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CL-16849538-1349
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FEB 25 2016

Matthew M. Hennesy, Esquire
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February 12, 2016

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Infiniti of West Chester
1265 Wilmington Pike
West Chester, PA 19382

Infiniti Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003

Infiniti USA Headquarters
One Nissan Way
Franklin, TN 37067

Pennsylvania Officer of Attorney General
Bureau of Consumer Protection
15th Floor, Strawberry Square
Harrisburg, PA 17120

Re: [REDACTED]

Dear Sir or Madam:

Please be advised that I am legal counsel to [REDACTED]. I am writing to make you aware that [REDACTED] 2012 Infiniti QX56 was rigorously maintained and serviced but nonetheless suffered a potentially catastrophic mechanical failure. As a result of his experience, [REDACTED] has asked me to notify of the situation because he is seriously concerned that other owners of Infiniti QX56 could be at danger of experiencing a similar incident which could result in injury or death.

On January 28, 2016, [REDACTED] was driving the vehicle on the Pennsylvania Turnpike and his vehicle experienced significant mechanical issues. The engine began to smoke and the vehicle stalled in the middle of the highway. [REDACTED] was fortunate that he was not trapped in the car by its auto-locking feature or hit by another vehicle traveling on the turnpike. While [REDACTED] was able to avoid injury and only lost the use of his vehicle, others faced with the same situation may not be so lucky. At the time of the incident, the vehicle had approximately 147,000 miles of use, but had been meticulously maintained. As a result of the serious mechanical failure on January 28, 2016, the vehicle's engine block needed to be completely replaced at a cost of \$24,000.

NM
31016
SMD

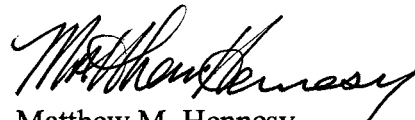
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[REDACTED] purchased his 2012 Infiniti QX56 from Infiniti of West Chester because it was marketed as a safe and reliable car. The car was purchased for safe and reliable work travel. To ensure that the vehicle performed reliably, [REDACTED] had the SUV serviced on a regular basis at Infiniti of West Chester after its purchase. The vehicle was serviced at a dealership no less than twenty (20) times between its purchase and January 28, 2016 when it suffered the mechanical failure that rendered it worthless. Copies of the service records are enclosed for your reference.

[REDACTED] is very disappointed in the performance of his Infiniti vehicle and that he has to replace the car at such an early age despite thorough maintenance and servicing. Well maintained cars should not burst into flames and stall on the highway. That result is simply not acceptable. More importantly, [REDACTED] is concerned for the safety of other Infiniti QX56 owners. If [REDACTED] vehicle experienced such a dramatic failure despite his substantial maintenance efforts, surely other vehicle owners are at risk of experiencing a similar mechanical failure. Please take whatever steps are necessary to ensure that other Infiniti QX56's are safe and that other drivers will not be injured by sudden engine failure.

Very truly yours,



Matthew M. Hennesy

MMH:kag
Enclosures

Infiniti of Wes

Service History Report

Doc: REBECCA

Printed: 2/03/16 - 11:33:12

Page: 1

717-701-9841

Feb 03 16 12:52p

Infiniti of West Chester

610-696-6700

p.2

Customer	ID#	VIN	Make Mdl	Yr Color	Sold	Sold By Dealer
[REDACTED]	[REDACTED]	JN8AZ2NE2C9	INQX56	12 Black	9/30/12	70508-INFINITI OF WEST CHESTER WEST CHESTER

Date	Odometer	Dealer	W/O#	Ln	LC	TechID	Act	Mrs	Job	Description/Comments
12/26/15	144,855	70508	[REDACTED]	01	IG	9MOMA			GTIRE	tires tread above 7/32nds tires tread above 7/32nds
				02	IG	9MOMA			INSP	multi point inspection multi point inspection
				03	U	9MOMA			LIFE	LIFE TIME MILE SERVICE COMPLETE
				04	C	9MOMA			OTHER	Other WINDSHIELD WAS REPLACED - RE ISSUE STICKERS AIG1494828
				05	C	9MOMA			SYNTH	replaced synthetic oil DIFFERENCE IN OIL ** Tech Remarks ** CHECK ENGINE LIGHT IS ON - NEED TIME TO DIAG
11/16/15	138,710	70508	[REDACTED]	01	IG	9MCGUI			GTIRE	tires tread above 7/32nds tires tread above 7/32nds
				02	IG	9MCGUI			INSP	multi point inspection multi point inspection
				03	U	9MCGUI			LIFE	LIFE TIME MILE SERVICE

COMPLETED

04 C 9MCGUI .5 SYNTH replaced synthetic oil
DIFFERENCE FOR SYNTHETIC

05 C 9MCGUI BRAKE replace pads \ mach rotors
WHEN BRAKING THE STEERING WHEEL SHAKES
REPLACED THE FRONT BRAKE PADS AND RESURFACED THE ROTORS

06 C 9MCGUI OTHER Other
THERE IS A CRACK IN THE WINDSHIELD
WILL CALL CUSTOMER WITH AN ESTIMATE

07 C 9MCGUI ROT TIRE ROTATION
ROTATED THE TIRES

5/09/15 114,843 70508 01 IG 9HEIS GTIRE tires tread above 7/32nds
tires tread above 7/32nds
FRONT 6 REAR 6

02 IG 9HEIS INSP multi point inspection
multi point inspection
DONE

03 C 9HEIS SYNTH replaced synthetic oil
COMPLETED

Infiniti of Wes

Service History Report

User: REBECCA

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Feb 03 16 12:53p

Infiniti of West Chester

610-696-6700

p.4

Customer	ID#	VIN	Make Model	Yr Color	Sold	Sold By Dealer
[REDACTED]	[REDACTED]	JN8AZ2NE2C9	[REDACTED] INQX56	12 Black	9/30/12	70508-INFINITI OF WEST CHESTER WEST CHESTER

