISSAN WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE AFFECTED SEAT BACK STRIKERS, FREE OF CHARGE. THE RECALL IS SCHEDULED TO BEGIN AT THE END OF JULY 2012. OWNERS MAY CONTACT NISSAN CUSTOMER SERVICE AT 1-800-647-7261.

This recall affects vehicles manufactured between **02/03/2012** and **05/25/2012**.

FUEL SYSTEM, DIESEL:STORAGE:TANK ASSEMBLY

Recall number: 12V069000
Recall date: 02/24/2012

Problem Summary:

NISSAN IS RECALLING CERTAIN MODEL YEAR 2011-2012 JUKE, INFINITI QX AND INFINITI M VEHICLES. THE FUEL PRESSURE SENSORS MAY NOT HAVE BEEN TIGHTENED TO THE CORRECT SPECIFICATION. AS A RESULT, THE FUEL PRESSURE SENSOR MAY LOOSEN DUE TO HEAT AND VIBRATION CAUSING FUEL TO LEAK.

Consequence:



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FUEL MAY LEAK FROM THE PRESSURE SENSOR, INCREASING THE RISK OF A FIRE.

Corrective Action:

NISSAN WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE FUEL PRESSURE SENSORS, AS NECESSARY, FREE OF CHARGE. THE SAFETY RECALL BEGAN ON APRIL 2, 2012. OWNERS MAY CONTACT NISSAN CUSTOMER SERVICE AT 615-725-1000.

The manufacturer first notified owners of this recall on **04/02/2012**.

This recall affects vehicles manufactured between **03/08/2010** and **12/27/2011**.

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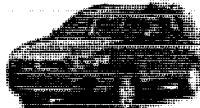


2012 GMC Terrain
Kelley Blue Book Retail
 \$19,450-\$22,500

(4.3)

41 consumer reviews

Compare



2013 Mitsubishi Outlander
Starting MSRP
 \$22,695-\$28,595

(4.0)

1 consumer review

Compare



2013 Jeep Patriot
Starting MSRP
 \$15,995-\$25,695

(4.3)

28 consumer reviews

Compare

Compare Side-By-Side

Select up to three models

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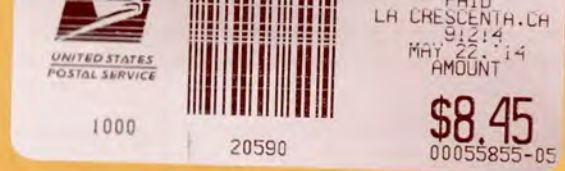
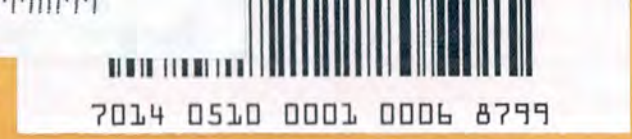
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