## INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

•		OOT Auto Saf	atu Hatlir		F	OR AGEN	CY USE ONLY	10	0148
U.S. Department of Transportation National Highway Traffic Safety Administration	Vehicle Owner's Questionnaire Transportation To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) TOTERNET TRANSPORT OF THE PARTY			Date R	Date Received  30-JUL-2018  OCT 1 5 2018			Repository Reference No. 11114521	
OV	NER INFORMA	TION (Type or	Print)			r rivar	AUG. 10		
Name		111111111111111111111111111111111111111			Daytim	e Telepho	ne Number	E-mail	Address
Address		State	17in i	Code	Evening	Telepho	ne Number		
FAIRFAX		VA						120	
The information you pro applicable vehicle manual Act notice. See 49 FR 5	acturer during a	an investigation	or recall in	accordance with th	we may sha le routine L	are your i ises descr	ibed in the a	with t	ne y's Privacy
			VEHICLE I	NFORMATION					
17 digit Vehicle Identification JN8AZ1MW4CW	Number Located at	t bottom of windshi	eld on driver's	side Make NISSAN		Model MURAI	NO		Model Year 2012
Oate Purchased 24/2012 Original Owner	Dealer's Name ( Dealer's City	and Telephone N	umber ISSAN		800 9 ip Code	Engine No: Cy	: linders		Fuel Type:
	ntilock Brakes P ruise Control	Powertrain		Multiple Failu	ıre:		Incident D 19-JU		
		FAILED	COMPONE	VT(S)/PART(S) II	NFORMAT	ION			
/ehicle Component Codes: VIPER/WASHER	130000 VISIBILI	and the property of the same of	100000000000000000000000000000000000000	and the state of t	TATE OF		Failure Milea 4024	age	Failure Speed 25
	ADDITIO	NAL ITEMS TO	BE COMPLE	TED WHEN REPO	RTING A T	IRE FAIL	URE		
Tire Make		Tire Model (N					xample P21	5/65R	15)
DOT No. (Example: DOTM	AL9ABC036)	Original I		Failure Locat	ion:				
Tire Component Code					T	ire Failure	Type:		
	ADDITIONAL	ITEMS TO BE	OMPLETED	WHENREPORTI	NG A CHIL	D SEAT F	AILURE		
Make:		Da	ate Manufac	tured:	Model N	No./Name:			
Seat Type:		In	stallation Sy	stem:					
Child Seat Component Cod	ie:	Failed Part:							
		The second second		IDENT INFORMAT	The second secon				
Crash Fire		(Please describe in Number of Persor		Mumber of Death		orted to P	olice		
Narrative Description of						N	e 711 19 5		
Please describe (1) even i.e, parts repaired or repl				s consequences, an	id (3) what	was done	to correct t	he fai	lure;
TL* THE CONTACT OWN THERE WERE NO WARNI FAIRFAX, VA 22030, (70 AND DID NOT ASSIST. T	NG INDICATORS 3) 591-8009), BI	ILLUMINATED.  JT THE CAUSE O	THE VEHICLI F THE FAILL	E WAS TAKEN TO B	ROWNS NI	SSAN (LO	CATED AT 11	1010 F	AIRFAX BLVD,

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.







PAGE#1

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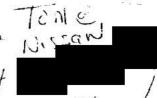
**FAIRFAX NISSAN** 11010 Fairfax Blvd. FAIRFAX, VA 22030 (703) 460-6677

