

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline 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	
OWNER INFORMATION (Type or Print)		Date Received 09-MAR-2017 JUN - 6 2017		Repository ☐ Reference No. 10959806	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City SAN AUGUSTINE		State FL		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 2BXJAXA139V [REDACTED]		Make CAN-AM		Model SPYDER ROADSTER	
Date Purchased		Dealer's Name and Telephone Number Original dealer out of business		Model Year 2009	
Original Owner ☒		Dealer's City		Engine: No: Cylinders 2	
State		Zip Code		Fuel Type: REGUL AIR	
Transmission Type Semi Auto		☒ Antilock Brakes ☐ Cruise Control		Powertrain 990 CC	
		Multiple Failure: 2		Incident Date(s) 21-FEB-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 65000	
				Failure Speed	
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: DOTM9ABC036)		☐ 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	
				Number of Deaths	
				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 2009 CAN-AM SPYDER ROADSTER. WHILE DRIVING VARIOUS SPEEDS, THE POWER STEERING FAILED WITHOUT WARNING. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING FAILED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 65,000. This is the 3rd power steering unit in 6500 miles. I had to pay for this one which was over \$1000.00. The actual 2nd one was in a 2011 on a recall. I did not pay for that one. Vehicle very hard to turn especially in curves at speed. If that happened, there would be (over-)					
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.					

NetChant ID: 546101500
 Login ID: 1115

Sale

VISA

XXXXXXXXXX

A10: A100A10031010

Entry Method: Chip

Accessed: Online

Batch#: 000001

EWE

09:56:04

1994

Appl. Code: U63270

Total: \$

1,509.87

$$T \sim N(0, 1) \quad \text{and} \quad T \sim N(0, 1)$$
$$T_{\text{eff}} = T_{\text{surface}} - (T_{\text{air}} - T_{\text{surface}}) \times \alpha$$

1046-7291(200103)23:3;1-11

Jacksonville PowerSports, Inc

10290 Atlantic Blvd
Jacksonville, FL 32225-0735
(904) 641-5320

Repair Order Invoice

R/O Number: [REDACTED] Invoice Number: [REDACTED]
Date In: 2/28/2017 Today Date: 3/10/2017
Date Promised: 2/28/2017 Date Closed: 3/8/2017
Cashier: ROBERT FORTIS Date Cashiered: 3/10/2017

Repair Order For:

Description:

[REDACTED]
ST AUGUSTINE, FL [REDACTED]
h: [REDACTED]

Units For This Repair Order

Service Writer: BILL L SMITH JR

Year	Make	Model	VIN/Serial No.	Plate	Key Board	Miles In/Out
2009	CAN-AM	A29F	2BXJAXA139V [REDACTED]		NOT HERE	64144 /

Job: STEERING ISSUE

Job For: 2009 CAN-AM A29F SPYDER RS SE5 2BXJAXA139V [REDACTED]

Description

CUSTOMER HAS A CHECK DPS ERROR CODE AND HAS TROUBLE STEERING...BRP DECLINED TO REPLACE DPS UNIT. ACCORDING TO BRP DPS UNIT WAS CHANGED OUT EARLIER BEFORE IN 2011

Parts

Part Number	Quantity	Description	Each Price	Extension
219800295	1	DPS KIT RS/GS	\$908.00	\$908.00
Parts Subtotal				\$908.00

Labor

Description	Job Code	Technician	Line Total
		MARK GOETZ	\$243.10
Labor Subtotal			\$243.10

Recommendations

Resolution

REPLACED DPS, RESET TORQUE OFFSET AND STEERING ANGLE SETTINGS IN BUDS. TEST RODE. NO MORE ERROR CODES AND NOW HAS POWER STEERING

Job Subtotal **\$1,151.10**

Job: 2013-PRESENT SPYDER RS/ST SE5 4,600 MI/ ANNUAL

Job For: 2009 CAN-AM A29F SPYDER RS SE5 2BXJAXA139V [REDACTED]

Description

CHECK FOR FAULT CODES, CHANGE ENGINE OIL AND FILTER, INSPECT AND CLEAN OIL TANK STRAINER, CHANGE HCM FILTER, CHECK COOLANT LEVEL, CHECK LIGHTS AND SWITCHES, INSPECT DRIVE BELT AND ADJUST IF REQUIRED, TORQUE REAR AXEL NUT, CHECK STEERING FOR ABNORMAL PLAY, CHECK PARKING BRAKE AND ADJUST IF REQUIRED.