Date	Odometer	Dealer	W/OH	Ln LC	TechID	Act Hrs	Job	Description/Comments
5/09/15	114,843	70508	[REDACTED]	04 U	9HEIS		LIFE	LIFE TIME MILE SERVICE COMPLETED
4/03/16	109,272	70508	[REDACTED]	01 C	9M0NA		OTHER	Other C/S THAT THE WIPERS ARE STUCK IN THE HALF WAY POSITION CONFIRM. FOUND WIPER MOTOR INOP. REPLACED WIPER MOTOR ASSY.
			[REDACTED]	02 FW	9M0NA		R1417	INT FUEL PRESSURE SENSOR COMPLETE
			[REDACTED]	03 C	9M0NA		W0003	OIL FILTER SERVICING COMPLETED OIL CHANGE
			[REDACTED]	04 C	9M0NA		ROT	TIRE ROTATION COMPLETE
			[REDACTED]	05 C	9M0NA		OTHER	Other REISSUE STICKERS COMPLETE, A152680326 IMS3098011
			[REDACTED]	06 C	9M0NA		BFLUS	Brake fluid exchange C/S THAT THE BRAKE PEDAL HAS TO BE PUSHED ALL THE WAY TO THE FLOOR INORDER TO STOP THE TRUCK PERFORMED BRAKE FLUID FLUSH
			[REDACTED]	07 U	9M0NA		LIFE	LIFE TIME MILE SERVICE

2/14/15 105,582 70508

01 C 9HEIS

SYNTH replaced synthetic oil
COMPLETED

02 IG 9HEIS

OTHER Other
DONE

03 C 9HEIS

ROBAL ROTATE AND BALANCE TIRES
COMPLETED

04 U 9HEIS

OTHER Other
COMPLETED

12/27/14 98,564 70508

01 C 9NCAL

3.4 W0105 105,000 Mile Main Service
105000 miles Standard/Schedule 1
COMPLETED SERVICE

02 IG 9NCAL

R1417 INF FUEL PRESSURE SENSOR
PARTS ON ORDER

03 IG 9NCAL

OTIRE tires tread above 7/32nds
tires tread above 7/32nds

04 IG 9NCAL

INSP multi point inspection
multi point inspection
TIRES 9/32 FRONT BRAKES 9/32 REAR 7/32

Infiniti of Wes

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Service History Report

User: REBECCA

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Customer	ID#	VIN	Make Mdl	Yr Color	Sold	Sold By Dealer
[REDACTED]	[REDACTED]	JN8AZ2NE1C9	INQX56	12 Black	9/30/12	70508-INFINTI OF WEST CHESTER WEST CHESTER

Date	Odometer	Dealer	W/O#	Ln LC	TechID	Act Hrs	Job	Description/Comments
12/27/14	98,564	70508	[REDACTED]	05 U	9MCAL		LIFE	LIFE TIME MILE SERVICE USE SYNTHETIC OIL
				06 C	9MCAL		OTHER	Other PLEASE RESET MAINTENANCE MINDER TO 5000 MILES
				07 C	9MCAL		OTHER	Other DIFFERENCE IN OIL
				08 C	9MCAL		BFLOS	Brake fluid exchange
10/29/14	89,007	70508	[REDACTED]	01 C	9HARR		GTIRE	tires tread above 7/32nds tires tread above 7/32nds TIRES 9P 9E
				02 C	9HARR		INSP	multi point inspection multi point inspection BRAKES 10F 8R
				03 C	9HARR		SYNTH	replaced synthetic oil DONE
				04 U	9HARR		LIFE	LIFE TIME MILE SERVICE PERFORMED LOP
9/13/14	82,441	70508	[REDACTED]					

Feb 03 16 12:53p

Infiniti of West Chester

610-696-6700

p.6

01 C 9MORA GTIRE tires tread above 7/32nds
tires tread above 7/32nds
TIRES P9/32 R10/32

02 C 9MORA INSP multi point inspection
multi point inspection
COMPLETED MPI BRAKES P8/32B R6/32B

03 C 9MORA SYNTH replaced synthetic oil
COMPLETED OIL CHANGE

04 U 9MORA LIFE LIFE TIME MILE SERVICE
COMPLETED

05 C 9MORA ROT TIRE ROTATION
COMPLETED TIRE ROTATION

06 IC 9MORA S0012 PA STATE INSPECTION
STATE INSPECTION COMPLETED
AI49269067

07 C 9MORA EIC EMISSION INSPECTION
EMISSION TEST COMPLETED
IM47021351

6/20/14 71,007 70508

U1 PW

1.3 OTHER Other

C/S THAT THE SES IS BACK ON AND THE VEHICLE LURCHED
FORWARD WHEN IT WAS IN "PARK"
REPLACED THE DRIVER SIDE CATALYTIC CONVERTOR

Infiniti of Wes

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Service History Report

User: RRRBCCA

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Customer	ID#	VIN	Make Mdl	Yr Color	Sold	Sold By Dealer
[REDACTED]	[REDACTED]	JN8AJ2N82C9	INQX56	12 Black	9/30/12	70508-INFINITI OF WEST CHESTER WEST CHESTER

Date	Odometer	Dealer	W/O#	Ln	LC	TechID	Act Hrs	Job	Description/Comments
6/30/14	71,007	70508	[REDACTED]	02	IG	9MCL		OTHER	Other UNABLE TO DUPLICATE THE VEHICLE LURCHING FORWARD
6/07/14	69,019	70508	[REDACTED]	01	IG	9MCL		GTIRE	tires tread above 7/32nds tires tread above 7/32nds TIRES ARE WORN TO 10/32
			[REDACTED]	02	IG	9MCL		INSP	multi point inspection multi point inspection MULTIPOINT COMPLETED
			[REDACTED]	03	FW	9MCL		CSL	CHECK ENGINE LIGHT CUST STATES THAT THE CHECK ENGINE LIGHT IS ON SES LIGHT IS ON, P0420 CODE STORED IN ECM. ITB13-053 APPLIES UPDATED ECM. IF CODE RETURNS, WILL NEED CATALYST.
			[REDACTED]	04	IG	9MCL		OTHER	Other CUST STATES THAT THE AUTO LIGHTS WHEN VEHICLE IS TURNED OFF STAY ON TOO LONG 15 MIN OR LONGER CAN WE RESET AUTO LIGHTS SET TO TURN OFF AFTER 30 SECONDS. CUSTOMER NEEDS TO LEAVE SWITCH ON AUTO MODE.
			[REDACTED]	05	U	9MCL	.8	LIFE	LIFE TIME MILE SERVICE OIL CHANGE COMPLETED BRAKES F9/B R8/B

Feb 03 16 12:57p

Infiniti of West Chester

610-696-6700

p.8

06 C 9MCA

OTHER Other

SYNTHETIC OIL CHANGE

SYNTHETIC OIL USED.