					CELL:	ár –
CUSTOMER NO.	S <sup>e</sup>	VISOR FEVE	82393	1596	06/12/12	
	LA	BOR RATE LICI	ENSE NO. MILEAC	3,975	TINTED BRON	STOCK NO
	1	AR/MAKE/MODEL 2/NISSAN/MUR	ANO/SL AWD	14. 11. 12. 12. 12. 12. 12. 12. 12. 12. 12	02/24/12	DELIVERY MILES 17
FAIRFAX, VA	VE	N 8 A Z 1 M			SELLING DEALER NO.	PRODUCTION DATE
		E. NO.	P. O. NO.		06/12/12	
RESIDENCE OHONE B	USINESS PHONE CO	MMENTS			30,,	мо: 3976
CUSTOMER STATES FOUND WIPER BLA REPLACED WIPER PFP #28890·1AAC PARTS·····OTY···FP·NUMBER··	E WIPERBLADES S WIPERS NOT CLEARING GI ADES LEAVING STREAKS ON BLADES FOR CORRECTION1 DA DESCRIPTION	TECH(S):115 ASS GLASS	672		THE FACTORY WARRANTO THE SALE OF THE SALE OF THE SELLER HEREBY EX ALL WARRANTIES, EIMPLIED, INCLUDING RANTY OF MERCHANTOR A PARTICULAR	ANTY CONSTITUTES THES WITH RESPECT HIS ITEMITEMS. THE PRESSLY DISCLAIMS THER EXPRESS OR ANY IMPLIED WAR- ABILITY OR FITNESS PURPOSE, AND THE
008 # 1 1 28890-1/ 008 # 1 1 28890-1/	AAOA BLADE ASS AAIA BLADE ASS	Y-WIND	1 TOTAL PARTS	WARRANTY WARRANTY 0.00	SELLER NEITHER AS RIZES ANY OTHER F FOR IT ANY LIABIL! WITH THE SALE OF TH	PERSON TO ASSUME TY IN CONNECTION
PURCHASE. FIRST SERVICE C PERFORMED FIRST	MENTARY FIRST OIL CHANGE DUE BY MILEAGE/TIME SINC T. MAINTENANCE SERVICE IN	TECH(S):115 FOR NEW, OR USE CE DELIVERY	D CAR	0.00	NOT RESPONSIBLE FOR TO CARS OR ARTICLI CASE OF FIRE, THE CAUSE BEYOND OUR  I hereby authorize the set forth to be done also material and hereby	OR LOSS OR DAMAGE ES LEFT IN CARS IN FT OR ANY OTHER CONTROL. repair work hereinafter ang with the necessary
JOB # 2 5 OIL  J# 3+55NIZINSP MUTI-PC PERFORM MULTI-F	DESCRIPTION OIL FILTER SW30 OIL	JOB # 2 TOTA TECH(S):115	2 TOTAL PARTS	INTERNAL INTERNAL INTERNAL 0.00 0.00	employees permission truck herein described or elsewhere for the pur inspection. An expression acknowledged on above the amount of repairs trize the dealership to insurance company esupplementary claims personal liability for prand all work done on sait ACKNOWLEDGE REC	to operate the car or on streets, highways or obser of testing and/or is mechanic's lien is car or truck to secure hereto. I further authorepair my auto per titimate, including any and I hereby assume ayment in full for any id motor vehicle.
CHECK VEHICLE PARTSQTYFP-NUMBER		JOB # 3 TOTA	UNIT PRICE- 3 TOTAL PARTS L LABOR & PARTS	0.00	AND LABOR LISTED.  XALL PARTS ARE N	FW UNI ESS
MISCDESCRI JOB # 2 FRLOFSVCE FREELO JOB # 2 FRLOFPARTS FREELO	DFSERVICE	CON	TOTAL - MISC	INTERNAL INTERNAL 0.00	OTHERWISE INDIC REPLACED PARTS BY CUSTOMER	REQUESTED
COMMENTS					LIMITED WA FOR PARTS AND/OF PERIOD OF 12 MC MILES AFTER DAT COPY MUST BE RE ADJUSTMENTS.	S SERVICE FOR A NTHS OR 12,000 E HEREIN. THIS
PAGE 1 OF 2	CUSTOMER COPY	ICONTI	NUED ON NEXT PAGET	02:15nm		

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**FAIRFAX NISSAN** 

11010 Fairfax Blvd.
FAIRFAX, VA 22030
(703) 460-6677 

FAIRFAX (757378)

		2			(	CELL	:
CUSTOMER NO.					.596	06/12/12	INVOICE NO
***************************************		LABOR RATE	LICENSE NO.	MILEAGE	3 975	COLOR TINTED BRON	STOCK NO.
		YEAR / MAKE / MODEL		<u></u>	3,3,5	DELIVERY DATE	DELIVERY MILES
FAIRFAX, VA		12/NISSAN/	MURANO/SL AV	VD		02/24/12 SELLING DEALER NO.	PRODUCTION DATE
		JN8AZ	1 M W 4 C W		5.0		
		F. T. E. NO.	P	d No.	~	06/12/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		<del></del>			мо: 3976
TOTALS Our Service Department has  1. To make your service a try to schedule your v with every consideration  2. To fix your Nissan rig  3. To give you the cleare and associated charges We appreciate your busine and service department to  CUSTOMER SIGNATURE	s convenient as posisit when it is con on of your time! ht the first time. st possible explana that may apply to ss and have remodel serve you better !	venient for you, everytime! tion of all work your Nissan! ed our showroom	TOTAL LABOR TOTAL PARTS. TOTAL SUBLET TOTAL MISC ( TOTAL MISC I TOTAL TAX	CHG.	0.00 0.00 0.00 0.00 0.00 0.00	ALL OF THE WARRANTO THE SALE OF TO SELLER HEREBY EX ALL WARRANTIES. EIMPLIED, INCLUDING RANTY OF MERCHAN FOR A PARTICULAR SELLER NEITHER AS RIZES ANY OTHER FOR IT ANY LIABILI WITH THE SALE OF THE NOT RESPONSIBLE FOR CARS OR ARTICUL CASE OF FIRE, THE CAUSE BEYOND OUR I hereby authorize the set forth to be done all material and hereby employees permission truck herein described elsewhere for the pur inspection. An expresacknowledged on about the amount of repairs rize the dealership to insurance company esupplementary claims personal liability for pand all work done on sa	OR LOSS OR DAMAGE ES LEFT IN CARS IN EFT OR ANY OTHER CONTROL.  repair work hereinafter ong with the necessary grant you and/or your to operate the car or on streats, highways or pose of testing and/or as mechanic's lien is e car or truck to secure thereto. I further autho- or repair my auto per stimate, including any and I hereby assume ayment in full for any tid motor vehicle.  CEIPT OF THE PARTS  EW UNLESS CATED.
Gourb.	No # 11112	NTSAX 974 (7	123/20		B 5 5	LIMITED W. FOR PARTS AND/OF PERIOD OF 12 MC MILES AFTER DAT COPY MUST BE RE ADJUSTMENTS.	R SERVICE FOR A DNTHS OR 12,000 TE HEREIN. THIS

