


Ref # 1075884

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>	<p>FOR AGENCY USE ONLY 100148 U.S.C. 552(B)(6)</p>	<p>Date Received 24-AUG-2015 OCT 14 2015</p>	<p>Repository <input type="checkbox"/></p>
		<p>Reference No. 10758841</p>		

OWNER INFORMATION (Type or Print)

Name	[Redacted]			Daytime Telephone Number	E-mail Address
Address	[Redacted]			Evening Telephone Number	
City	HARRISONBURG	State	VA	Zip Code	[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)	Make	Model	Model Year
1B3HB48B88D [Redacted]	DODGE	CALIBER	2008
Date Purchased	Dealer's Name and Telephone Number		Engine
5-14-15	HARRISONBURG NISSAN (540) 564-1111		2015R
Original Owner <input type="checkbox"/>	Dealer's City	State	No. of Cylinders
	HARRISONBURG	VA	4
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Incident Date(s)
AT	<input checked="" type="checkbox"/> Cruise Control	Lifetime	01-MAY-2015
		Multiple Failure:	
		Ball Joints BRAKES	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: BRAKES (PWS), 020000 SUSPENSION	Failure Mileage	Failure Speed
DRIVER Side Ball Joints and Control Arm - BRAKES CROAKED - pulls out of Road and inspection 4-16	133833	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
Bridge Stone	Firestone	215
DOT No. (Example: DOTM15ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: DRIVERS Side Ball Joint Arm
Tire Component Code	Tire Failure Type:	
CAN Not Fine	Big 2 Tire	?

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:	No Children

APPLICABLE INCIDENT INFORMATION
(please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police
		0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2008 DODGE CALIBER. THE CONTACT STATED THAT THE VEHICLE SWERVED AND MADE A CLICKING SOUND WHILE DRIVING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE FRONT BALL JOINT AND THE LOWER CONTROL ARM FAILED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE AN ALIGNMENT WAS PERFORMED BUT FAILED TO CORRECT THE FAILURE. THE CONTACT ALSO STATED THAT THE BRAKE SYSTEM FAILED. THE BRAKE EMITTED A METAL GRINDING NOISE WHEN THE BRAKE PEDAL WAS ENGAGED. THE DEALER INSPECTED THE BRAKE SYSTEM AND FOUND CORROSION ON THE BRAKE LINES THE CORROSION WAS REMOVED FROM THE BRAKE LINES HOWEVER, THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 133,833.

New tires and 3 mounted and balanced on 4-7-2015 by HARRISONBURG Nissan why did the dealer fine all the problems and dealer inspected car on the month of April 4 2015

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.

I had the tire Rotted brakes steel makes an noise sending car fax 4 owners

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

Sending you all paper work on vehicle and a paper from Harrisonburg Nissan, Commonwealth of Virginia. I told Harrisonburg Nissan that I am gonna talk to State police about problems with this car so if call the police on them I don't think threatening them. the diagnosis was when I went back in August: the car pulled to right and left. I ask them to check the vehicle and I was up set and scared with all problem with car was loud not yelling in tears I still up set. Sorry for all this writing Thank alot!

ATTACH ADDITIONAL SHEETS IF NECESSARY

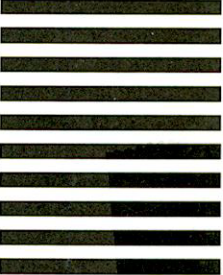
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



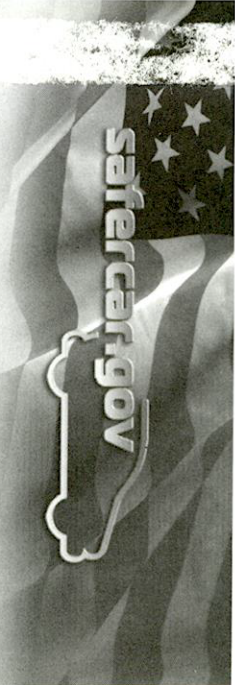
**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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





Ref# 1075884

Ref 848376

COMMONWEALTH of VIRGINIA
Office of the Attorney General

Mark R. Herring
Attorney General

900 East Main Street
Richmond, Virginia 23219
804-786-2071
FAX 804-225-4378

September 23, 2015

[REDACTED]
[REDACTED]
Harrisonburg, VA [REDACTED]

Re: [REDACTED] VS Harrisonburg Nissan

Dear [REDACTED]

Thank you for authorizing the Virginia Attorney General's Office to assist in the resolution of your dispute. Enclosed is the above-mentioned company's written response to your complaint. Please review it carefully and, if you would like to provide a response, please do so in writing within ten (10) business days from the date of this letter.

