

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: --10855524
Date: Tuesday, June 14, 2016 10:32:18 AM

From: EVOQ (NHTSA)
Sent: Tuesday, June 14, 2016 10:03 AM
Subject: FW: NHTSA: Follow up to ODI Complaint: --10855524

From: [REDACTED]
Sent: Wednesday, May 25, 2016 8:45 PM
To: [REDACTED]; brenda.Fogle.CTR@dot.g; Fogle, Brenda CTR (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: --10855524

[REDACTED]
Executive Dir

From: [REDACTED]
Sent: Thursday, May 5, 2016 9:23 PM
To: [REDACTED]
Subject: Fwd: NHTSA: Follow up to ODI Complaint: --10855524

Sent from my iPhone

Begin forwarded message:

From: <Brenda.Fogle.CTR@dot.gov>
Date: May 5, 2016 at 5:45:27 AM PDT
To: [REDACTED]
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: --10855524

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

CUSTOMER #:



INVOICE

IMPERIO NISSAN OF IRVINE

32 AUTO CENTER DR
IRVINE, CA 92675

Phone: (949) 951-7575 Fax: (949) 458-5882
138 FERNANDO HERNANDEZ

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IRVINE, CA
HOME
BUS:

CONT:
CELL:

COLOR	YEAR	MAKE/MODEL	SERVICE CONSULTANTS:	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	13	NISSAN ALTIMA		1N4AL3AP4DC		120749/120757	T1295
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17FEB13 DD	17FEB2014	19:00 04MAY16			0.00	CASH	10MAY16
R.O. OPENED	BOOKED	OPTIONS:	STK:DC	ENG:2.5 LITER			
15:22 07APR16	13:05 10MAY16						

C	LIST	NET	TOTAL
C CUSTOMER ACKNOWLEDGES THAT THEY ARE 100% RESPONSIBLE FOR DIAGNOSTIC FEE			
CAUSE: CUSTOMER IS RESPONSIBLE FOR ALL D			
CDIAG CUSTOMER ACKNOWLEDGES THAT THEY ARE 100% RESPONSIBLE FOR DIAGNOSTIC FEE			
PARTS: 997418 C	0.00	0.00	0.00
LABOR: 0.00	0.00	0.00	0.00
OTHER: 0.00	0.00	0.00	0.00
D** CUSTOMER AUTH \$10.00 GAS.			
OTHER OTHER 999 C	10.00	10.00	10.00
PARTS: 1 GAS GAS	0.00	0.00	0.00
LABOR: 10.00	10.00	10.00	10.00
OTHER: 0.00	0.00	0.00	0.00
E** CUSTOMER PROVIDED COMPLIMENTARY SERVICE RENTAL UNIT, WHEN SPENDING \$300.00 OR MORE.			
RENT300 CUSTOMER PROVIDED COMPLIMENTARY SERVICE RENTAL UNIT, WHEN SPENDING \$300.00 OR MORE.			
PARTS: 999 C	0.00	0.00	0.00
LABOR: 0.00	0.00	0.00	0.00
OTHER: 0.00	0.00	0.00	0.00
EST: 140.00			
CONTACT: 29APR16 08:10 SA: 138			

B.A.R. # ARD00278054 E.P.A. # CAL00040932
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.
NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.
ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY.

POWER OF ATTORNEY

The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to insured's entire satisfaction by IMPERIO NISSAN OF IRVINE does hereby grant to IMPERIO NISSAN OF IRVINE insured's power of attorney to sign or endorse any checks, and/or insured's claim for damages to the above described vehicle.

SIGNED BY X

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	0.00
		PARTS AMOUNT	10.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1724.76
		TOTAL CHARGES	1734.76
		LESS INS./ADJ.	0.00
		SALES TAX	0.80
		PLEASE PAY THIS AMOUNT	1735.56

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



IMPERIO NISSAN OF IRVINE

IRVINE, CA [REDACTED]
HOME [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

32 AUTO CENTER DR
IRVINE, CA 92675

Phone: (949) 951-7575 Fax: (949) 458-5862
138 FERNANDO HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	13	NISSAN ALTIMA	1N4AL3AP4D[REDACTED]		120749/120757	T1295*
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
17FEB13 DD		17FEB2014	19:00 04MAY16		0.00	CASH
R.O. OPENED	BOOKED	OPTIONS: STK: DO [REDACTED] ENG: 2.5 LITER				

15:22 07APR16 13:05 10MAY16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					CUSTOMER STATES WHEN VEHICLE HAS BEEN SITTING FOR OVER 3 HOURS IF NOT LONGER VEHICLE HAS DELAY WHEN PUTTING INTO DRIVE OR REVERSE. WHEN IT CATCHES GEAR VEHICLE JUMPS. CHECK AND ADVISE CAUSE: PERFORM DIAGNOSIS CONFIRM VEHICLE TO HAVE DELAY SHIFT WHEN IN DRIVE GOING FORWARD OR REVERSE. WHEN VEHICLE CATCHES GEAR VEHICLE JUMPS AND HAS JUDDER. FOLLOW BULLETIN DRAIN AND FILL TRANSMISSION FLUID. PERFORM REPROGRAM AND ROAD TEST. CONCERN STILL PRESENT CONTACTED TECHLINE FOR ASSISTANCE RECOMMENDED REPLACEMENT OF TRANSMISSION DUE TO INTERNAL MECHANICAL FAILURE. JD01AA R&I AUTOMATIC CVT TRANSAXLE ASSY * 997418 W (N/C) 1 3102M-3VX0ARE REMAN TRANSAXLE ASSY - AUTOMATIC (N/C) 5 999MP-NS300P-NS-3 CVT TRANSMISSION FLUID (N/C) 1 999MP-AM006P TRANSMISSION COOLER FLUSH (N/C) JX22AA CVT DIAGNOSIS 997418 W (N/C) DE97AA REPROGRAM ENGINE CONTROL MODULE - ECM 997418 W (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 CUSTOMER PAY DEDUCTIBLE FOR LINE A 1724.76		

REMOVED FAULTY TRANSMISSION (CVT) AND INSTALLED NEW TRANSMISSION ASSEMBLY. FLUSHED OUT COOLER LINES. TOPPED OFF ALL FLUID LEVELS TO SPECS. CLEARED ALL CODES. ROAD TEST VEHICLE AND OKAY AT THIS TIME. NO FURTHER ACTION REQUIRED. NISSAN ASSISTANCE 1500.00 AS A 1 TIME GOODWILL GESTURE. CUSTOMER RESPONSIBLE FOR REMAINING BALANCE. SEE JOE FOR APPROVAL CODE#.

B CUSTOMER HAS OPENED CASE WITH NISSAN CONSUMER AFFAIR CLAIM #22071960. CAUSE: CUSTOMER AUTH \$10.00 GAS.

OTHER OTHER 997418 C	0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B: 0.00
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B.A.R. # ARD00278054 E.P.A. # CAL00040932 ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. POWER OF ATTORNEY The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to insured's entire satisfaction by IMPERIO NISSAN OF IRVINE does hereby grant to IMPERIO NISSAN OF IRVINE insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any releases thereto, as settlement for insured's claim for damages to the above described vehicle. SIGNED BY X	ORIGINAL ESTIMATE \$	AUTHORIZED ADDITIONS \$	DESCRIPTION	TOTALS
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X		LABOR AMOUNT	
WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.		PARTS AMOUNT		
CUSTOMER SIGNATURE X		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INS./ADJ.		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from cleaning your vehicle. 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.cdph.ca.org/pro65.html>

CUSTOMER COPY