* Has Gift Card for Amazon

Jacksonville PowerSports, Inc

10290 Atlantic Blvd
Jacksonville, FL 32225-0735
(904) 641-5320

Repair Order Invoice

R/O Number: [REDACTED]

Invoice Number: [REDACTED]

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Today Date: 3/10/2017

Date Promised: 2/28/2017

Date Closed: 3/8/2017

Cashier: ROBERT FORTIS Date Cashiered: 3/10/2017

Repair Order For:

Description:

ST AUGUSTINE, FL [REDACTED]

to: [REDACTED]

Job: 2013-PRESENT SPYDER RS/ST SE5 4,600 MI/ ANNUAL (Continued)

Job For: 2009 CAN-AM A29F SPYDER RS SE5 2BXJAXA139V [REDACTED]

Parts

Part Number	Quantity	Description	Each Price	Extension
219800263	1	SPYDER OIL CHANGE KIT (SE5) 99	\$72.99	\$72.99
Parts Subtotal				\$72.99

Labor

Description	Job Code	Technician	Line Total
		MARK GOETZ	\$187.00
Labor Subtotal			\$187.00

Recommendations

THE WATER PUMP WEEP HOLE HAS A LITTLE OIL COMING OUT OF IT. IT IS STARTING TO GO OUT. WILL EVENTUALLY NEED TO BE REPLACED. THE OIL ACCESS COVER IS MISSING ONE OF THE QUICK RELEASE BOLTS THAT HOLDS IT ON

Resolution

PERFORMED SERVICE

Job Subtotal **\$259.99**

Customer Job Totals

Parts	\$980.99
Labor	\$430.10
Total of Customer Jobs	\$1,411.09

Repair Order Subtotal **\$1,411.09**

Discounts Given

Parts Discount:	\$302.99
Labor Discount: 15% From Retail	\$75.90

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Today Date: 3/10/2017

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Cashier: ROBERT FORTIS Date Cashiered: 3/10/2017

Repair Order For:

[REDACTED]
ST AUGUSTINE, FL [REDACTED]
h [REDACTED]

Description:

Sales Tax	\$98.78
Repair Order Total	\$1,509.87
Total Amount Due	\$1,509.87
Tendered: CreditCard [REDACTED]	\$1,509.87
Change Due	\$0.00

THANK YOU FOR YOUR BUSINESS!

30 day warranty on parts and labor, if applicable

*Not responsible for verbal advice, please consult owner's manual
or other manufacturer publications* MV289

BILL OF SALE

UNIT #1	STOCK#	☐ NEW ☐ USED
YR	MAKE	MODEL
MILEAGE	COLOR	
VIN - HULL NO.		
LIEN HOLDER		
LIEN ADDRESS		
ACCESSORIES		
LABOR \$	ACCESSORY \$	
TAX \$	SUB TOTAL \$	
IN-STORE CREDIT \$		

REBATE IS ASSIGNED TO SELLER AND HAS NO CASH VALUE

UNIT #2	STOCK#	☐ NEW ☐ USED
YR	MAKE	MODEL
MILEAGE	COLOR	
VIN - HULL NO.		
LIEN HOLDER		
LIEN ADDRESS		
ACCESSORIES		
LABOR \$	ACCESSORY \$	
TAX \$	SUB TOTAL \$	
IN-STORE CREDIT \$		

REBATE IS ASSIGNED TO SELLER AND HAS NO CASH VALUE

UNIT #3	STOCK#	☐ NEW ☐ USED
YR	MAKE	MODEL
MILEAGE	COLOR	
VIN - HULL NO.		
LIEN HOLDER		
LIEN ADDRESS		
ACCESSORIES		
LABOR \$	ACCESSORY \$	
TAX \$	SUB TOTAL \$	
IN-STORE CREDIT \$		

REBATE IS ASSIGNED TO SELLER AND HAS NO CASH VALUE

TRADE #1	STOCK#	
YR	MAKE	MODEL
MILEAGE	COLOR	
VIN - HULL NO.		
LIEN HOLDER	ACCT#	
ADDRESS		
CITY	STATE	ZIP
TRADE IN ALLOWANCE	\$	
BALANCE DUE / PAYOFF	\$	
NET TRADE ALLOWANCE	\$	

TRADE #2	STOCK#	
YR	MAKE	MODEL
MILEAGE	COLOR	
VIN - HULL NO.		
LIEN HOLDER	ACCT#	
ADDRESS		
CITY	STATE	ZIP
TRADE IN ALLOWANCE	\$	
BALANCE DUE / PAYOFF	\$	
NET TRADE ALLOWANCE	\$	

Unless specifically identified by purchaser in writing and signed by the parties, Purchaser represents and warrants that (i) the Trade In(s) was not involved in any accident, (ii) s/he has no knowledge of any body or major mechanical repair(s) that has been performed on the trade in, and (iii) the Trade In was not involved in any other vehicle theft or illegal use.