This Office will retain your complaint form and copies of all official correspondence regarding the complaint in accordance with the applicable state retention schedule. Under the Virginia Freedom of Information Act, please be advised that these materials will be available to the public for review, upon request.

If you have any additional information or need further assistance, please contact me at (804) 786-1244 or (800) 552-9963, extension 61244 within Virginia. My email address is ebishop@oag.state.va.us. The fax number is (804) 225-4378.

Sincerely,

Erin B. Bishop

Erin B. Bishop
Dispute Resolution Specialist
Dispute Resolution and Investigations Unit

Enclosure

Ref# ~~1075887~~
1075884



2275 East Market Street • Harrisonburg, VA 22801
540-564-1111 • FAX 540-564-1119
www.harrisonburgnissan.com

RECEIVED

SEP 22 2015

September 16, 2105

Commonwealth of Virginia
Office of the Attorney General
900 East Main Street
Richmond, VA 23219

CONSUMER PROTECTION SECTION

Attention: Erin Bishop

RE: [REDACTED]
Case #: [REDACTED]

On May 14, 2015 [REDACTED] purchased a 2008 Dodge Caliber from our dealership. As part of the sale we included a we owe to "check the vehicle for a front end rattle" (copy attached). On June 3 we replaced the right front strut and bearing as part of the we owe. On July 15 we replaced the left front control arm as part of the we owe, at no charge to the customer. We subsequently did a front end alignment on August 4 again at no charge to the customer.

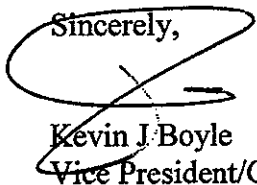
Sometime later in August [REDACTED] returned with a complaint of a brake squeal. It was explained to her she would need to authorize a diagnosis for the problem and if the problem was not covered by her extended warranty she would be responsible for the charges. At this time she became upset, yelling at our service personnel and threatening them. She was asked to leave and not return.

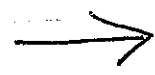
The extended warranty she purchased with the vehicle is good at any repair facility with the authorization of the plan administrator as detailed in her warranty.

We feel we have fulfilled our obligation to make the repairs promised under our we owe. Only after being threatened did we terminate our relationship with [REDACTED]

If you have any questions or need to discuss this case further, please feel free to contact me at 540 564-1111.

Sincerely,


Kevin J. Boyle
Vice President/General Manager



Over

Ref # 1075884

Ref # 848376

OFFICE OF THE ATTORNEY GENERAL OF VIRGINIA - CONSUMER PROTECTION SECTION
OFFICIAL CONSUMER COMPLAINT FORM

SECTION 1 - Your Information

Mr. Mrs. Ms. <input checked="" type="checkbox"/>	Last name	First name	Mid. Initial
[Redacted]		[Redacted]	[Redacted]
[Redacted]			Appt. or suite number
[Redacted]			[Redacted]
City	State	Zip code	Country, if not U.S.
HARRISONBURG	VA	[Redacted]	
Work number, including area code		Fax number, including area code	
() - [Redacted]		() - [Redacted]	
City or county of residence	Your e-mail address		
City	none		
Do you prefer to be contacted at home, work or by e-mail?		Best time to reach you between 8AM and 5PM?	
Home		Anytime	

SECTION 2 - Name of Company Against Which You Are Complaining

Full name of company			
HARRISONBURG NISSAN			
Mailing address			Office or suite number
2275 East Market Street			
City	State	Zip code	Country, if not U.S.
HARRISONBURG	VA	22801	Rockingham Court
Company's Internet address (URL)			
D-N Port Know			
Telephone number, incl. area code	Fax number, including area code	Other contact number, including area code	
540 564-1111	540 564-1119	540 564-1111	

SECTION 3 - Complaint Information

Type of product, item, or service involved (For motor vehicles, please specify if automobile, boat, motorcycle, etc.)			
Automobile			
Manufacturer, make or brand	Model	Year	
Chrysler Product	Dodge Caliber	2008	
Serial number, Vehicle Identification Number (VIN)			
1B3HB48B88D [Redacted] / 1B3HB48B88D [Redacted]			
Date of purchase or lease		Was this a new or used item?	
May 14 2015		Rental - Used CAR	
Did you sign a contract or a lease? Yes <input checked="" type="checkbox"/> or No <input type="checkbox"/>	If yes, please indicate the following	Starting date:	Expiration date:
	24 months		2 years
Total amount paid	Total amount in dispute	How was payment made? (cash, credit card, check)	
1720.00	1720 with tax	CAR-payment money order	
Did you buy an extended service contract? Yes <input checked="" type="checkbox"/> or No <input type="checkbox"/>	If yes, name of company responsible for extended service contract or extended warranty		
	ALL Vehicle Service Contract		
For automobile complaints, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.)			
Ball joints Control Arm Brake Problem Front end alignment			
Before any work was performed, did you ask for and receive a written copy of the cost estimate? Yes <input type="checkbox"/> or No <input type="checkbox"/>			
Did you authorize any changes to the original estimate? Yes <input type="checkbox"/> or No <input checked="" type="checkbox"/> If yes, provide details on the next page			
Were the completed repairs different from what you had authorized? Yes <input type="checkbox"/> or No <input checked="" type="checkbox"/> If yes, provide details on the next page			

