

JAN 11 2017

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

AGENCY USE ONLY 100148



U.S. Department of Transportation
National Highway Traffic Safety Administration

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

Date Received 10-NOV-2016	Repository <input type="checkbox"/>
	Reference No. 10925298

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	BYRON	State	GA	Zip Code	[REDACTED]
				Evening Telephone Number	[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 JN1AZ4EHXFM [REDACTED]	Make NISSAN	Model 370Z	Model Year 2015
Date Purchased Feb 2015	Dealer's Name and Telephone Number Butler Nissan	Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City MACON	State GA	Zip Code 31
Transmission Type M	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 01-SEP-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage 32000	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15) 27/118
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment <input checked="" type="checkbox"/> Prior Repair	Failure Location: Sardis Church Rd / I-75
Tire Component Code		Tire Failure Type: Yes

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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 0	Reported to Police N
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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 2015 NISSAN 370Z. THE CONTACT STATED THAT THE CLUTCH PEDAL WAS STUCK TO THE FLOOR OF THE VEHICLE. THE CONTACT TOOK THE VEHICLE TO A LOCAL DEALER AND THE GTI FLUID WAS REPLACED. THE FAILURE RECURRED TWO MONTHS LATER. THE VEHICLE WAS TAKEN TO THE DEALER AGAIN FOR DIAGNOSTIC TESTING. THE CONTACT WAS UNABLE TO SWITCH GEARS WITH THE CLUTCH. THE MANUFACTURER WAS NOTIFIED. THE MANUFACTURER ADVISED THE CONTACT TO GET A SECOND OPINION. THE FAILURE MILEAGE WAS 32,000.

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 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.



BUBBA'S MOBILE TIRE



Invoice

3561 Broadway
 Macon, GA 31206
 (478) 781-7433
 Fax: (478) 781-7430

PO# : _____

Invoice Date: 12-14-16

Invoice #: [REDACTED]

Bill To: [REDACTED]
 Name: [REDACTED]
 Address:
 Phone:
 2nd Phone:

Ship To:

Ordered By	Serviceman	Make	Year	License No.	Vehicle No.	Mileage

Quantity	Description	Unit Price	Total
2	NEW 225/50/18	130.00	260.00
2	245/45/18	140.00	280.00
2	GA. Tire Fee	1.00	4.00
	Fuel Surcharge		
	Scrap Tire Disposal		
	Tube		
	110 Patch or 120 Patch		
	Lug Nuts		
	Wheel Switches		
	Flat Repair		
	Dismount & Mount		
	Regular/After Hours Service Call		

PAID
 DEC 14 2016

Notes: Retire

Received By: [REDACTED]

Subtotal	
Tax	N/A
Balance Due	544.00

WE ARE MAKING 3 COPIES

White - Original

Yellow - Office

Pink - Customer

Motorwork's, Inc.

3086 Mercer University Drive, Macon, GA 31204
Phone: (478) 784-0804

Workfile ID: [REDACTED]
Federal ID: [REDACTED]

582367348

Estimate

RO Number: [REDACTED]

Customer: [REDACTED]
[REDACTED]
[REDACTED]
BYRON, GA
[REDACTED]

Insurance: STATE FARM INSURANCE

Adjuster: Christopher Leigber
Phone: (844) 292-8615
x339 Day

Estimator: Doris Faulks
Create Date: 5/17/2016

Claim: [REDACTED]
Loss Date: 4/27/2016
Deductible:

2015 NISS 370Z 2D CPE 6-3.7L-FI Gray

VIN: JN1AZ4EHXFM [REDACTED] Interior Color: gray Mileage In: 24704 Vehicle Out: 5/26/2016
License: [REDACTED] Exterior Color: Gray Mileage Out:
State: GA Production Date: 8/2014 Condition: Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01		Vehicle dropped off 5/16/2016						
2	E01		Authorization to repair obtained 5/16/2016						
3	S01		Repairs started 5/17/2016						
4	S01		Vehicle repairs completed 5/25/2016						
5	S01		Vehicle delivered 5/26/2016						
6	S01		Authorization to pay obtained 5/26/2016						
7	S02		Final Bill Indicator 5/27/2016						
8	E01		FRONT BUMPER						
9	E01	Repair	Bumper cover w/o Sport, Touring Sport				1.0	Body	2.8
10	E01		Add for Clear Coat						1.1
11	E01	Overhaul	O/H bumper assy			OEM	1.8	Body	
12	E01		FRONT LAMPS						
13	E01	Remove/Install	LT R&I headlamp assy				0.3	Body	
14	E01		FENDER						
15	E01	Repair	LT Fender				1.0	Body	1.8
16	E01		Overlap Major Non-Adj. Panel						(0.2)
17	E01		Add for Clear Coat						0.3
18	E01	Remove/Install	Emblem				0.3	Body	
19	E01		PILLARS, ROCKER & FLOOR						
20	E01	Repair	LT Rocker molding w/o Nismo				1.0	Body	1.5
21	E01		Overlap Major Non-Adj. Panel						(0.2)
22	E01		Add for Clear Coat						0.3
23	E01	Remove/Install	LT Rocker molding w/o Nismo				0.5	Body	
24	E01		DOOR						
25	E01	Repair	LT Door shell coupe (ALU)				5.0	Body	2.1

