



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

15-JUL-2016
SEP 21 2016

Repository ☐

Reference No.
10885142

OWNER INFORMATION (Type or Print)

Name

Address

City

PINEBRUSH

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

N1AB6AP4AL

Make

NISSAN

Model

SENTRA

Model Year

2010

Date Purchased

July 2015

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

From Sister in Law

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

02-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS)

Failure Mileage
90000

Failure Speed
10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2010 NISSAN SENTRA. WHILE REVERSING IN THE DRIVEWAY AT APPROXIMATELY 10 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE FAILED TO RESTART AND WAS TOWED TO AN INDEPENDENT MECHANIC AND DEALER. IT WAS DIAGNOSED THAT THE BATTERY WAS DEAD AND THE ENGINE CONTROL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS 90,000.

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 to 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.

WALKER VALLEY AUTO INC
 3670 N.Y. STATE RT 52
 Walker Valley, NY. 12588
 Phone - 845-744-6441 Fax - 845-744-5963
 LET OUR FAMILY TAKE CARE OF YOURS

INVOICE



UE76
 RS #7082920

Invoice Date : 07/13/2016
 Print Date : 09/09/2016

INVOICE FROM HISTORY

Work Completed Date : 07/13/2016

[Redacted]
 Pine Bush, NY [Redacted]
 [Redacted]
 Cust ID : [Redacted]

Ref # :

2010 Nissan - Sentra
 2.0L, In-Line4, VIN (A)
 Lic # : [Redacted]
 Unit # :
 Vin # : **3N1AB6AP4AL** [Redacted]
 Hat # :

Odometer In :
 Odometer Out :

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
IPDM REALY BOX 0	1.00	350.00	350.00	VEHICLE SHUTS OFF AFTER RUNNING FOR A SMALL AMOUNT OF TIME, CUSTOMER ASKED WE CHECK BATTERY TERMINAL CONNECTION POSSIBLE FUEL PUMP GETTING NO COMUNCATION IN CAN STSYEM CK AND CLEANED ALL CONECTIONS ON CAR STILL NOT STARTING	N/A	N/C

Org. Estimate \$0.00 Revisions \$0.00 Current Estimate \$ 0.00 Additional Cost Revised Estimate

Labor:	0.00
Parts:	350.00
Sublet:	0.00
Sub:	350.00
Tax:	28.88
Total:	378.88
Bal Due:	\$0.00

[Payments - MasterCard - \$378.88]

ALL REPAIR WORK GUARANTEED FOR 30 DAYS OR 1000 MILES

I hereby authorize the above repair work to be done along with the necessary material
 you or your employees may operate the above vehcal for the purpose of testing ,inspection or delevery at my risk An express mechanic's lien
 acknowledged on above vehicle to secure the amount of repairs thereto.it is understood that you will not be held responsible for loss or
 damage to vehicle or articles left in vehile in case of fire theft or any other cause beyond your control PARTS ARE NEW OR after market
 orREBUILT YOU ARE ENTITLED TO HAVE OLD PARTS BACK

SIGNATURE..... Date..... Time.....

MER #:



INVOICE

P.O. BOX 549, ROUTE 17M
NEW HAMPTON, NEW YORK 10958
TEL: (845) 374-6565

NY REG # 7073580

DUPLICATE 1

PAGE 1

PINE BUSH, NY

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 120 AUSTIN ANDOLSEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BK	10	NISSAN SENTRA	3N1AB6AP4A1		88088/88089	T6251	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN10 IS							
31JAN10 DD		31JAN2013	20:00 14JUL16		110.00	COUS	28JUL16
R.O. OPENED		READY	OPTIONS:	STK:	DLR:	TRN:A	