SECTION 4 - Resolution Attempts You Have Made

Have you contacted the company? Yes <input checked="" type="checkbox"/> or No <input type="checkbox"/>	If yes, name of person most recently contacted	Their phone number, incl. area code
	Bradley Pitt	540 564-1111
What resolution are you seeking?		
Want to know what to do about my car and if its safe		
List any other organizations you have contacted (i.e., other consumer protection offices, Better Business Bureau, etc.)		
State Police, NHTSA in around 8-2015		
Do you have an attorney in this case? Yes <input type="checkbox"/> or No <input checked="" type="checkbox"/>	If yes, name of your attorney	Attorney's number, incl. area code
	-	() -
Has your complaint been heard or is it scheduled to be heard in court? Yes <input type="checkbox"/> or No <input checked="" type="checkbox"/> If yes, where and when?		

OVER ->

Ref #

16758441

Ref 848316 ATG

SECTION 5 - Full Description of Complaint - Use additional sheets if necessary May 14-2015 purchase

Vehicle 2008 Dodge Caliber and has been having problems since I gotten it. I contact Harrisonburg Nissan about the problems with the vehicle and fixed the Drivers Side Ball and replace Driver Front Side Control Arm Assy: effective date May 14, 2015 also heard Rattle noise in the front end bumper cover was tightened effective date May 14, 2015. All problems with this vehicle what I don't understand is why was this vehicle inspected on 4-10-15, I have all the paper work for the problems with this vehicle and the repairs were made and fix by the Harrisonburg Nissan. After all of these repairs and front end alignment I had problem with vehicle and that is the vehicle pulls both sides of the road and I contact Harrisonburg Nissan about this problem in August 2015 and Nissan told me don't come back I do have a 2 years Ext Warranty (Use additional sheets if necessary) 2 years 24 months

SECTION 6 - Disclaimers and Affidavits

- The information requested on this form and on any subsequent requests for additional information is subject to the Virginia Government Data Collection and Dissemination Practices Act, Va. Code Section 2.2-3800 et seq.
- All information provided to this Office is available for public inspection under the Virginia Freedom of Information Act, Va. Code Section 2.2-3700 et seq., except in the case of ongoing investigations. Closed complaints will be retained until they are destroyed in accordance with established procedures for destroying public records.
- By signing this form, you authorize the Office of the Attorney General and any other local, state or federal agencies to which we may refer your complaint, to evaluate your complaint, to contact you and to take whatever lawful actions are deemed appropriate with regard to your complaint.
- By signing this form, you certify that the statements made herein or on any attached documentation are true and complete to the best of your knowledge, information and belief.



9-1-15

Date

(Revised 08/12)

Ref # 10758841

10-5-15
Paperwork
for me

WE OWE

NAME [REDACTED] STK. NO. [REDACTED] NEW USED
 ADDRESS [REDACTED] YEAR 08 MAKE DODGE
 CITY HARRISONBURG STATE VA ZIP [REDACTED] MODEL CALIBER
 PHONE (H) [REDACTED] (B) [REDACTED] SERIAL NO. 1B3HB48E880
 SALESMAN FUCKETT, BRADLEY DEL. DATE 05/14/2015

QTY.	NAME OF ITEM	PART	LABOR
	CHECK FRONT END RATTLE		

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SE [REDACTED] (FOR APP [REDACTED])

CUSTOMER

DATE 05/14/2015

APPROVED [Signature]
MANAGER

Over →

Ref # 10758841



CUSTOMER #: [REDACTED]

INVOICE

2275 E. Market Street
Harrisonburg, VA 22801
(540) 564-1111

HARRISONBURG, VA [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 584 RYAN MAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	08	DODGE CALIBER	1B3HB48B88D [REDACTED]		134669/134669		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY15 DD			17:30 04AUG15			CASH	04AUG15
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] NG:2.0_Liter_VVT					
07:53 04AUG15	11:34 04AUG15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	FRONT END ALIGNMENT						
	NC SET FRONT TOW						
	209 CPN					0.00	0.00

Check all front end alignment

COMPANY NAME AUL ESTATE
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 24
 EFFECTIVE DATE 14 MAY 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT 24000
 BEGIN MILES 133833
 END MILES 157833
 COMPONENTS

Harrisonburg Nissan Service Dept wants you to be COMPLETELY SATISFIED with your service experience.
 If, for any reason, you are not COMPLETELY SATISFIED, please contact Brian Bass (Service Manager) as soon as possible. Thank you.