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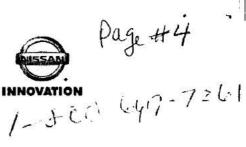
**FAIRFAX NISSAN** 11010 Fairfax Blvd. FAIRFAX, VA 22030 (703) 460-6677

						_
	i j				CELL	
CLSTOMER NO.		STEVE	8239	1512	06/21/12	INVOICE NO
		LABOR RATE	LICENSE NO.	MILEAGE 4,024	TINTED BRON	STOCK NO
		12/NISSAN/M	URANO/SL AWD		02/24/12	CELIVEHY MILES 17
FAIRFAX, VA		VEHICLE I D NO	1 M W 4 C W		SELLING DEALER NO	PRODUCTION DATE
		F.T.E.NO.	IPON	10.	06/19/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			00/13/12	MO: 4024
LABOR & PARTS					THE FACTORY WAR	RANTY CONSTITUTES
CUSTOMER S WHEN IT IS TESTED AC NORMAL OPE  J# 2 10NIZ-2 HE CUSTOMER S THROUGH THE	SYSTEM TO BE OK ERATION  EATING AND AIR WORK STATES WITH FRONT DEFRI HE CENTER DASH VENTS.	JOB # 1 TECH(S): DST ON THERE IS NO A	TOTAL LABOR & PART	INTERNAL	TO THE SALE OF T SELLER HEREBY EXALL WARRANTIES. IMPLIED, INCLUDING RANTY OF MERCHANFOR A PARTICULAR SELLER NEITHER AS FOR IT ANY LIABIL WITH THE SALE OF TO CARS OR ARTICL CASE OF FIRE, THI	OR LOSS OR DAMAGE LES LEFT IN CARS IN EFT OR ANY OTHER
COMMENTS					CAUSE BEYOND OUR	N M N N N N
DROP/ LOANER					set forth to be done at	repair work hereinafter long with the necessary
TOTALS		**************	************		employees permission	grant you and/or your to operate the car or
Our Service Department	has 3 priorities:		TOTAL LABOR TOTAL PARTS		elsewhere for the pur	on streets, highways or pose of testing and/or as mechanic's lien is
with every considera 2. To fix your Missan m 3. To give you the clea	r visit when it is con ation of your time! right the first time. arest possible explana- ges that may apply to iness and have remodel	venient for you, everytime! tion of all work your Nissan!	TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG TOTAL MISC DIS TOTAL TAX  TOTAL INVOICE	. 0.00 . 0.00 i. 0.00 C 0.00	acknowledged on about the amount of repairs rize the dealership transurance company esupplementary claims personal liability for pand all work done on sa	e car or truck to secure thereto. I further autho- o repair my auto per estimate, including any and I hereby assume payment in full for any
	77				ALL PARTS ARE N	IEW/IMI ESS
					OTHERWISE INDI	CATED.
CUSTOMER SIGNATU	JRE -				BY CUSTOMER	
	iii					
	87				1	
			s at		LIMITED IN	(ARRANTY
	*				FOR PARTS AND/O PERIOD OF 12 MI MILES AFTER DA	R SERVICE FOR A

INNOVATION 41



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CELL: CUSTOMERNO 1415 05/20/13 STEVE 82393 10.632 TINTED BRON DELIVERY MILES 12/NISSAN/MURANO/SL AWD 02/24/12 17 FAIRFAX, VA SELLING DEALER NO. PRODUCTION DATE N 8 A Z 1 M W 4 C W F.T.E. NO. 05720/13 BUSINESS PHONE COMMENTS

Dur Service Department has 3 priorities:

- To make your service as convenient as possible. We will try to schedule your visit when it is convenient for you, with every consideration of your time!
- 2. To fix your Nissan right the first time, everytime!
- B. To give you the clearest possible explanation of all work and associated charges that may apply to your Nissan!

we appreciate your business and have remodeled our showroom and service department to serve you better !