FIRST COAST



2000 N. PONCE DE LEON BLVD.
ST. AUGUSTINE, FLORIDA 32084

MAIN (904) 797-8955

FAX (904) 797-8957

FirstCoastSuzuki.com

DATE	DEAL #	
BUYER		
ADDRESS		
CITY	STATE	ZIP
DRIVER'S LICENSE	DATE OF BIRTH	
HOME PHONE	WORK PHONE	
CELL PHONE		
EMAIL		
CO-BUYER		
ADDRESS		
CITY	STATE	ZIP
DRIVER'S LICENSE	DATE OF BIRTH	
HOME PHONE	WORK PHONE	

SALES INFORMATION

SALE PRICE VEHICLE #1	
ACCESSORIES AND INSTALLATION	
TRANSPORTATION CHARGE	
BATTERY AND TIRE TAX	
DEALER PREPARATION	
EXTENDED SERVICE PLAN	
TIRE AND WHEEL PLAN	
GAP PROTECTION	
PRE-PAID MAINTENANCE	
THEFT PROTECTION	
ADMINISTRATIVE FEE	\$239.00
SUBTOTAL VEHICLE #1	
SALE PRICE VEHICLE #2	
ACCESSORIES AND INSTALLATION	
TRANSPORTATION CHARGE	
BATTERY AND TIRE TAX	
DEALER PREPARATION	
EXTENDED SERVICE PLAN	
TIRE AND WHEEL PLAN	
GAP PROTECTION	
PRE-PAID MAINTENANCE	
THEFT PROTECTION	
ADMINISTRATIVE FEE	\$239.00
SUBTOTAL VEHICLE #2	
SALE PRICE VEHICLE #3	
ACCESSORIES AND INSTALLATION	
TRANSPORTATION CHARGE	
BATTERY AND TIRE TAX	
DEALER PREPARATION	
EXTENDED SERVICE PLAN	
TIRE AND WHEEL PLAN	
GAP PROTECTION	
PRE-PAID MAINTENANCE	
THEFT PROTECTION	
ADMINISTRATIVE FEE	\$239.00
SUBTOTAL VEHICLE #3	
SUBTOTAL	
TRADE ALLOWANCE #1	
TRADE ALLOWANCE #2	
SUBTOTAL	
SALES TAX (COUNTY TAX RATE %)	
TAG AND REGISTRATION FEES	

YR	MAKE	MODEL
MILEAGE	COLOR	
VIN - HULL NO.		
LIEN HOLDER		
LIEN ADDRESS		
ACCESSORIES		
LABOR \$	ACCESSORY \$	
TAX \$	SUB TOTAL \$	
IN-STORE CREDIT \$		

REBATE IS ASSIGNED TO SELLER AND HAS NO CASH VALUE

UNIT #3		STOCK#	☐ NEW ☐ USED
YR	MAKE	MODEL	
MILEAGE	COLOR		
VIN - HULL NO.			
LIEN HOLDER			
LIEN ADDRESS			
ACCESSORIES			
LABOR \$	ACCESSORY \$		
TAX \$	SUB TOTAL \$		
IN-STORE CREDIT \$			

REBATE IS ASSIGNED TO SELLER AND HAS NO CASH VALUE

TRADE #1		STOCK#
YR	MAKE	MODEL
MILEAGE	COLOR	
VIN - HULL NO.		
LIEN HOLDER	ACCT#	
ADDRESS		
CITY	STATE	ZIP
TRADE IN ALLOWANCE	\$	
BALANCE DUE / PAYOFF	\$	
NET TRADE ALLOWANCE	\$	

TRADE #2		STOCK#
YR	MAKE	MODEL
MILEAGE	COLOR	
VIN - HULL NO.		
LIEN HOLDER	ACCT#	
ADDRESS		
CITY	STATE	ZIP
TRADE IN ALLOWANCE	\$	
BALANCE DUE / PAYOFF	\$	
NET TRADE ALLOWANCE	\$	

Unless specifically identified by purchaser in writing and signed by the parties, Purchaser represents and warrants that (i) the Trade in(s) was not involved in any accident, (ii) s/he has no knowledge of any body or major mechanical repair(s) that has been performed on the Trade in, and (iii) the Trade in was not previously a police vehicle, short term rental (less than 12 mo), a flood damaged vehicle or a rebuilt/salvage vehicle and Purchaser has all rights to transfer title(s).