Two - 3 - alignment

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00	
	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE / DISCOUNT	0.00	
	SALES TAX	0.00	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Rec'd
10758841

44 80
848376

INSPECTION CERTIFICATION VIRGINIA STATE POLICE

Date: 04/10/2015

Sticker Number: [REDACTED]

Station: 5854 - HARRISONBURG NISSAN, INC.

Inspector: 16598 - ZABALA, CARLOS G

License No:

VIN: 1B3HB48B88D [REDACTED]

Make: NISSAN

Year Built: 2008

Body Type: CAR 4 DOOR

Odometer Reading: 133817

Inspection Fee: \$ 16.00

Related Charges: \$ 0.00

Total Charges: \$ 16.00

Wheels Inspected:	RF X	LF	RR X	LR
-------------------	------	----	------	----

EQUIPMENT INSPECTED	O.K.	ADJUST	INSTALL	REMOVE
✓ BRAKES	X			
HEADLIGHTS	X			
SIGNAL LIGHTS	X			
OTHER LIGHTS	X			
STEERING	X			
SUSPENSION	X			
EXHAUST SYSTEM	X			
FUEL SYSTEM	X			
TIRES	X			
HOOD LATCH	X			
EMISSION CONTROL	X			
WINDSHIELD	X			
WINDSHIELD WIPERS	X			
OTHER GLASS	X			
MIRROR	X			
DOORS	X			
SEATS	X			
SEAT BELTS	X			
FLOOR PAN	X			
DEFROSTER	X			
HORN	X			

Printed: 04/10/2015 08:26 AM ID: 60882705

THIS RECEIPT SHOULD BE KEPT IN THE VEHICLE AT ALL TIMES WHILE THE VEHICLE IS BEING OPERATED.



1075 8841

VEHICLE SERVICE CONTRACT

DIST CODE: R1
V8-0912

Must Be Purchased With New Vehicle

ROADSIDE/TOWING ASSISTANCE 1-(888) 810-5150

Contract Purchase Date (Print):

VEHICLE CLASS:

Contract Number:

MAY / 14 / 2015
 Month Day Year

2

SNB-NZ

CHECK TERM

12 Month / 12,000 Miles
 24 Month / 24,000 Miles
 36 Month / 36,000 Miles
 48 Month / 48,000 Miles
 60 Month / 50,000 Miles

If the "Warranty Remaining Option" is selected, coverage begins at the CONTRACT PURCHASE DATE and expires by Time or Mileage measured from the original Full Manufacturer's Warranty Expiration Date or Mileage, whichever occurs first.

CHECK PLAN

If more than one box is checked or a box is not checked, POWERTRAIN coverage will apply.

Powertrain
 Classic
 Vintage
 Estate
 Reserve

SURCHARGES

Check all that apply

4WD / AWD
 Business Use
 Diesel
 Lift Kit / Tire Modifications
 Turbo / Super Charger
 One-Ton Vehicle

OPTIONS

If a box indicated as an OPTION is not checked, optional coverage will not apply.

Enhanced Electrical
 Warranty Remaining
 Seals & Gaskets

VEHICLE INFORMATION

08 DODGE CALIBER 130000
 YEAR MAKE AND MODEL PRESENT MILEAGE
 VEHICLE PURCHASE PRICE: \$ 7,100.00 LIENHOLDER: LANGLEY FEDERAL CREDIT U VIN: JK34B48164

Single Payment Contract Price \$

1780.00

DEDUCTIBLE

If more than one box is checked or a box is not checked, one hundred dollars (\$100.00) will apply.

\$0.00
 \$100
 Disappearing Deductible

OWNER'S INFORMATION

FIRST NAME [REDACTED] LAST NAME [REDACTED]
 ADDRESS HARRISONBURG VA TELEPHONE NUMBER [REDACTED]
 CITY STATE ZIP CODE

DEALER INFORMATION

HARRISONBURG NISSAN DUANE SNEEK
 2275 EAST MARKET STREET DEALERSHIP NAME 1504-7111
 ADDRESS HARRISONBURG VA TELEPHONE NUMBER 2280
 CITY STATE ZIP CODE DEALER ID #

I have read, understand and agree to the terms and conditions within the body of this contract.