TOTAL LABOR.... 0.00 0.00 TOTAL PARTS.... TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. TOTAL MISC DISC 0.00 0.00 0.00 TOTAL TAX.....

**TOTAL INVOICE \$** 0.00

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE WARHANTIES WITH HESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WAR-RANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHO-RIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS

MO: 10633

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above car or truck to secure the amount of repairs thereto. I further authorize the dealership to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS REQUESTED □ NO BY CUSTOMER YES

LIMITED WARRANTY FOR PARTS AND/OR SERVICE FOR A PERIOD OF 12 MONTHS OR 12,000 MILES AFTER DATE HEREIN. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.

CUSTOMER SIGNATURE 457.36

PAGE 2 OF 2 **CUSTOMER COPY**  [ END OF INVOICE ] 11:49am



PAGE 1 OF 1

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ADVISOR STEVE POWERS  LABOR RATE  VEAR / MAKE / MODEL  12/NISSAN/MU  VEHICLE D NO.  J N 8 A Z 1  FIE NO.  COMMENTS  ABOR  # 1 CHARGES  ABOR  CUSTOMER STATES WINDSHIELD HAZED ON OUTSIDE WHEN WIPH ARE IN USE. SEE HISTORY. UNABLE TO DUPLICATE AT THIS TIME.  NO PROBLEM FOUND AT THIS TIME.  OB# 1 TOTALS	RANO/SL AWD  M W 4 C W	29,620	O4/01/16  O4/01/16  COLOR TINTED BRON  DELIVERY DATE 02/24/12  SELLING DEALER NO  R O DATE 03/31/16  THE FACTORY WARR ALL OF THE WARRAN	STOCK NO DELIVERY MILES 1 PRODUCTION DATE  MO: 2962
FAIRFAX, VA  PAIRFAX, VA  SIDENCE PHONE  BUSINESS PHONE  COMMENTS  COMMENTS  CUSTOMER STATES WINDSHIELD HAZED ON OUTSIDE WHEN WIPE ARE IN USE. SEE HISTORY. UNABLE TO DUPLICATE AT THIS TIME. NO PROBLEM FOUND AT THIS TIME.	RANO/SL AWD M W 4 C W	29,620	TINTED BRON DELIVERY DATE 02/24/12 SELLING DEALER NO R O DATE 03/31/16  THE FACTORY WARRAN	PRODUCTION DATE  MO: 2962
AIRFAX, VA  SIDENCE PHONE  BUSINESS PHONE  COMMENTS  BOR  CUSTOMER STATES WINDSHIELD HAZED ON OUTSIDE WHEN WIPI ARE IN USE. SEE HISTORY. UNABLE TO DUPLICATE AT THIS TIME.  NO PROBLEM FOUND AT THIS TIME.	MW4CW		02/24/12 SELLING DEALER NO R O BATE 03/31/16  THE FACTORY WARR ALL OF THE WARRAN	PRODUCTION DATE  MO: 2962
BUSINESS PHONE COMMENTS  BUSINESS PHONE COMMENTS  BOR  CUSTOMER STATES WINDSHIELD HAZED ON OUTSIDE WHEN WIPI ARE IN USE. SEE HISTORY.  UNABLE TO DUPLICATE AT THIS TIME.  NO PROBLEM FOUND AT THIS TIME.	P.O.14		03/31/16  THE FACTORY WARRAN	мо: 2962
BOR	P.O.14		03/31/16  THE FACTORY WARRAN	мо: 296
ABOR			THE FACTORY WARR	·····
BOR TECH(S):1  1 OINIZNISC MISC OPERATION TECH(S):1  CUSTOMER STATES WINDSHIELD HAZED ON OUTSIDE WHEN WIPP ARE IN USE. SEE HISTORY.  UNABLE TO DUPLICATE AT THIS TIME.  NO PROBLEM FOUND AT THIS TIME			ALL OF THE WARRAN	
JOB# 1 JOURNAL PREFIX NIGORY  ABOR.  # 2+55NIZGTIR TIRE GREEN TECH(S):1  INSPECT TIRES GREEN TIRES OK AT THIS TIME  OB# 2 TOTALS  JOB# 2 JOURNAL PREFIX NIGORY  OMMENTS  COMMENTS  COMMENT	CS JOB# 1 TOTAL  CS JOB# 2 TOTAL	0.00	RANTY OF MERCHAN' FOR A PARTICULAR SELLER NEITHER ASI RIZES ANY OTHER P FOR IT ANY LIABIL! WITH THE SALE OF TI NOT RESPONSIBLE FO TO CARS OR ARTICLE CASE OF FIRE, THE CAUSE BEYOND OUR I hereby authorize the set forth to be done ald material and hereby of employees permission truck herein described of elsewhere for the pury inspection. An express acknowledged on above the amount of repairs to rize the dealership to insurance company es supplementary claims personal liability for pa and all work done on sa I ACKNOWLEDGE REC AND LABOR LISTED.  X  ALL PARTS ARE N OTHERWISE INDIC REPLACED PARTS BY CUSTOMER	TIES WITH RESPE  IIS ITEM/ITEMS. TI PRESSLY DISCLA!!  ITHER EXPRESS.  ANY IMPLIED WA  TABILITY OR FITNE PURPOSE, AND TI SUMES NOR AUTH- THERSON TO ASSUITY IN CONNECTIV  HIS ITEM/ITEMS.  OR LOSS OR DAMAI  ES LEFT IN CARS  FT OR ANY OTH CONTROL.  TEPAIR WORK hereinal  TON THE CONTROL  TON TON THE CONTROL  TON TON THE CONTROL  TON