07:32 14JUL16 08:15 28JUL16

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

A CUSTOMER STATES VEHICLE STALLED OUT BACKING OUT OF DRIVEWAY

500 MISC CHARGES

2500

C

440.00 440.00

1 999M1-NB35C GROUP 35 BATTER

114.99 114.99 114.99

1 23710-ZT81A ENGINE CONTROL MODULE

646.18 646.18 646.18

PARTS: 761.17 LABOR: 440.00 OTHER: 0.00 TOTAL LINE A: 1201.17

88089 ENGINE COMPUTER FOUND INTERNAL FAILURE IN COMPUTER CRANK
SEGINAL OUT OFF SPECT 120 DEGREE. REPLACE COMPUTER WRITE VIN PERFORMED
IDLE AIR LEARN & PROGRAMED ONE KEY. ENGINE HAVE MISFIRE ON #4 CYLINDER
& ONE KEY WOULD NOT PROGRAMED.

B PERFORM COURTESY VISUAL MULTI-POINT INSPECTION

MPI PERFORM COURTESY VISUAL MULTI-POINT
INSPECTION

2500 IADV

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUSTOMER STATED THAT THE
VEHICLE WAS RUNNING NO RMAL
BEFORE ECM FAILED.

THANK YOU FOR ALLOWING US TO SERVICE YOUR
VEHICLE. IN THE NEAR FUTURE YOU MAY RECEIVE A
SURVEY BY EMAIL FROM THE MANUFACTURER. PLEASE
FILL IT OUT, IT IS OUR REPORT CARD. IF YOU
CAN NOT GIVE US A TOP SCORE OF 10 PLEASE CALL
SO WE CAN MAKE SURE YOU WERE COMPLETELY
SATISFIED. ANYTHING LESS THAN 10 IS A FAILURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

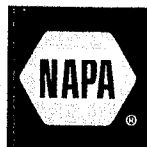
I hereby authorize the repair work herein set
forth to be done along with the necessary
material and agree that you are not
responsible for loss or damage to vehicle or
articles left in vehicle in case of fire, theft, or
any other cause beyond your control or for
any delays caused by unavailability of 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 HEREBY ACKNOWLEDGE RECEIPT OF A
COPY HEREOF.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	440.00
PARTS AMOUNT	761.17
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1201.17
LESS DISCOUNT	120.11
SALES TAX	97.60
PLEASE PAY THIS AMOUNT	1178.66

**AUTO PARTS**

200008440

PINE BUSH EQUIPMENT AUTO PARTS

89 ROUTE 302

PO BOX 106

PINE BUSH, NY 12566

(845) 744-6272

Time: 10:44 Date: 07/02/2016 Page: 1/1

Employee: 8 , GEOFF

Sales Rep: 0 , Salesman

Accounting Day: 2

1672

PREFERRED CUSTOMER ACCOUNT

THANK YOU FOR YOUR BUSINESS

97 ROUTE 302

(845) 744-6272

PINE BUSH, NY 12566

Anticipated Time:

Attention:

Tax Exemption:

PO#:

Terms: DEFAULT

Part Number	Line	Description	Quantity	Price	Net	Total	
5535	BAT	BATTERY	1.00	121.81	91.4900	91.49	T
5535	BAT	Core Deposit	1.00	5.00	5.0000	5.00	D
728249	NW	BATT CABLE TERMINAL	1.00	8.14	4.4900	4.49	T
5535	BAT	Core Deposit	-1.00	5.00	5.0000	5.00	CRD
2X-3012	NFR	12OZ 134A REFRIGERANT	1.00	9.89	8.4900	8.49	T

Subtotal

104.47

Orange County 8.1250%

8.49

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

I agree to pay total amount
according to card issuer agreement.