OWNER'S SIGNATURE [REDACTED] DATE

This contract is between A.U.L. Corp., 1250 Main Street, Suite 300, Napa, CA 94559, 1-(800) 826-3207 (herein referred to as the "Administrator") and You and provides coverage as indicated above.

The obligations under this contract are insured by American Bankers Insurance Company of Florida. If a covered claim is not paid by the Dealer or Administrator within sixty (60) days after YOU have filed a proof of loss, YOU may file a claim for payment directly with American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157 Attention: VSC Claims. Please call 1-(866)-306-6694 for instructions.

To review the General Privacy Policy of American Bankers Insurance Company of Florida, an Assurant Solutions company, please visit their website at www.assurantsolutions.com/privpolgeneral.html.

Note to customer: This declaration page is not valid unless accompanied by a Vehicle Service Contract Booklet with complete terms and provisions.

CUSTOMER COPY

Form: SNB-04-2011-NZ

CUSTOMER #:

Ref # 10758841

DICK MYERS CHRYSLER DODGE JEEP

1711 S. Main St. Harrisonburg, Virginia 22801 www.dickmyers.com

INVOICE

HARRISONBURG, VA

PAGE 1

Phone: (540) 433-1600 Fax: (540) 434-3105

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 208 SAM BAKER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a Dodge Caliber with VIN 1B3HB48B88D.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists services like 'A ROTATE TIRES' and 'B MULTI-POINT INSPECTION' with associated costs.

Handwritten note: 'This is what I had done to the car at this location' with a circled '\$ 9.95'.



Handwritten signature and date: 'Customer 9-11-15'

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS...

Table with columns: DESCRIPTION, TOTALS. Includes 'SHOP SUPPLY COSTS' and a breakdown of labor, parts, and charges.

"Dick Myers Chrysler Dodge Jeep. Where customers send their friends"

Thank You!

Ref 10758841

Type of owner	See Details	Personal	Personal
Estimated length of ownership	4 yrs. 4 mo.	1 month	2 yrs. 9 mo.
Owned in the following states/provinces	Maryland, Virginia	Virginia	Virginia
Estimated miles driven per year	See Details	---	13,854/yr
Last reported odometer reading	94,307	---	135,817

CARFAX Title History

CARFAX guarantees the information in this section

	Owners 1-2	Owner 3	Owner 4
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. [Register](#) | [View Terms](#) | [View Certificate](#)

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owners 1-2	Owner 3	Owner 4
Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage No structural damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired	Warranty Expired

[Tell us what you know about this vehicle](#)

CARFAX Detailed History

[Glossary](#)

Owner 1	Date:	Mileage:	Source:	Comments:
Purchased: 2007 Type: Rental Where: Maryland Est. miles/year: 24,139/yr Est. length owned: 9/24/07 - 8/12/09 (1 yr. 10 mo.)	09/24/2007	10	Maryland Motor Vehicle Dept. Rockville, MD Title # [REDACTED]	Registration issued or renewed Title or registration issued First owner reported Titled or registered as rental vehicle

Ref # 10758841

08/20/2008	21,801	Reed Brothers Dodge Rockville, MD 301-948-6628 reedbrothersdodge.com	Tire condition and pressure checked Body electrical system checked
04/24/2009		Maryland Motor Vehicle Dept. Rockville, MD Title #38762242	Registration issued or renewed
06/04/2009	42,624	Marlow Motors Front Royal, VA 540-635-4158 marlowmotor.com	Vehicle serviced
06/24/2009	43,300	Hepner Tire & Auto Woodstock, VA 540-459-2178 hepnertire.com/	Tire condition and pressure checked
08/12/2009		Dealer Inventory	Vehicle offered for sale
08/13/2009	45,568	Dealer Inventory	Vehicle offered for sale