4/17/14 61,331 70500

01 IG 9SAM

GTIRE tires tread above 7/32nds

tires tread above 7/32nds

ALL 12/32

02 IG 9SAM

INSP multi point inspection

multi point inspection

COMPLETED

03 C 9SAM

3TIRE Replace 3 Tires

MOUNT AND BALANCED 3 TIRES

04 U 9SAM

LIFE LIFE TIME MILE SERVICE

COMPLETED

05 C 9SAM

ALIGN Alignment

PERFORMED 4 WHEEL ALIGNMENT

06 X 9SAM

1TIRE Replace 1 Tire

MOUNT AND BALANCED NEW TIRE ON THE NEW WHEEL

07 C 9SAM

W0060 60,000 Mile Maint Service

PERFORMED 60,000 MIL SERVICE

Infiniti of Wes

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Service History Report

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Customer	ID#	VIN	Make Mdl	Yr Color	Sold	Sold By Dealer
[REDACTED]	[REDACTED]	JN8AZ2NE2C9	[REDACTED] INQX56	12 Black	9/30/12	70508-INFINITI OF WEST CHESTER WEST CHESTER

Date	Odometer	Dealer	W/O#	Ln LC	TechID	Act Hrs	Job	Description/Comments
3/07/14	55,526	70508	[REDACTED]	01 U	9MONA		LIFE	LIFE TIME MILE SERVICE 56250 miles Dealer Recommended COMPLETED OIL CHANGE
				02 IG	9MONA		OTHER	Other CLIENT STATES bluetooth is inop COULD NOT CONFIRM, HANDFREE AND AUDIO STREAMING WORK
2/14/14	51,285	70508	[REDACTED]	01 IG	9SAM		INSP	multi point inspection multi point inspection COMPLETED
				02 FW	9SAM		SES	Service Engine Soon Light FOUND DTC P0430BAD FUEL/RY CAT D2 REPLACED DRIVER SIDE CAT AND CLEARED DTC
				03 IG	9SAM		PICK	PICK UP AND DELIVER P/D HOME ADDRESS -P/D HOME ADDRESS
2/08/14	51,086	72035	[REDACTED]	01 C	MA0002		BRK	RECORD BRAKE LINING SPECS RECORD BRAKE LINING SPECS F:6MM R:6MM

Feb 03 16 01:03p

Infiniti of West Chester

610-696-6700

P.10

02 C	MA0002	BULB INSPECTION BULB OPERATION INSPECTION BULB OPERATION BULBS OK
03 C	MA0002	GTIRE TIRE INSPECTION TIRE INSPECTION F:7/32 R:7/32
04 C	MA0002	INSP 27.MULTIPOINT INSPECTION 27.MULTIPOINT INSPECTION COMPLETED
05 C	MA0002	2ASR ADDT'L SVCS.RECOMMENDED ADDT'L SVCS.RECOMMENDED PS FLUSH/BRAKE FLUSH/MANIFOLD CAT DECLINED REPAIRS
06 VW	MA0002	SES SERVICE ENGINE SOON LIGHT CUSTOMER STATES CHECK ENGINE LIGHT IS ON TECH FOUND DTC FOR R/H MANIFOLD CAT SOP PART
07 IG	MA0002	FRES FREE OIL SERVICE SPECIAL COMPLETED

Infiniti of Wes

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Service History Report

User: REBECCA

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Customer	ID#	VIN	Make Mdl	Yr Color	Sold	Sold By Dealer
[REDACTED]	[REDACTED]	JN8AE2NE2C9	INQX56	12 Black	9/30/12	70508-INFINITI OF WEST CHESTER WEST CHESTER

Date	Odometer	Dealer	W/O#	Ln	LC	TechID	Act Hrs	Job	Description/Comments
1/04/14	45,899	70508	[REDACTED]	01	IG	9DBEG		GTIRE	tires tread above 7/32nds tires tread above 7/32nds COMPLETED
				02	IG	9DBEG		INSP	multi point inspection multi point inspection COMPLETED
				03	U	9DBEG		W0003	OIL FILTER SERVICING COMPLETED
				04	C	9DBEG	1.3	W0045	15,000 Mile Maint Service COMPLETED
12/03/13	41,962	70508	[REDACTED]	01	IG	9WRIGH		GTIRE	tires tread above 7/32nds TIRES 8/32
				02	IG	9WRIGH		INSP	multi point inspection multi point inspection BRAKES 9/32
				03	U	9WRIGH		LIFE	LIFE TIME MILE SERVICE COMPLETED
10/24/13	35,910	70508	[REDACTED]	01	IG	9MCAL		PICK	PICK UP AND DELIVER

Feb 03 16:01:08p

Infiniti of West Chester

610-696-6700

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P/D OFFICE ADDRESS: [REDACTED] YORK
LOANER [REDACTED] 11:30AM

02 C	9MCAL	SYNTH replaced synthetic oil SYNTHETIC OIL USED SYNTHETIC OIL
03 C	9MCAL	WD030 30,000 Mile Maint Service 30,000 Mile Maint Service 30,000 MILE SERVICE COMPLETED BRAKES 10/B
04 IG	9MCAL	GTIRE tires tread above 7/32nds tires tread above 7/32nds TIRES ARE WORN TO F8/32 R9/32
05 IG	9MCAL	INSP multi point inspection multi point inspection MULTIPOINT COMPLETED
06 IG	9MCAL	S0012 PA STATE INSPECTION STATE INSPECTION COMPLETED AI39157886
07 C	9MCAL	EIC EMISSION INSPECTION EMISSION TEST COMPLETED IN37104920