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Page #4

INNOVATION

## FAIRFAX NISSAN 11010 Fairfax Blvd. FAIRFAX, VA 22030 (703) 460-6677

					CELL	<u>:</u>	
CUSTOMER NO.	STEVE POWE	RS	82393 TAG N	ີ 1207	04/28/16	INVENERAL	
	EAROR ROBAL	LICENSE NO	MILEAGE	30,819	TINTED BRON	STOCK NO	
	12/NISSAN	/MURANO/SL	AWD		02/24/12	DELIVERY MILES	17
FAIRFAX, VA	VEHICLE I D. NO.	1 M W 4 C			SELLING DEALERING.	PRODUCTION DA	27.0
	F.T.E. NO.	27777	P.O.NO.		R. O. DATE	<del></del>	_11_
BUSINESS PHONE	COMMENTS		<del></del>		04/28/16		
JOB# 1 CHARGES							30820
LABOR.  J# 1 78NIZ:  CUSTOMER STATES WHEN RAINING, THE WORSE WHEN MOVING, WORSE ON PASS S REPLACEMENT HAS NOT WORKED, PLEASE NORMAL OPERATION  JOB# 1 TOTALS	CIT I WILL TECH(S WIPERS LEAVE A IDE. MULTIPLE W CHECK AND ADVI	) 1234 FILM BEHIND IPER SE.		7377 0.00	RANTY OF MERCHANT FOR A PARTICULAR I SELLER NEITHER ASS RIZES ANY OTHER P FOR IT ANY LIABILIT	TIES WITH AB TIES TEM/TEM PARESSLY DIS PARES LY DIS PARES PARES ANY IMPLIES TABILITY OR F PURPOSE, AI SUMES NOR A ERSON TO A FY IN CONN.	ESPECT  MS. THE  CLAIMS  ESS OR  D WAR-  FITNESS  ND THE  AUTHO-  ASSUME  ECTION
JOB# 2 CHARGES JOB# 1	JOURNAL PREFIX	NICS JOB# 1	TOTAL	0.00	WITH THE SALE OF TH		
LAPOR  J# 2+55NIZGTIR: 312 TIRE: GREEN 21 02 22 23 23 24 25 24 25 25 25 25 25 25 25 25 25 25 25 25 25	JOURNAL PREFIX	):1	TOTAL	0.00	NOT RESPONSIBLE FOR TO CARS OR ARTICLE CASE OF FIRE. THE CAUSE BEYOND OUR I hereby authorize the set forth to be done allowed the material and hereby gemployees permission truck herein described desember for the purpose section. An expression above the amount of repairs the second of the second	ES LEFT IN C FT OR ANY CONTROL. repair work he ing with the ne trant you and to operate the on streets, high lose of testing s mechanic's ear or truck to	CARS IN OTHER reinafter ecessary /or your e car or ways or g and/or lien is o secure
WALKIN					rize the dealership to insurance company es	repair my a timate, includ	uto per ing any
Dear Browns Fairfax Nissan Customer Our goal is to provide TRULY EXCEPTIONAL servic our customerson every service visit. Nissan will be sending you a survey regarding y experience in the coming days. This is the pers card for your Advisor and his/her handling on t If, for any reason, you cannot grade our service	our service onal report his visit.	TOTAL LAB TOTAL PAR TOTAL SUB TOTAL G.O TOTAL MIS TOTAL MIS TOTAL TAX	OR TS LET .G C CHG. C DISC	0.00		lyment in full id motor vehicle EIPT OF THE	for any le.
TRULY EXCEPTIONAL, please contact me and i will resolve your concerns.		TOTAL IN	VOICE \$	0.00	ALL PARTS ARE NI OTHERWISE INDIC		
Your input is very valuable and will be used to maintain a level of service that is TRULY EXCEP	TIONAL.				REPLACED PARTS BY CUSTOMER		NO .
Thank you for your business and for the survey Neal Rife, VP of Service Operations neal.rife@brownscar.com 571-267-1014	response.				9		9
CUSTOMER SIGNATURE					LIMITED W FOR PARTS AND/O PERIOD OF 12 M MILES AFTER DA COPY MUST BE RI ADJUSTMENTS.	ONTHS OR	12,000 I. THIS