Owner 2		Date:	Mileage:	Source:	Comments:
Purchased:	2009	09/30/2009		Virginia Motor Vehicle Dept.	Vehicle purchase reported
Type:	Personal	11/04/2009	46,021	Virginia Motor Vehicle Dept. Fort Belvoir, VA	Title or registration issued New owner reported
Where:	Virginia	12/21/2009		Virginia Motor Vehicle Dept. Fort Belvoir, VA	Registration issued or renewed Loan or lien reported
Est. miles/year:	21,271/yr	12/28/2009	52,405	Ourisman Chrysler Dodge Jeep Ram Alexandria, VA 703-329-1600 ourismancdjalexandria.com/index.htm	Vehicle serviced
Est. length owned:	9/30/09 - 2/5/12 (2 yrs. 4 mo.)	12/15/2010		Virginia Motor Vehicle Dept. Woodbridge, VA	Registration issued or renewed Loan or lien reported Registration updated when owner moved the vehicle to a new location
		12/29/2011		Virginia Motor Vehicle Dept. Woodbridge, VA	Registration issued or renewed Loan or lien reported Registration updated when owner moved the vehicle to a new location
		02/05/2012	93,983	Dealer Inventory	Vehicle offered for sale
		02/07/2012		Lindsay Ford of Wheaton Silver Spring, MD 301-949-4060 elindsayfordofwheaton.com	Vehicle offered for sale
		02/10/2012		Lindsay Auto Alexandria, VA 703-998-5600 lindsayautogroup.com	Vehicle offered for sale
		02/16/2012		Lindsay Chevrolet Woodbridge, VA 703-670-8181 lindsaychevrolet.com	Wiper(s) replaced Drivability/performance checked Emissions inspection completed Four tires mounted and balanced Four wheel alignment performed

Ref # 1075884

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2008 DODGE CALIBER vehicle (VIN: 1B3HB48B88D [redacted]), which is based on information supplied to CARFAX and available as of 4/27/15 at 2:41 PM (EDT).

Customer Signature

Date

Dealer Signature

Date

Harrisonburg Nissan Fix Ball Joints
and Control Arm. What would
Happen If I had ~~not~~ got
my car check By Someone else
I was told that you are
suppose to recheck and do
another inspection before
sell.

10758841

02/16/2012		Virginia Inspection Station Woodbridge, VA	Oil and filter changed Suspension serviced Safety inspection completed Washed/detailed Electrical system checked Passed emissions inspection
03/04/2012	93,992	Dealer Inventory	Vehicle offered for sale
03/05/2012	93,993	Lindsay Chevrolet Woodbridge, VA 703-670-8181 lindsaychevrolet.com	Vehicle sold
03/05/2012		Virginia Motor Vehicle Dept.	Vehicle purchase reported
03/15/2012	94,182	Dealer Inventory	Vehicle offered for sale
03/26/2012	94,307	Auto Auction Eastern Region	Listed as a dealer vehicle Sold at auction



Millions of used vehicles are bought and sold at auction every year.

Owner 3 Purchased: 2012 Type: Personal Where: Virginia Est. length owned: 4/18/12 - 6/12/12 (1 month)	Date:	Mileage:	Source:	Comments:
	04/18/2012		Virginia Motor Vehicle Dept. Woodbridge, VA	Title issued or updated New owner reported

Owner 4 Purchased: 2012 Type: Personal Where: Virginia Est. miles/year: 13,854/yr Est. length owned: 6/12/12 - 4/6/15 (2 yrs. 9 mo.)	Date:	Mileage:	Source:	Comments:
	06/12/2012		Virginia Motor Vehicle Dept.	Vehicle purchase reported
Low mileage! This owner drove less than the industry average of 15,000 miles per year.	06/29/2012	95,394	Virginia Motor Vehicle Dept. Shenandoah, VA	Title or registration issued New owner reported
	10/06/2012	105,572	Dick Myers Chrysler Dodge Jeep Harrisonburg, VA 540-433-1600 dickmyers.com	Key(s)/remote(s) reprogrammed
	05/23/2013	120,222	Dick Myers Chrysler Dodge Jeep Harrisonburg, VA 540-433-1600 dickmyers.com	Maintenance inspection completed
	08/16/2013		Virginia Motor Vehicle Dept. Shenandoah, VA	Registration issued or renewed Loan or lien reported
	10/09/2014		Virginia Motor Vehicle Dept. Shenandoah, VA	Registration issued or renewed Loan or lien reported
	04/06/2015		Harrisonburg Nissan Harrisonburg, VA 540-564-1111	Vehicle offered for sale



Ref# 10758841

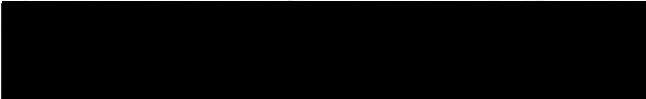
10-5-2015

HARRISONBURG VA

TO U.S Department of Transportation

I want you to understand how I feel about my vehicle I was really scared and upset with the car Dealer the paper that you see (WE OWE) Why didn't Harrisonburg Nissan Inc. Find the Ball Joints when they inspect the 2008 Dodge in April. the part where it states We owe you Harrisonburg Nissan did not list all problems with the car just one problem on the paper! I told Nissan that I was told to call State Police about Balljoints + Control Arm on Drive Side and already inspected 4-16-15