Feb 03 16:01:12p

Infiniti of West Chester

610-696-6700

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Infiniti of Wes

Service History Report

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Infiniti of West Chester

610-696-6700

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Customer	ID#	VIN	Make Mdl	Yr Color	Sold	Sold By Dealer
[REDACTED]		JN8AZ2NE2C9	INQX56	12 Black	9/30/12	70508-INFINITI OF WEST CHESTER WEST CHESTER

Date	Odometer	Dealer	W/O#	Ln LC	TechID	Act Hrs	Job	Description/Comments
10/24/13	35,910	70508	[REDACTED]	08 C	9MCAL		ALIGN	Alignment TIRES ARE WEARING UNEVENLY, PERFORMED ALIGNMENT TO PROLONG TIRE LIFE. ROAD TESTED TO VERIFY WHEEL IS CENTER.
				09 U	9MCAL		LIFE	LIFE TIME MILE SERVICE LIFETIME OIL CHANGES
				10 X	9MCAL		OTHER	Other REPAIRED THE P/S FRONT AND REAR DOORS AND THE L/R DOOR REMOVED ALL OF THE DENTS
				11 C	9MCAL		OTHER	Other GASED CUSTOMERS VEHICLE
				12 C	9MCAL		LOANS	LOANER REFUELING CHARGE
7/22/13	25,365	70508	[REDACTED]	01 U	9WIGH		LIFE	LIFE TIME MILE SERVICE LIFE TIME MILE SERVICE COMPLETED
				02 IC	9WIGH		GIKE	tires tread above 7/32nds tires tread above 7/32nds TIRES F8/32 R9/32
				03 IC	9WIGH		XINSP	express multi inspection multi point inspection

BRAKES F10/32 R8/32

04 C SWRIGH

ROT TIRE ROTATION
COMPLETED

5/16/13 18,425 70508

01 IG SWRIGH

GTIRE tires tread above 7/32nds
TIRES 9/32

02 IG SWRIGH

XINSP express multi inspection
multi point inspection
BRAKES F9/32 R8/32

03 U SWRIGH

LIFE LIFE TIME MILE SERVICE
COMPLETRD

4/03/13 12,749 70508

01 IG SCOTTE

GTIRE tires tread above 7/32nds
tires tread above 7/32nds
TIRES ALL 10/32NDS

02 IG SCOTTE

INSP multi point inspection
multi point inspection
MPI COMPLETED

03 U SCOTTE

LIFE LIFE TIME MILE SERVICE
LOF

Infiniti of Wes

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Service History Report

User: REBECCA

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Customer	ID#	VIN	Make Mdl	Yr Color	Sold	Sold By Dealer
[REDACTED]	JH8A12NE2C9	[REDACTED]	INQX56	13 Black	9/30/12	70508-INFINITI OF WEST CHESTER WEST CHESTER

Date	Odometer	Dealer	W/O#	Ln LC	TechID	Act Hrs	Job	Description/Comments
4/03/13	12,749	70508	[REDACTED]	04 C	9COTTE		W0015	15,000 Mile Maint Service PERFORMED 15KSVC
				05 IG	9COTTE	.7	OTHER	Other CHECK THE BATTERY C/S THAT IT HAD TO BE JUMPED ON TWO SEPERATE OCCASSIONS TESTED THE BATTERY, BATTERY PASSED, PERFORMED DRAW TEST, NONE FOUND
12/28/12	6,844	70508	[REDACTED]	01 PW	9DEBE	.8	P2563	QX56 ECM REPROGRAM REPROGRAM ECM.
				02 IG	9DEBE		GTIRE	tires tread above 7/32nds tires tread above 7/32nds TIRES 11/32
				03 IG	9DEBE		INSP	multi point inspection multi point inspection MULTIPOINT COMPLETED
				04 U	9DEBE		LIFE	LIFE TIME MILE SERVICE PERFORMED LOP W/7500 MILE SERVICE.
				05 C	9DEBE		W0007	7500 MILE SERVICE TIRES 11/32 BRAKES F11/32 R12/32 PERFORMED 7500 MILE SERVICE.

Feb 03 16 01:23p

Infiniti of West Chester

610-696-6700

p.16

11/06/12 3,752 70508 [REDACTED] 01 U 98UI

W0003 3750 MILE SERVICE
OIL CHANGE COMPLETE
BRAKES 10\32 TIRES 10\32

02 IG 98UI

OTHER Other
CK BATTERY HAD TO JUMP START
CHARGE BATTERY FOUND REAR DOME LIGHT ON TURN DOME LIGHT OFF

11/05/12 3,751 70508 [REDACTED] 01 IG

W0003 3750 MILE SERVICE
3750 MILE SERVICE

02 IG

GTIRE tires tread above 7/32nds
tires tread above 7/32nds

03 IG

INSP multi point inspection
multi point inspection

04 IG

OTHER Other
C/S CHECK OPERATION OF RR WINDOW-HAD BEEN REPLACED BY SAFEL
ITS DUE TO BREAKING-

05 IG

OTHER Other
C/S HAD TO BE JUMP START
CHARGING CIRCUIT OK HAD LIGHT ON IN CARGO AREA

Infiniti of Wes

Service History Report

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Customer	ID#	VIN	Make Mdl	Yr Color	Sold	Sold By Dealer
[REDACTED]	JNBGAZ3NE2C9	[REDACTED]	INOM36	12 Black	9/30/12	70508-INFINITI OF WEST CHESTER WEST CHESTER

Date	Odometer	Dealer	W/O#	Ln LC	TechID	Act Hrs	Job	Description/Comments
9/30/12	179	70508	[REDACTED]	01 U	9EXP		80012	PA STATE INSPECTION A128819833
				02 U	9EXP		88011	EMISSION EXEMPTION IM26611288
				03 U	9EXP			NITRO FILL TIRES WITH NITROGEN COMPLETE
				04 U	9EXP		OTHER	Other REMOVE VIN STICKER COMPLETE
8/21/12	5	70517	[REDACTED]	01 FP	MA6955		PD156	FACTORY FDI
				02 U	MA6955		Z3000	VA STATE SAFETY INSPECT
				03 U	MA6955		10	WHEEL LOCKS

Dealer Legend:

70508-INFINITI OF WEST CHESTER, WEST CHESTER
70517-INFINITI OF CHANTILLY, CHANTILLY
72038-INFINITI OF TYSONS CORNER, VIRGINIA