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VATION	

199 HW 1199 - 1197 197 19			- 100 - 100	015070154 59-		CELL	:
CUSTOMER NO.		STEVE POW	ERS	82393 TAGN	1971	05/25/16	WYOU'E NO
		LABOR RATE	LICENSE NO	MILEAGE	31,317	COLOR TINTED BRON	STOCK NO.
		YEAR/MAKE/MODEL 12/NISSAN	/MURANO/S	L AWD		02/24/12	DELIVERY MILES 17
FAIRFAX, VA		VEHICLE ID. NO.				SELLING DEALER NO	PRODUCTION DATE
72	(AC)	F.T.E. NO.		P.O.NO.		05/25/16	
RESIDENCE BHONE	BUSINESS PHONE	COMMENTS					MO: 31317
INSPECTOR. INSPECTED BY OPERATION. V	OPERATION RE NOT CLEARING WIND DTS. COULD NOT DUP! ERIFIED CORRECT OPER NCTIONING AS DESIGN	TECH(S SHIELD. HAS APPT LICATED ANY ABNORMATION.	S):1234 WITH DTS WAL			THE FACTORY WARRALL OF THE WARRANT TO THE SALE OF THE SELLER HEREBY EXIMPLIED, INCLUDING HANTY OF MERCHANTOR A PARTICULAR SELLER NEITHER AS: RIZES ANY OTHER FOR IT ANY LIABILF WITH THE SALE OF TI	ITIES WITH RESPECT ITIS ITEM/ITEMS. THE PRESSLY DISCLAIMS ITHER EXPRESS OR ANY IMPLIED WAR- TABILITY OR FITNESS PURPOSE, AND THE SUMES NOR AUTHO- PERSON TO ASSUME TY IN CONNECTION
JOB# 2 CHARGES	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				0.00	NOT RESPONSIBLE FO TO CARS OR ARTICL CASE OF FIRE, THE CAUSE BEYOND OUR	OR LOSS OR DAMAGE ES LEFT IN CARS IN FT OR ANY OTHER
LABOR.  J# 2+55NIZGTIR TIRE  INSPECT TIRE  GREEN  TIRES OK AT	THIS TIME				0.00	I hereby authorize the set forth to be done ald material and hereby employees permission truck herein described of	repair work hereinafter ong with the necessary grant you and/or your to operate the car or
JOB# 2 TOTALS COMMENTS WAIT TOTALS	J0B#	2 JOURNAL PREFIX	NICS JOB#			elsewhere for the purinspection. An express acknowledged on above the amount of repairs trize the dealership to insurance company esupplementary claims personal liability for pand all work done on se	cose of testing and/or is mechanic's lien is e car or truck to secure hereto. I further authorepair my auto perstimate, including any and I hereby assume ayment in full for any
Dear Browns Fairfax Nissa Our goal is to provide TR our customerson every ser Nissan will be sending yo experience in the coming card for your Advisor and If, for any reason, you ca TRULY EXCEPTIONAL, please resolve your concerns. Your input is very valuab maintain a level of servi Thank you for your busine	n Customer ULY EXCEPTIONAL service visit. u a survey regarding days. This is the perhis/her handling or nnot grade our servicontact me and i will be used ce that is TRULY EXC	your service ersonal report this visit. ice today as ill work to to help us EPTIONAL.	TOTAL L TOTAL P TOTAL S TOTAL G TOTAL M TOTAL M TOTAL T	ABOR ARTS UBLET0.G ISC CHG. ISC DISC AX	0.00 0.00 0.00 0.00	ACKNOWLEDGE REC AND LABOR LISTED.  X	EW UNLESS CATED. REQUESTED
Neal Rife, VP of Service neal.rife@brownscar.com 5	Operations 71-267-1014					LIMITED	/ADDANITY
CUSTOMER SIGNATURE	3 5 5					FOR PARTS AND/O PERIOD OF 12 M MILES AFTER DA	VARRANTY OR SERVICE FOR A ONTHS OR 12,000 TE HEREIN. THIS ETURNED FOR ALL