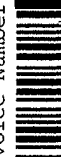
HEAVY DUTY TRUCK PARTS
MIDLAND-HALDEX-TIMKEN
IN STOCK
Reprint

Total 112.96

MC

112.96

Invoice Number





S. GRASSI TOWING

96 Sunset Trail
Pine Bush, NY 125
(845) 674-6680

**ROAD
SERVICE**

7-2-18

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME
NAME [REDACTED]						PHONE #	
ADDRESS [REDACTED]							
CITY <u>Pine Bush</u>						STATE <u>NY</u>	ZIP [REDACTED]
YEAR <u>2010</u>	MAKE/MODEL <u>Nissan Sentra</u>		COLOR <u>BLA</u>	ODOMETER <u>689287</u>	DRIVER		
MARKER PLATE # [REDACTED]		STATE [REDACTED]	VIN # <u>3N1AB6AP4AL</u>	REGISTERED OWNER [REDACTED]			
LOCATION OF VEHICLE [REDACTED]							
TOWED TO <u>Walker Valley Auto</u>							
INSPECTED BY INSURANCE CO.				APPRAISER NAME		DATE	DRIVER
RELEASED BY				DATE	PHONE #		
REASON FOR TOW ☐ ACCIDENT ☒ BREAK DOWN ☐ ABANDONED ☐ UNREGISTERED ☐ NO START ☐ OUT OF GAS ☐ FLAT TIRE ☐ FIRE LANE ☐ LOCK OUT ☐ NO TRESPASS ☐ TOW ZONE ☐ ARREST ☐ STOLEN ☐ IMPOUNDED ☐ SNOW REMOVAL ☐				TYPE OF TOW ☐ SLING/HOIST ☒ FLAT BED/RAMP ☐ WHEEL LIFT ☐ TOWED PER ORDER OF ☐ STATE POLICE ☐ LOCAL POLICE ☒ OWNER OF A CAR ☐ DEALER		PERSONAL'S TAKEN BY DATE PHONE#	
SPECIAL EQUIPMENT USED ☐ WINCH ☐ FLARES ☐ DOLLIES ☐ SCOTCH BLOCKS ☐ RAMPS ☐ ☐ SNATCH BLOCKS ☐				OTHER SERVICES ☐ SWEEP ☐ FIRST AID ☐ REMOVE AXLE ☐ SECURE LOOSE PARTS		VEHICLE STORAGE TIME FROM TO DAYS @ \$	
METHOD OF PAYMENT ☐ CASH ☐ CHECK DRIVER'S LIC. # ☐ MasterCard ☒ VISA ☐ American Express CREDIT CARD # [REDACTED] EXP. DATE [REDACTED]				INDICATE DAMAGED AREA(S) ON VEHICLE: 		KEYS LEFT Y N RADIO Y N	
AUTHORIZED SIGNATURE [REDACTED] DATE [REDACTED]				MILEAGE FINISH START TOTAL		LABOR TIME FINISH START TOTAL	
DRIVER [REDACTED] DATE [REDACTED]				EXTRA PERSON FINISH START TOTAL		STORAGE FINISH START TOTAL	
				DRIVER # TRUCK #		TOTAL <u>65</u>	

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

© 2011 GHC Specialty Brands, LLC.

THANK YOU!

PRODUCT 8750-3

In-Town Rental (OUT) - Wednesday, 7/13/2016 4:14 PM **Contract No.:** [REDACTED] **Equip.:** - TD 2327S
ROADSIDE ASSISTANCE: visit myuhaul.com
Dispatched From: 797048 - **Safe-Protection:**(YES)



Customer: [REDACTED]

DL: xxxxxx NY [REDACTED]

PINE BUSH, NY [REDACTED]

Renting Location:

U-Haul Moving & Storage of Silver Lake -
 (797048)
 381 Rte 211
 MIDDLETOWN, NY 10940 (845)343-2323

Towing Vehicle: 2005 Dodge 1/2 Ton Ram 1500 Regular Cab 2DR 4 Wheel Drive **Plate:** n/a NY**Vehicle in Tow:** 2010 Nissan Sentra Front Wheel Drive **Plate:** n/a NY

- I agree that only the "Towing Vehicle" listed on this contract will be used to tow U-Haul Equipment.
- I agree that only the "Vehicle In Tow" listed on this contract will be towed using U-Haul Equipment.
- I understand if a change to either vehicle is necessary, the new combination must be validated by U-Haul.