*** End of Report ***

Feb 03 16:01:31p

Infiniti of West Chester

610-696-6700

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Infiniti of West Chester
 715 Autopark Boulevard
 West Chester, PA 19382

Phone: 610-696-6700
 Fax: 484-885-2271

INVOICE - CUSTOMER COPY

This form is an Itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

Page 1 Continued on next page

Work Order No. [REDACTED]

Customer Information								THANK YOU FOR CHOOSING INFINITI OF WEST CHESTER IF YOUR SERVICE IS NOT TRULY EXCEPTIONAL OR IF YOU HAVE ANY PROBLEMS OR QUESTIONS WITH YOUR SERVICE PLEASE CALL YOUR SERVICE MANAGER; JOE COTELLESE (610) 696-6700X2160																																														
LANCASTER PA [REDACTED] Cell#: [REDACTED] Email: [REDACTED]																																																						
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.																																												
IN	QX56	12	45,899			Blac	C	JN8AZ2NE2C9	9/30/12																																													
Cust. No.		Contact			Day Phone No.		Extension		Evening Phone No.																																													
Service Consultant						Labor Rate		Labor charges are based upon: 1. our experience, 2. factory guidelines, and 3. actual time for your work. Our labor charges may therefore be more or less than the actual time worked and/or factory suggested guidelines.																																														
REBECCA BONES																																																						
Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date																																														
	No	Yes		1/04/14	1/04/14	18:00	1/04/14																																															
01 tires tread above 7/32nds COMPLETED tires tread above 7/32nds-GTIRE 02 multi point inspection COMPLETED multi point inspection-INSP Expenses ENVIRONMENTAL-ENV 03 COMPLETED OIL FILTER SERVICING-W0003 Includes: Every 3750 Miles or 3 Mon-R0005 General Maintenance Insp.-T1234 Replace Engine Oil-U0350 Replace Engine Oil Filter-U0400 Inspect Exhaust System-V0500 Inspect Steer Gear-Axle-V0550 Inspect Brake Pads & Disc-V0650 Inspect Battery-V0860 Inspect Wiper Blades-W1000 Road Test Vehicle-ZRT00 Lube Doors & Hinges-Z0005 Adjust Tire Pressure-Z0006 Inspect & Top All Fluids-Z0007 <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Add-On?</td> <td style="width: 10%;">Tech</td> <td style="width: 10%;">Labor</td> <td style="width: 50%;"></td> </tr> <tr> <td>No</td> <td>9DEEG</td> <td>*****</td> <td>Dealer</td> </tr> <tr><td colspan="4"> </td></tr> <tr> <td>Add-On?</td> <td>Tech</td> <td>Labor</td> <td></td> </tr> <tr> <td>No</td> <td>9DEEG</td> <td>*****</td> <td>Dealer</td> </tr> <tr><td colspan="4"> </td></tr> <tr> <td></td> <td></td> <td>Expense</td> <td></td> </tr> <tr> <td></td> <td></td> <td>*****</td> <td>Dealer</td> </tr> <tr><td colspan="4"> </td></tr> <tr> <td>Add-On?</td> <td>Tech</td> <td>Labor</td> <td></td> </tr> <tr> <td>No</td> <td>9DEEG</td> <td>*****</td> <td>Dealer</td> </tr> </table>											Add-On?	Tech	Labor		No	9DEEG	*****	Dealer					Add-On?	Tech	Labor		No	9DEEG	*****	Dealer							Expense				*****	Dealer					Add-On?	Tech	Labor		No	9DEEG	*****	Dealer
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WASHER SOLVENT-WWSOLV				1		*****		Dealer																																														

Page 1 Continued on next page

Original Estimate	Total Revised Estimate	I acknowledge notice and oral approval of an increase in the original estimated price.	Customer acknowledges receipt thereof.
\$	\$	CUSTOMER SIGNATURE x _____	x _____ CUSTOMER SIGNATURE

Infiniti of West Chester
 715 Autopark Boulevard
 West Chester, PA 19382

Phone: 610-696-6700
 Fax: 484-885-2271

INVOICE - CUSTOMER COPY

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Page 2 Continued on next page

Work Order No. [REDACTED]

Customer Information						THANK YOU FOR CHOOSING INFINITI OF WEST CHESTER IF YOUR SERVICE IS NOT TRULY EXCEPTIONAL OR IF YOU HAVE ANY PROBLEMS OR QUESTIONS WITH YOUR SERVICE PLEASE CALL YOUR SERVICE MANAGER; JOE COTELLESE (610) 696-6700X2160					
LANCASTER PA [REDACTED] Cell#: [REDACTED] Email: [REDACTED]											
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.	
IN	QX56	12	45,899					JN8AZ2NE2C9			
Cust. No.	Contact		Day Phone No.		Extension		Evening Phone No.		Extension		
Service Consultant		Labor Rate									
REBECCA BONES		Labor charges are based upon: 1. our experience, 2. factory guidelines, and 3. actual time for your work. Our labor charges may therefore be more or less than the actual time worked under factory suggested guidelines.									
04 COMPLETED 15,000 Mile Maint Service-W0045 Includes: Replace air filter(s)-AIR REPLACE MICRO FILTER-MICRO Every 15,000 or 12 Months-R0011 General Maintenance Insp.-T1234 Rotate Tires-U0250 Replace Engine Oil-U0350 Replace Engine Oil Filter-U0400 Inspect Drive Belts-V0050 Inspect Vapor Lines-V0150 Inspect Fuel Lines-V0200 Inspect Exhaust System-V0500 Inspect Steer Gear-Axle-V0550 Inspect Brake Lines-V0600 Inspect Brake Pads & Disc-V0650 Inspect Trans & Diff Oil-V0700 Inspect Drive Shaft Boots-V0710 Replace Wiper Blades-WIPER Fuel Additive-Y0002 Road Test Vehicle-ZRT00 Balance Tires-Z0002 Lube Doors & Hinges-Z0005 Adjust Tire Pressure-Z0006 Inspect & Top All Fluids-Z0007 Inspect Cooling System-Z0009 Adjust Parking Brake-Z0010 Throttle Body Service-Z0017 Adj Throttle Position Sw-Z0018 Adj Idle Air Control Sw-Z0019 Perform Battery Service-Z0020 Add-On? Tech No 9DEEG Labor 170.00 Customer											
Page 2 Continued on next page											
Original Estimate		Total Revised Estimate		I acknowledge notice and oral approval of an increase in the original estimated price.				Customer acknowledges receipt thereof.			
\$		\$		CUSTOMER SIGNATURE x				x CUSTOMER SIGNATURE			