BUYER	DATE
CO-BUYER	DATE
FIRST COAST SUZUKI	DATE

This Order is not evidence of any cash payment. Cash payments are evidenced by a separate receipt document. Deposits are non-refundable without written exception. The Deposit will serve to hold the Vehicle from sale to another for 2 calendar days from this date unless by written exception.

The Seller, First Coast Suzuki SEA-DOO CAN-AM hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose and First Coast Suzuki SEA-DOO CAN-AM neither assumes or authorizes any other person to assume for it any liability in connection with this sale. There is no warranty expressed or implied, made by First Coast Suzuki SEA-DOO CAN-AM on new vehicles except those warranties set forth in your owner's manual offered by the manufacturer. The manufacturer's warranty is not affected by this disclaimer of warranties by Dealer. The Purchaser hereby acknowledges that Dealer has made available "Warranty Pre-Sale Information" as disclosed in the Warranty Binders pursuant to the Magnusson-Moss Warranty Act.

By Signing above I attest I have received my owner's manual, warranty manual and have been instructed to practice safe operation. Dealer and Purchaser agree that for any controversy, claim or dispute arising out of, or relating to this contract or the parties' relationship (whether statutory or otherwise and irrespective of whether the Financing Approval(s) were obtained) (a) Trial by Jury is irrevocably waived, (b) Venue and jurisdiction shall be exclusively in St. Johns County, Florida, (c) Liability if by any way of "Strict Liability" is expressly excluded, and (d) Purchaser shall not be entitled to recover from Dealer any special damages, consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

DO NOT SIGN ABOVE UNTIL YOU HAVE READ AND UNDERSTOOD ALL OF THE TERMS AND CONDITIONS CONTAINED ON THE FRONT AND REVERSE OF THIS CONTRACT. BY SIGNING ABOVE YOU ACKNOWLEDGE THAT YOU HAVE NOT RELIED ON ANY ORAL REPRESENTATION, PROMISE OR AGREEMENT NOT CONTAINED WITHIN THIS WRITTEN CONTRACT (THIS ORDER IS NOT EXCEPTED UNTIL SIGNED BY DEALER ABOVE)

CO-BUYER	
ADDRESS	
CITY	STATE ZIP
DRIVER'S LICENSE	DATE OF BIRTH
HOME PHONE	WORK PHONE
SALES INFORMATION	
SALE PRICE VEHICLE #1	
ACCESSORIES AND INSTALLATION	
TRANSPORTATION CHARGE	
BATTERY AND TIRE TAX	
DEALER PREPARATION	
EXTENDED SERVICE PLAN	
TIRE AND WHEEL PLAN	
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THEFT PROTECTION	
ADMINISTRATIVE FEE	\$239.00
SUBTOTAL VEHICLE #1	
SALE PRICE VEHICLE #2	
ACCESSORIES AND INSTALLATION	
TRANSPORTATION CHARGE	
BATTERY AND TIRE TAX	
DEALER PREPARATION	
EXTENDED SERVICE PLAN	
TIRE AND WHEEL PLAN	
GAP PROTECTION	
PRE-PAID MAINTENANCE	
THEFT PROTECTION	
ADMINISTRATIVE FEE	\$239.00
SUBTOTAL VEHICLE #2	
SALE PRICE VEHICLE #3	
ACCESSORIES AND INSTALLATION	
TRANSPORTATION CHARGE	
BATTERY AND TIRE TAX	
DEALER PREPARATION	
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GAP PROTECTION	
PRE-PAID MAINTENANCE	
THEFT PROTECTION	
ADMINISTRATIVE FEE	\$239.00
SUBTOTAL VEHICLE #3	
SUBTOTAL	
TRADE ALLOWANCE #1	
TRADE ALLOWANCE #2	
SUBTOTAL	
SALES TAX (COUNTY TAX RATE %)	
TAG AND REGISTRATION FEES	
TOTAL CASH PRICE	
LESS DEPOSIT	
PLUS LIEN PAYOFF OF TRADES	
DEBT PROTECTION	
DOC STAMPS	
BALANCE DUE	