Rental Out Date/Time: 7/13/2016 4:14 PM

Rental Due Date/Time: 7/13/2016 10:00 PM

- Failure to return the equipment by the Rental Due time may result in additional charges.

Equipment	MI Out	MI Rate	MI Charge	Coverage	Rental Rate	Rental Charge	Estimated Charges
TD - Tow Dolly TD 2327S Plate: UNKNOWN State: UN				SafeTow: \$8.00 Coverage: \$5K	\$44.95	\$44.95	\$52.95

REGULAR CHECK-IN - EMAIL ON FILE

Estimated Subtotal: \$52.95
Estimated Rental Tax: \$3.65
Estimated Charges Paid: \$0.00
Estimated Total Charges: \$56.60

Card Type:
VISAAccount:
XXXXXXXXXXXXXXXXXX [REDACTED]

Aprobado: [REDACTED]

The bank has placed a HOLD for \$56.60 on your account. This hold may appear on your statement. U-Haul will not charge/credit your card until you return the equipment and your rental charges are calculated. If the actual rental charges exceed the held amount, or if your rental is extended, U-Haul may charge the original amount and authorize a second amount for the estimated balance.

Net Paid Today: \$0.00

- An automobile liability insurance policy or a qualified self-insurance arrangement provides the authorized driver with the minimum limits required by the automobile financial responsibility or compulsory insurance law of the jurisdiction in which the accident occurs.
- I agree to indemnify, defend and hold harmless U-Haul from and against all claims, damages and expenses resulting from the use of this equipment, including any fraudulent use.
- I permit U-Haul to retrieve information and data from Event Data Recorders installed on any vehicle used to tow U-Haul Equipment.
- I understand that this equipment must be returned to the same U-Haul location where it was rented. I understand that the minimum rental charge for equipment returned to a different location is twice the amount of the current One Way rate from this U-Haul location to the actual drop-off location.
- I understand that the equipment rented is water resistant and not water proof.
- I acknowledge that I have received the appropriate User Instructions and acknowledge my responsibility to fully read and understand these User Instructions before operating the equipment.
- I understand that I will receive an email link to review the rental process and the U-Haul Store employees to feedback to U-Haul any compliments, concerns or requests that I have about my rental.
- I understand that I can also contact U-Haul Customer Service at uhaul.com/contact/email.aspx
- I agree to submit all *legal* claims in accordance with the U-Haul Arbitration Agreement, incorporated by reference, and available at uhaul.com/arbitration or from my local U-Haul representative.
- I agree that distracted driving is dangerous and that driving while distracted is likely to lead to an **accident/crash** causing serious injury or death. I agree not to use a hand held mobile phone (other than for an emergency call) and not to text while driving any U-Haul truck or towing any U-Haul Trailer, Tow Dolly or Auto Transport. My agreement not to do so is material to U-Haul's decision to enter into this Agreement. My failure to comply is material breach of this Agreement.
- The following shall be admissible as evidence of negligence and breach of contract in any lawsuit or arbitration: 1) that the driver of the U-Haul truck, or vehicle towing any U-Haul Trailer, Tow Dolly or Auto Transport was texting while driving; 2) that the driver of the U-Haul truck, or vehicle towing any U-Haul Trailer, Tow Dolly or Auto Transport, was using any mobile phone (other than hands free or for an emergency call) while driving.
- I acknowledge that I have received and agree to the terms and conditions of this Rental Contract and the Rental Contract Addendum.

X _____

Customer Signature - (fred ziehl)

james coscette

U-Haul Signature - (james coscette)

For Safe Trailering Video Tips go to Part 1 [REDACTED] and for Part 2 go to [REDACTED]

Questions or need help? Call me.

(845)343-2323

69461017(AA)

7/13/2016