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

Estimate

RO Number: 2439

2015 NISS 370Z 2D CPE 6-3.7L-FI Gray

26	E01		Overlap Major Adj. Panel						(0.4)
27	E01		Add for Clear Coat						0.3
28	E01	Remove/Install	LT Belt molding				0.3	Body	
29	E01	Remove/Install	LT R&I mirror				0.3	Body	
30	E01	Remove/Install	LT Handle, outside				0.4	Body	
31	E01	Remove/Install	LT R&I trim panel				0.5	Body	
32	E01	Repair	LT Mirror assy				1.0	Body	
33	E01		QUARTER PANEL						
34	E01	Repair	LT Quarter pnl assy				1.0	Body	2.2
35	E01		Overlap Major Adj. Panel						(0.4)
36	E01		Add for Clear Coat						0.4
37	E01		HAZARDOUS WASTE	1	5.00T	Other			
38	E01		MASK JAMBS						0.3
39	E01		CAR COVER						0.3
40	E01		TINT						0.5
41	E01		WHEELS						
42	E01	Repair	LT/Front Wheel, alloy 18" coupe front				1.0	Body	

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts					5.00
Labor, Body			46.00	15.4	708.40
Labor, Refinish			46.00	12.7	584.20
Material, Paint					381.00
Subtotal					1,678.60
Sales Tax					23.16
Grand Total					1,701.76
Net Total					1,701.76

Estimate Version	Total \$
Original	1,701.76
Supplement S01	0.00
Supplement S02	0.00

Insurance Total \$:	1,701.76
Received from Insurance \$:	1,701.76
STATE FARM INSURANCE COMPANIES	5/31/2016
Balance due from Insurance \$:	0.00
Customer Total \$:	0.00
Received from Customer \$:	0.00
Balance due from Customer \$:	0.00

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

Repair Order Detail - Internal Copy

RO Number [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact: [REDACTED]
 Vehicle: JN1AZ4EHXFM [REDACTED]

Main: [REDACTED]
 2015 370Z

Click to View Cust Copy
 Cell: [REDACTED]

KAD/GUN

Mileage: 31,634
 Service advisor: 67
 Tag number: T2369

Payment type: CASH
 Promised time: 06:00 PM
 Promised date: 10/05/2016

Waiter: Yes
 Estimate: 0.00
 Customer Comments: No

A REPLACE ENGINE OIL AND FILTER

LOF	C	DEFAULT	0.30	10.00
Tech(s): 4446				
		1 OIL FILTER		9.53
		6 GENUINE NISSAN		19.74
		1 WASHER DRAIN		0.99
Pts:	30.26	Lbr: 10.00	Other: 0.00	Total Line A: 40.26

B MULTI POINT INSPECTION

27INSP	ISP	DEFAULT	0.00	0.00
Tech(s): 4446				
Pts:	0.00	Lbr: 0.00	Other: 0.00	Total Line B: 0.00

C COMPLIMENTARY CLEAN UP

CW	ISP	COMPLIMENTARY CLEAN UP	0.00	0.00
Tech(s): 999				
Pts:	0.00	Lbr: 0.00	Other: 0.00	Total Line C: 0.00

D CUSTOMER STATES THAT CLUTCH PETAL STICK TO THE FLOOR AT TIMES, CHECK AND ADVISE

03	C	GENERAL SERVICE AND REPAIR	1.00	116.88
Tech(s): 4446				
		1 GT-R R35 SPECIAL BRAKE FLUID		39.99
Pts:	39.99	Lbr: 116.88	Other: 0.00	Total Line D: 156.87

Story: 31634 REPLACED CLUTCH AND BRAKE FLUID WITH GTR SPECIAL FLUID.

Customer Pay	
Labor	126.88
Parts	70.25
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	5.00
Deductible	0.00
Total Charges	202.13
Less Insurance/Adjustment	0.00
Sales Tax	5.27
Total	207.40

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact: [REDACTED]
 Vehicle: JN1AZ4EHXFM [REDACTED]

Main: [REDACTED]
 2015 370Z

Click to View Cust Copy
 Cell: [REDACTED]
 KAD/GUN

Mileage: 32,955
 Service advisor: 4744
 Tag number: T803

Payment type: CASH
 Promised time: 05:00 PM
 Promised date: 11/04/2016

Waiter: No
 Estimate: 0.00
 Customer Comments: No

A 03 CUSTOMER STATES THE CLUTCH IS STUCK AT THE FLOOR. PLEASE ADVISE
 ISP GENERAL SERVICE AND 0.00 0.00
 REPAIR

Tech(s): 86
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
 Story: 32955 DUP. CUST CONCERN.... WORN OR DAMAGED CLUTCH COVER
 MUST. REMOVE TRANSMISSION TO INSPECT, CUSTOMER DECLINED

B 27INSP PERFORM 27 POINT COURTESY INSPECTION. SEE INSPECTION CHECKLIST
 ISP PERFORM 27 POINT 0.00 0.00
 COURTESY INSPECTION.
 SEE INSPECTION
 CHECKLIST

Tech(s): 86
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00