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WE AIM TO PROVIDE YOU WITH TRULY EXCEPTIONAL SERVICE! THANK YOU																																																																																
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Page 3 Last Page																																																																																
Original Estimate		Total Revised Estimate		I acknowledge notice and oral approval of an increase in the original estimated price.				Customer acknowledges receipt thereof.																																																																								
\$		\$		CUSTOMER SIGNATURE x				x CUSTOMER SIGNATURE																																																																								



INFINITI

OF TYSONS CORNER

8527 Leesburg Pike
Vienna, VA 22182
Phone: 703-827-2132
Fax: 703-356-9761

INVOICE - CUSTOMER COPY

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Page 1 Continued on next page

Work Order No. [REDACTED]

Customer Information										
[REDACTED]										
YORK PA [REDACTED]										
Cell#: [REDACTED]										
Email: [REDACTED]										
INFINITI OF TYSONS CORNER STRIVES TO PROVIDE OUR CUSTOMERS A "TRULY EXCEPTIONAL EXPERIENCE!"										
OUTSTANDING! IS SIMPLY NOT GOOD ENOUGH FOR YOU OR OURSELVES!										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	12	51,086			Blac		JN8AZ2NE2C9	9/30/12	
Cust. No.	Contact			[REDACTED]			Extension			

MARK EVERS

Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date
[REDACTED]	No	Yes		2/06/14	2/06/14	19:00	2/08/14	

01 RECORD BRAKE LINING SPECS
F:8MM
R:6MM

RECORD BRAKE LINING SPECS-BRK

Expenses
SHOP SUPPLIES-SHO

Add-On? Tech
No MA0002

Labor
No Charge Customer

Expense
No Charge Customer

02 INSPECTION BULB OPERATION
BULBS OK

INSPECTION BULB OPERATION-BULB

Expenses
SHOP SUPPLIES-SHO

Add-On? Tech
No MA0002

Labor
No Charge Customer

Expense
No Charge Customer

03 TIRE INSPECTION
F:7/32
R:7/32

TIRE INSPECTION-GTIRE

Expenses
SHOP SUPPLIES-SHO

Add-On? Tech
No MA0002

Labor
No Charge Customer

Expense
No Charge Customer

04 27.MULTIPOINT INSPECTION
COMPLETED

27.MULTIPOINT INSPECTION-INSP

Expenses
SHOP SUPPLIES-SHO

Add-On? Tech
No MA0002

Labor
No Charge Customer

Expense
No Charge Customer

05 ADD'L SVCS.RECOMMENDED
PS FLUSH/BRAKE FLUSH/MANIFOLD CAT
DECLINED REPAIRS

ADD'L SVCS.RECOMMENDED-ZASR

Expenses
SHOP SUPPLIES-SHO

Add-On? Tech
No MA0002

Labor
No Charge Customer

Expense
No Charge Customer

Page 1 Continued on next page

Original Estimate

Total Revised Estimate

\$

\$

I acknowledge notice and oral approval of an increase in the original estimated price.

CUSTOMER SIGNATURE x

I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE x

InvCCZEEE

© 2001 Regan Consulting

InvDirLEFE



INFINITI

OF TYSONS CORNER

8527 Leesburg Pike
Vienna, VA 22182
Phone: 703-827-2132
Fax: 703-356-9761

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Work Order No. [REDACTED]

Customer Information									
YORK PA [REDACTED] Cell#: [REDACTED] Email: [REDACTED]									
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date
IN	QX56	12	51,086					JN8AZ2NE2C9	
Cust. No.	Contact			Day Phone No.		Extension		Evening Phone No.	
	[REDACTED]			[REDACTED]		[REDACTED]		[REDACTED]	
Service Consultant					Labor Rate				
MARK EVERS					Labor charges are based upon: 1. our experience, 2. factory guidelines, and 3. actual time for your work. Our labor charges may therefore be more or less than the actual time worked and/or factory suggested guidelines.				

INFINITI OF TYSONS CORNER
STRIVES TO PROVIDE OUR CUSTOMERS
A "TRULY EXCEPTIONAL EXPERIENCE!"

OUTSTANDING! IS SIMPLY NOT GOOD ENOUGH
FOR YOU OR OURSELVES!

06 CUSTOMER STATES CHECK ENGINE LIGHT IS ON
TECH FOUND DTC FOR R/H MANIFOLD CAT
SOP PART

SERVICE ENGINE SOON LIGHT-SES

Add-On? Tech
No MA0002

Labor
***** Factory

07 COMPLETED

FREE OIL SERVICE SPECIAL-FREE

Add-On? Tech
No MA0002

Labor
***** Dealer

Includes: RECORD BRAKE LINING SPECS-BRK
INSPECTION BULB OPERATION-BULB
Express Multi Point Insp-EINSP
Insp tire tread/pressure-IP055

Parts

5w-30 motor oil-OIL1
OIL FILTER-15208-9E01A

ASR

Qty
1

Each

Parts
***** Dealer
***** Dealer

Your feedback is valued. Chris Moore Service Director 703-663-7072 (direct)

* Totals Amount *
* Total..... No Charge Customer *

Page 2 Last Page

Original Estimate \$	Total Revised Estimate \$	I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
I acknowledge notice and oral approval of an increase in the original estimated price.		
CUSTOMER SIGNATURE x		CUSTOMER SIGNATURE x



INFINITI

Infiniti of West Chester

1265 Wilmington Pike
West Chester, PA 19382

Phone: 610-696-6700

Fax: 484-885-2271

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LANCASTER PA Cell#: [REDACTED]										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	12	138,710			Blac	C	JN8AZ2NE2C9	9/30/12	11752
Cust. No.	Contact		Day Phone No.		Extension		Evening Phone No.		Extension	
Service Consultant					Labor Rate					
REBECCA BONES					Labor charges are based upon: 1. our experience, 2. factory guidelines, and 3. actual time for your work. Our labor charges may therefore be more or less than the actual time worked and/or factory suggested guidelines.					
Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date		
[REDACTED]	No	Yes		11/16/15	11/16/15	18:00	11/16/15			