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CUSTOMER NO. ADVISOR	yes - 1967 - 12 - 1971 - 1960 - 19	I TAG NO	).	CELL INVOICE DATE	INVOICE NO.	
STEV	E POWERS	82393	1971	05/25/16		
LABOR H		MILEAGE	31,317	TINTED BRON	STOCK NO.	
12/	AKE / MODEL IISSAN/MURANO/	SL AWD		02/24/12	OELIVERY MILES	17
FAIRFAX, VA				SELLING DEALER NO.	PRODUCTION DA	IE
FT.E. NO		P.O.N		05/25/16	, and	- 1
RESIDENCE PHONE COMMEN	TS				MO: 3	31317
JOB# 1 CHARGES				THE FACTORY WARE		
LABOR  J# 1 01NIZMISC MISC OPERATION  C/S WIPERS ARE NOT CLEARING WINDSHIELD. H  INSPECTOR.  INSPECTED BY DTS. COULD NOT DUPLICATED AN  OPERATION. VERIFIED CORRECT OPERATION.  SYSTEM IS FUNCTIONING AS DESIGNED.  JOB# 1 TOTALS-	Y ABNORMAL	4	0.00	TO THE SALE OF THE SELLER HEREBY EXALL WARRANTIES, EIMPLIED, INCLUDING BANTY OF MERCHAN FOR A PARTICULAR SELLER NEITHER AS RIZES ANY OTHER FOR IT ANY LIABILI WITH THE SALE OF T	PRESSLY DISC ITHER EXPRE ANY IMPLIED TABILITY OR FI PURPOSE, AN SUMES NOR A PERSON TO A TY IN CONNE	CLAIMS ESS OR D WAR- ITNESS ND THE AUTHO- SSUME ECTION
JOB# 2 CHARGES			0.00	NOT RESPONSIBLE FO TO CARS OR ARTICL CASE OF FIRE, THE CAUSE BEYOND OUR	ES LEFT IN C	ARS IN
LABOR			0.00	I hereby authorize the set forth to be done all material and hereby employees permission truck herein described	ong with the ne grant you and/ to operate the on streets, high	cessary for your car or ways or
JOB# 2 TOTALS	*****			elsewhere for the pur inspection. An expres	oose of testing	and/or
	PREFIX NICS JOB;		0.00	acknowledged on above the amount of repairs to	e car or truck to	secure
COMMENTSWAIT				rize the dealership to insurance company e supplementary claims	repair my ac stimate, includi and I hereby	uto per ing any assume
TOTALS				personal liability for p and all work done on s	ayment in full aid motor vehicl	for any le. 1
Dear Browns Fairfax Nissan Customer Our goal is to provide TRULY EXCEPTIONAL service to all our customerson every service visit. Nissan will be sending you a survey regarding your ser experience in the coming days. This is the personal re card for your Advisor and his/her handling on this vis If, for any reason, you cannot grade our service today	1 of TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL as TOTAL	LABOR PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX		ALL PAHTS ARE N	EW UNLESS	PARTS
TRULY EXCEPTIONAL, please contact me and i will work tresolve your concerns.	TOTAL	INVOICE \$	0.00	OTHERWISE INDIC	A CONTRACTOR OF THE PARTY OF TH	,