OVER →

You will read the letters from
Harnsberg Nissan telling Commonwealth
of Virginia that I threatening them
by calling the police; the letter
does not tell about the ball
Saints ready to fall out and the
Control arm bad. That Big L tire
Company found. I was told to
call police. I was upset. the
car had alot of problems. I
told Harnsberg Nissan of the
problems. I had to keep going
back to the Dealer. IF nothin can
be done about my car. I hope
something can be done so nobody
will get hurt in their cars This
was a rental car. I did not know
this until I got the carfax now
I'm in debt of \$10,000 on this
used car. Thank you 

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

Sending you all paper work on vehicle and a paper from Harrisonburg Nissan, Commonwealth of Virginia. I told Harrisonburg Nissan that I am gonna talk to State police about problems with this car so if call the police on them I don't think threatening them. the diagnosis is when I went back in August: the car pulled to right and left. I ask them to drive the vehicle and I was upset and scared with all problem with CAR was loud not yelling in tears I still upset. Sorry for all this writing Thank alot:

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

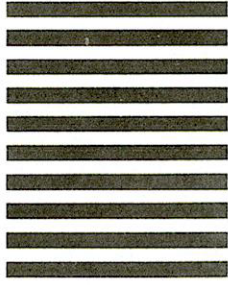
Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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



This CARFAX Vehicle History Report provided free of charge by:



Harrisonburg Nissan
2275 E Market St
Harrisonburg, VA 22801
1-888-502-9039



Ref# 10758841

10-5-15

CARFAX Vehicle History Report™

An independent company established in 1986

US \$39.99

Vehicle Information:
2008 DODGE CALIBER SXT
 VIN: 1B3HB48B88D [REDACTED]
 HATCHBACK 4 DR
 2.0L I4 DOHC 16V
 FRONT WHEEL DRIVE
[Standard Equipment](#) | [Safety Options](#)

CARFAX Report Provided By:
 Harrisonburg Nissan
 2275 E Market St
 Harrisonburg, VA 22801
 1-888-502-9039
www.harrisonburgnissan.com

- No accident / damage** reported to CARFAX
- 4 Previous owners**
- 8 Service records** available
- Types of owners:** Rental, Personal
- 135,817** Last reported odometer reading
- Worth \$80 less than** retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 4/27/15 at 2:41:55 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this 2008 Dodge Caliber SXT based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
<div style="border: 1px solid gray; padding: 10px; display: inline-block;"> \$ 0 </div> <p style="font-size: 0.8em;">Enter retail book value here</p>	<div style="border: 1px solid gray; padding: 10px; display: inline-block;"> - \$80 </div> <p style="font-size: 0.8em;">Below retail book value</p>	<p style="font-size: 0.8em;">Begin by entering the retail book value</p>
<p style="font-size: 0.8em;">Start by entering the retail book value from a pricing guide website.</p>	<p style="font-size: 0.8em;">This vehicle is worth less than average, based on information in this report.</p>	<p style="font-size: 0.8em;">Compare adjusted retail value to seller's asking price when making your decision.</p>

CARFAX Ownership History

The number of owners is estimated

	Owners 1-2	Owner 3	Owner 4
Year purchased	2007	2012	2012

Ref: 10758841

		harrisonburgnissan.com	
04/07/2015	133,808	Dealer Inventory	Vehicle offered for sale
04/10/2015	135,817	Harrisonburg Nissan Harrisonburg, VA 540-564-1111 harrisonburgnissan.com	Pre-delivery inspection completed Oil and filter changed Three tires mounted and balanced Safety inspection completed Tire(s) replaced

Tell us what you know about this vehicle

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

[View Full Glossary](#)

CARFAX Price Adjustment™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rental

Vehicle was registered by a rental agency.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Follow Us: [facebook.com/CARFAX](https://www.facebook.com/CARFAX) [@CarfaxReports](https://twitter.com/CarfaxReports) [CARFAX on Google+](#)

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

© 2015 CARFAX, Inc., a unit of IHS Inc. All rights reserved.

Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
4/27/15 2:41:55 PM (EDT)

Ray
CAR tire

Transaction Number [REDACTED] KEY# 10750841 Page 1
Transaction Date 8/21/15 Due Date 8/21/15 Time 2:20:24PM

[REDACTED]
HARRISONBURG VA
[REDACTED]

[REDACTED]
HARRISONBURG VA
[REDACTED]

INVOICE

RAY CAR Tire

Phone # [REDACTED]
License # [REDACTED]
Sales Person EDDIE GRATTAN

Make/Model DODGE CALIPER 08 P.O. Num.
Service Tech JAMES FRYE Mileage 134768

Qty	Description	Price	FET	Extended
1	590119L LABOR REAR PADS CLEAN AND ADJUST	\$39.00		\$39.00

Sub Total	Sales Tax
\$ 39.00	\$ 0.00

BRAKES

Total	CASH	Amount Due
\$ 39.00	Paid \$ 39.00	\$ 0.00

Fax 564 1119

NISSAN

Ray CAR tire found
Break Problem
Crozier

Ref # 10758841

CUSTOMER #: [REDACTED]

INVOICE



DUPLICATE 1
PAGE 1

2275 E. Market Street
Harrisonburg, VA 22801
(540) 564-1111

HARRISONBURG, VA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 584 RYAN MAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	08	DODGE CALIBER	1B3HB48B88D [REDACTED]		134629/134629		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY15 DD			17:30 27JUL15			CASH	27JUL15
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:	Liter_VVT		
13:25 27JUL15	16:58 27JUL15		[REDACTED]	2.0			

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

A CUSTOMER STATES DRIVER SIDE BALL JOINT IS BAD . PLEASE CHECK AND ADVISE

CH99 REPL DR SIDE FR CONTROL ARM ASSY

209 ISP

(N/C)

1 521-109 CONTROL ARM

(N/C)

COMPANY NAME AUL ESTATE
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 24
 EFFECTIVE DATE 14 MAY 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT 24000
 BEGIN MILES 133833
 END MILES 157833
 COMPONENTS

Harrisonburg Nissan Service Dept wants you to be COMPLETELY SATISFIED with your service experience.

If, for any reason, you are not COMPLETELY SATISFIED, please contact Brian Bass (Service Manager) as soon as possible. Thank you.

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00	
	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE / DISCOUNT	0.00	
	SALES TAX	0.00	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Ref# 10758841

CUSTOMER #: [REDACTED]

INVOICE



2275 E. Market Street
Harrisonburg, VA 22801
(540) 564-1111

HARRISONBURG, VA [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 584 RYAN MAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	08	DODGE CALIBER	1B3HB48B88D [REDACTED]		134669/134669		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY15 DD			17:30 04AUG15			CASH	04AUG15
R.O. OPENED	READY	OPTIONS:	SOLD- [REDACTED]	ENG:2.0	Liter_VVT		

07:53 04AUG15	11:34 04AUG15						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	FRONT END ALIGNMENT						
	NC SET FRONT TOW						
	209 CPN					0.00	0.00
***** <i>Again</i> *****							

COMPANY NAME AUL ESTATE
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 24
 EFFECTIVE DATE 14 MAY 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT 24000
 BEGIN MILES 133833
 END MILES 157833
 COMPONENTS

Harrisonburg Nissan Service Dept wants you to be COMPLETELY SATISFIED with your service experience.
 If, for any reason, you are not COMPLETELY SATISFIED, please contact Brian Bass (Service Manager) as soon as possible. Thank you.

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE / DISCOUNT	0.00
	SALES TAX	0.00
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY

Ref # 10758841

CUSTOMER #: [REDACTED]

INVOICE



2275 E. Market Street
Harrisonburg, VA 22801
(540) 564-1111

HARRISONBURG, VA [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 585 MIKE RACCA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	08	DODGE CALIBER	1B3HB48B88D [REDACTED]		134036/134036		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY15 DD			WAIT 29MAY15			CASH	03JUN15
R.O. OPENED	READY	OPTIONS:	SOLD-STK: [REDACTED]	ENG: 2.0_Liter_VVT			

13:17	29MAY15	15:28	03JUN15				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A REPLACE RIGHT FRONT STRUT/BEARING
 CH99 REPL RF STRUT AND UPPER STRUT BEARING AND
 PERFORM FRONT END ALIGNMENT
 288 ISP (N/C)
 1 334642 STRUT (N/C)
 1 K160197 BRNG PLATE (N/C)
 M REPLACE REAR MOTOR/TRANSMISSION MOUNT
 209 IU (N/C)
 1 3145 MOTOR MOUNT (N/C)

COMPANY NAME AUL ESTATE
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 24
 EFFECTIVE DATE 14 MAY 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT 24000
 BEGIN MILES 133833
 END MILES 157833
 COMPONENTS

Harrisonburg Nissan Service Dept wants you to be COMPLETELY SATISFIED with your service experience.
 If, for any reason, you are not COMPLETELY SATISFIED, please contact Brian Bass (Service Manager) as soon as possible. Thank you.

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE / DISCOUNT	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[REDACTED]

HARRISONBURG VA [REDACTED]