01 tires tread above 7/32nds

tires tread above 7/32nds-GTIRE

Add-On? Tech
No 9MCGUI

Labor
***** Dealer

02 multi point inspection

multi point inspection-INSP

Add-On? Tech
No 9MCGUI

Labor
***** Dealer

03 COMPLETED

LIFE TIME MILE SERVICE-LIFE

Add-On? Tech
No 9MCGUI

Labor
***** Dealer

Parts

OIL FILTER-15208-9E01A
OIL-OIL

ASR

Qty Each
1 7

Parts
***** Dealer
***** Dealer

04 DIFFERENCE FOR SYNTHETIC

replaced synthetic oil-SYNTH

Add-On? Tech
No 9MCGUI

Labor
No Charge Customer

Parts

synthetic oil-MOBIL1
OIL-OIL

Qty Each
7 9.00
7- 2.70

Parts
63.00 Customer
18.90 Customer

Expenses

ENVIRONMENTAL-ENV

Expense
No Charge Customer

05 WHEN BRAKING THE STEERING WHEEL SHAKES

REPLACED THE FRONT BRAKE PADS AND RESURFACED THE ROTORS

replacepads\mach rotors-BRAKE

Add-On? Tech
No 9MCGUI

Labor
280.00 Customer

Parts

PAD KIT - DISC BRAKE-D1060-9FE0A

ASR Qty Each
1 115.00

Parts
115.00 Customer

Expenses

ENVIRONMENTAL-ENV

Expense
No Charge Customer

06 THERE IS A CRACK IN THE WINDSHIELD
WILL CALL CUSTOMER WITH AN ESTIMATE

Other-OTHER

Add-On? Tech
Yes 9MCGUI

Labor
No Charge Customer

Page 1 Continued on next page

Original Estimate	Total Revised Estimate	I acknowledge notice and oral approval of an increase in the original estimated price.	Customer acknowledges receipt thereof.
\$	\$	CUSTOMER SIGNATURE x	x CUSTOMER SIGNATURE



INFINITI

Infiniti of West Chester

1265 Wilmington Pike

West Chester, PA 19382

Phone: 610-696-6700

Fax: 484-885-2271

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Work Order No. [REDACTED]

Customer Information

LANCASTER PA

Cell#: [REDACTED]

THANK YOU FOR CHOOSING INFINITI OF WEST CHESTER
IF YOUR SERVICE IS NOT TRULY EXCEPTIONAL OR
IF YOU HAVE ANY PROBLEMS OR QUESTIONS WITH YOUR
SERVICE PLEASE CALL YOUR SERVICE MANAGER:
VINCE HUTTON (610) 696-6700X2160

Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	12	138,710					JN8AZ2NE2C9	[REDACTED]	
Cust. No.		Contact		Day Phone No.		Extension		Evening Phone No.		Extension
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]

Service Consultant

REBECCA BONES

Labor Rate

Labor charges are based upon: 1. our experience, 2. factory guidelines, and 3. actual time for your work. Our labor charges may therefore be more or less than the actual time worked and/or factory suggested guidelines.

06 Continued...

Expenses

ENVIRONMENTAL-ENV

Expense
No Charge Customer

07 ROTATED THE TIRES

TIRE ROTATION-ROT

Add-On? Tech
Yes 9MCGUI

Labor
30.00 Customer

Expenses

ENVIRONMENTAL-ENV

Expense
No Charge Customer

WE AIM TO PROVIDE YOU WITH TRULY EXCEPTIONAL SERVICE! THANK YOU

* Totals Amount *
* Labor..... 310.00 *
* Parts..... 159.10 *
* Tax..... 28.15 *
* Total..... 497.25 Customer*

Page 2 Last Page

Original Estimate	Total Revised Estimate	I acknowledge notice and oral approval of an increase in the original estimated price.	Customer acknowledges receipt thereof.
\$ [REDACTED]	\$ [REDACTED]	CUSTOMER SIGNATURE x [REDACTED]	x [REDACTED] CUSTOMER SIGNATURE



Complimentary Multi-Point Inspection

INFI

Client: [REDACTED] Year/Model: 2012 QX60 Date: 11-11-16

Mileage: 138,710 VIN: [REDACTED]

Service Consultant: Rebecca Technician: 87423 Work Order #: 87423

☒ CHECKED AND OK AT THIS TIME ☐ MAY NEED FUTURE ATTENTION ☐ REQUIRES IMMEDIATE ATTENTION ☐ NOT INSPECTED AT THIS TIME

INTERIOR / EXTERIOR

- ☒ HORN OPERATION
- ☒ HEADLIGHTS / TURN SIGNALS / HIGH BEAMS / FOG LIGHTS
- ☒ LEFT WIPER BLADE ☐ RIGHT WIPER BLADE
- ☒ TAIL LIGHTS / BRAKE LIGHTS / TURN SIGNALS / REVERSE LIGHTS / EXTERIOR LAMPS / REAR WIPER
- ☐ IN-CABIN MICROFILTER

COMMENTS:

UNDER HOOD

- ☒ ENGINE OIL
- ☒ COOLANT
- ☒ POWER STEERING FLUID
- ☒ BRAKE FLUID
- ☒ WINDSHIELD WASHER FLUID
- ☒ AUTOMATIC TRANSMISSION FLUID
- ☒ COOLING SYSTEM HOSES
- ☒ HEATER / AC HOSES AND CONNECTIONS
- ☒ RADIATOR CORE AND CAP
- ☒ ENGINE AIR FILTER
- ☒ DRIVE BELTS

COMMENTS:

UNDER VEHICLE

- ☒ REAR SHOCKS / SUSPENSION
- ☒ REAR SUBFRAME
- ☒ DIFFERENTIAL (CHECK CONDITION & LEAKS)
- ☒ DRIVE SHAFT
- ☒ MUFFLER / EXHAUST / MOUNTINGS
- ☒ FRONT SHOCKS / SUSPENSION (CV BOOTS / TIE RODS / BUSHINGS)
- ☒ AXLES - VISUAL INSPECTION FOR LEAKS
- ☒ FLUID LEAKS (OIL / TRANSMISSION / COOLANT)