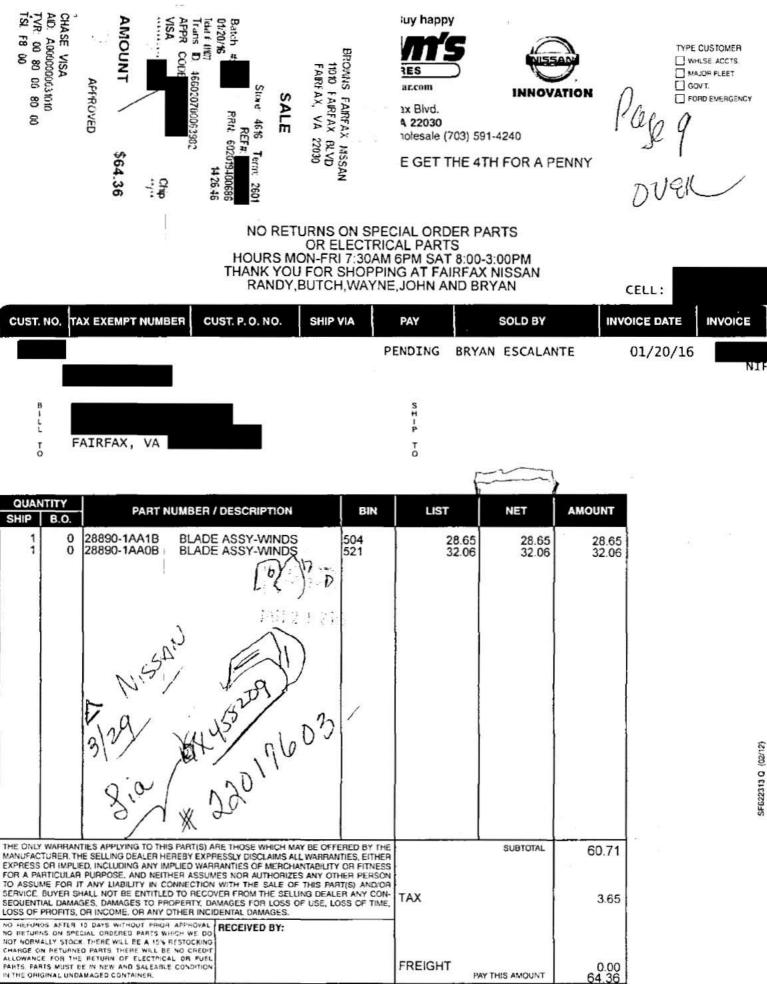
Your input is very valuable and will be used to help us maintain a level of service that is TRULY EXCEPTIONAL. Thank you for your business and for the survey response.

Neal Rife, VP of Service Operations neal.rife@brownscar.com 571-267-1014

CUSTOMER SIGNATURE

REPLACED PARTS REQUESTED BY CUSTOMER YES

LIMITED WARRANTY FOR PARTS AND/OR SERVICE FOR A PERIOD OF 12 MONTHS OR 12,000 MILES AFTER DATE HEREIN. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.



LEST TRIPTO PA. RETURNED TO BROWNS ON RETURN

ADVISED THAT WIPERS AND CONDENSATION WAS SO BAD

COULD NOT SEE CLEARLY !!! TOOK CAR BACK TO Show

TECH, The wholis CAR full of CONDENSATION DEPRESTIENT DEPRESTIENT

DID NOTHING. HE DECIDED TO TOMONE THE CKYSTAL FUSION

'ALSO DID NOT WORK.

FINALLY AGREED THAT THERE WAS A PROBLEM WITHTHE

with The Condensation









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FAIRFAX, VA  LABOR PATE  LABOR PATE  LABOR PATE  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  VEAR / MAKE / MODEL 12 / NISSAN / MURANO/SL AWD  PRODUCTION D  R. O. DATE	MER NO	STEVE POWE	RS 82393 TA	1210	07/26/18	iniple: We
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ABOR  1 OSNIGENHEAT/AC HEAT/AC REPAIR C/S: FRONT DEPROSTER IS NOT WORKING TECH FOUND MEN DEPROSTER IS SET AT A COOLER SETTING COMBENSATION FORMS ON OUTSIDE OF MINOSHIELD DUE TO HIGH HUMIDITY APPLIED CRYSTAL FUSION TO OUTSIDE OF MINOSHIELD TO HELP.  DB# 1 TOTALS  DB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL  DB# 2 CHARGES  JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL  DB# 2 OSNIGENHEAT/ACZ HEAT/AC REPAIR REPLACED WIPER BLADES ARE NOT CLEARING CORRECTLY REPLACED WIPER BLADES. CHECKS OK NOW.  DB# 3 CHARGES  JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL  JOB# 3 SHARGES  JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL  JOB# 3 SHARGES  JOB# 3 JOURNAL PREFIX NICS JOB# 2 TOTAL  JOB# 3 SHARGES  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 SHARGES  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 SHARGES  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 TOTALS  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 TOTALS  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 TOTALS  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 TOTALS  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 TOTALS  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 TOTALS  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 TOTALS  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 4 CHARGES  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 4 CHARGES  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 4 CHARGES  JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL  JOB# 3 TOTALS  ALL PATS ARE NEW UNLESS OTHERWISE INDICATED.  ALL PATS ARE NEW UNLESS OTHERWISE INDICATED.  REPLACED PATS REQUESTED  REPLACED PATS REQUESTED  REPLACED PATS REQUESTED  ALL PATS ARE NEW UNLESS OTHERWISE INDICATED.  REPLACED PATS REQUESTED  REPL	BUSINE	S PHONE COMMENTS			07720710	MO: 4500
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