COMMENTS:

BATTERY PERFORMANCE

- ☒ BATTERY TERMINALS / CABLES / MOUNTING
- ☒ BATTERY CAPACITY TEST (TEST RESULTS ATTACHED)
- ☒ PASS ☐ RECHARGE / RETEST ☐ FAIL ☐ NOT INSPECTED

COMMENTS:

TIRES

- | LEFT FRONT | TIRE ROTATION | RIGHT FRONT |
|--|--|--|
| ☒ 9 /32 | ☒ 6/32 OR GREATER
☒ 4/32 TO 5/32
☒ 3/32 OR LESS
☒ NOT INSPECTED | ☒ 9 /32 |
| PRESSURE
INCOMING _____
OUTGOING _____ | | PRESSURE
INCOMING _____
OUTGOING _____ |
-
- | LEFT REAR | RIGHT REAR |
|--|--|
| ☒ 7 /32 | ☒ 6 /32 |
| PRESSURE
INCOMING _____
OUTGOING _____ | PRESSURE
INCOMING _____
OUTGOING _____ |

COMMENTS:

BRAKE CONDITION

- ☒ LEFT FRONT BRAKE PADS _____ MM
- ☒ LEFT REAR BRAKE PADS 11 MM
- ☒ RIGHT FRONT BRAKE PADS 6 MM
- ☒ RIGHT REAR BRAKE PADS 11 MM

COMMENTS & RECOMMENDATIONS:

Replace the front Brakes

Customer Signature

Date



INFINITI

Infiniti of West Chester

1265 Wilmington Pike
West Chester, PA 19382

Phone: 610-696-6700
Fax: 484-885-2271

INVOICE - CUSTOMER COPY

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

Page 1 Continued on next page

Work Order No. _____
Reprint

Customer Information										
LANCASTER PA										
Cell#: _____										
Email: _____										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	12	144,855			Blac	C	JN8AZ2NE2C9	9/30/12	11752
Cust. No.				Day Phone No.	Extension	Evening Phone No.		Extension		
Service Consultant										
AMANDA HAHN										
Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date		
656	Yes	Yes		12/26/15	12/26/15	18:00	12/26/15			

THANK YOU FOR CHOOSING INFINITI OF WEST CHESTER
IF YOUR SERVICE IS NOT TRULY EXCEPTIONAL OR
IF YOU HAVE ANY PROBLEMS OR QUESTIONS WITH YOUR
SERVICE PLEASE CALL YOUR SERVICE MANAGER;
VINCE HUTTON (610) 696-6700X2160

01 tires tread above 7/32nds

tires tread above 7/32nds-GTIRE

Add-On? Tech
No 9MONA

Labor
***** Dealer

02 multi point inspection

multi point inspection-INSP

Add-On? Tech
No 9MONA

Labor
***** Dealer

03 COMPLETE

LIFE TIME MILE SERVICE-LIFE

Add-On? Tech
No 9MONA

Labor
***** Dealer

Parts
OIL-OIL
OIL FILTER-15208-9E01A ASR

Qty
1 Each

Parts
***** Dealer
***** Dealer

04 WINDSHIELD WAS REPLACED - RE ISSUE STICKERS
AI61494828

Other-OTHER

Add-On? Tech
No 9MONA

Labor
No Charge Customer

Parts
EMI PHONE CALL-1440995
ST INSP-1494828

Qty
1 Each
1 6.00

Parts
2.40 Customer
6.00 Customer

Expenses
ENVIRONMENTAL-ENV

Expense
No Charge Customer

05 DIFFERENCE IN OIL

replaced synthetic oil-SYNTH

Add-On? Tech
Yes 9MONA

Labor
No Charge Customer

Parts
synthetic oil-MOBIL1
OIL-OIL

Qty
7- Each
9.00
2.70

Parts
63.00 Customer
18.90 Customer

Expenses
ENVIRONMENTAL-ENV

Expense
No Charge Customer

CHECK ENGINE LIGHT IS ON - NEED TIME TO DIAG

Page 1 Continued on next page

Original Estimate \$	Total Revised Estimate \$	I acknowledge notice and oral approval of an increase in the original estimated price. CUSTOMER SIGNATURE x _____	Customer acknowledges receipt thereof. X _____ CUSTOMER SIGNATURE
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InvCCZEE

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INVD808.EFE



INFINITI

Infiniti of West Chester
1265 Wilmington Pike
West Chester, PA 19382

Phone: 610-696-6700
Fax: 484-885-2271

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Page 2 Last Page

Work Order No.

Reprint

LANCASTER PA

Cell#:

Email:

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IF YOU HAVE ANY PROBLEMS OR QUESTIONS WITH YOUR
SERVICE PLEASE CALL YOUR SERVICE MANAGER:
VINCE HUTTON (610) 696-6700X2180

Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX56	12	144,855					JN8AZ2NE2C9		
Cust. No.	Contact			Day Phone No.		Extension		Evening Phone No.		Extension
Service Consultant				Labor Rate		Labor charges are based upon 1. Our experienced 2. Factory guidelines, and 3. actual time for your work. Our labor charges may therefore be more or less than the actual time worked under factory suggested guidelines.				
AMANDA HAHN										

WE AIM TO PROVIDE YOU WITH TRULY EXCEPTIONAL SERVICE! THANK YOU

* Totals Amount *
* Parts..... 52.50 *
* Tax..... 3.15 *
* Total..... 55.65 Customer*

Page 2 Last Page

Original Estimate	Total Revised Estimate	I acknowledge notice and oral approval of an increase in the original estimated price.	Customer acknowledges receipt thereof.
\$	\$	CUSTOMER SIGNATURE x	x CUSTOMER SIGNATURE

Master

02/12/2016

USPS/AGE

POSTAGE WILL BE PAID BY ADDRESSEE

\$02.08⁰⁰



ZIP 17602
011D11628654

Barley Snyder

ATTORNEYS AT LAW

126 East King Street • Lancaster, PA 17602-2893

TO:



NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590