



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Date Received

Repository ☐

30-JUL-2018

Reference No.
11114521

OCT 15 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

FAIRFAX

State VA

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
JN8AZ1MW4CW

Make
NISSAN

Model
MURANO

Model Year
2012

Date Purchased
2/24/2012

Dealer's Name and Telephone Number
BROWNS FAIRFAX NISSAN 703-591-8009

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

19-JUL-2018

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 136000 VISIBILITY: WINDSHIELD WIPER/WASHER

Failure Mileage
4024

Failure Speed
25

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

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 2012 NISSAN MURANO. WHILE DRIVING 25 MPH IN THE RAIN, THE WINDSHIELD WIPERS STOPPED OPERATING. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO BROWNS NISSAN (LOCATED AT 11010 FAIRFAX BLVD, FAIRFAX, VA 22030, (703) 591-8009), BUT THE CAUSE OF THE FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS NOTIFIED AND DID NOT ASSIST. THE FAILURE MILEAGE WAS 4,024.

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.



PAGE # 1

OVER

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

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR STEVE	82393	TAG NO. 1596	INVOICE DATE 06/12/12
FAIRFAX, VA	LABOR RATE	LICENSE NO.	MILEAGE 3,975	COLOR TINTED BRON
	YEAR / MAKE / MODEL 12/NISSAN/MURANO/SL AWD	DELIVERY DATE 02/24/12	DELIVERY MILES 17	
	VEHICLE I.D. NO. J N 8 A Z 1 M W 4 C W	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/12/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 3976	

LABOR & PARTS
J# 1 01NIZWPBL REPLACE WIPERBLADES TECH(S):115672 WARRANTY

CUSTOMER STATES WIPERS NOT CLEARING GLASS
FOUND WIPER BLADES LEAVING STREAKS ON GLASS
REPLACED WIPER BLADES FOR CORRECTION
PFP #28890-1AA0A

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	28890-1AA0A	BLADE ASSY-WIND	
JOB # 1	1	28890-1AA1A	BLADE ASSY-WIND	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 01NIZFREE FREE 1ST SERVICE TECH(S):115672 INTERNAL
PERFORM COMPLIMENTARY FIRST OIL CHANGE FOR NEW, OR USED CAR
PURCHASE.
FIRST SERVICE DUE BY MILEAGE/TIME SINCE DELIVERY
PERFORMED FIRST MAINTENANCE SERVICE INCLUDING LUBE, OIL AND
FILTER CHANGE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	PKCOST		
JOB # 2	1	15208-9E01A	OIL FILTER	
JOB # 2	5	OIL	5W30 OIL	

JOB # 2 TOTAL PARTS

INTERNAL
INTERNAL
INTERNAL
0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3+55NIZINSP MUTI-POINT INSP TECH(S):115672
PERFORM MULTI-POINT VEHICLE INSPECTION
CHECK VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3				

JOB # 3 TOTAL PARTS

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # 2	FRLOFSVCE	FREELOF SERVICE	
JOB # 2	FRLOFPARTS	FREELOF PARTS	

TOTAL - MISC

INTERNAL
INTERNAL
0.00

COMMENTS
WAIT

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

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.

X

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

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.

Page #2



Buy happy CH10

Brown's

CAR STORES

www.BrownsCar.com

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



Toni @ Nissan

* Regional Sales @ Nissan

ST 457378

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR STEVE POWERS	TAG NO. 82393	INVOICE DATE 06/12/12	INVOICE NO. [REDACTED]
FAIRFAX, VA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 3,975	COLOR TINTED BRON
	YEAR / MAKE / MODEL 12/NISSAN/MURANO/SL AWD			DELIVERY DATE 02/24/12
	VEHICLE I.D. NO. J N 8 A Z 1 M W 4 C W [REDACTED]			DELIVERY MILES 17
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/12/12	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 3976

TOTALS

Our 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!
- To fix your Nissan right the first time, everytime!
- 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
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

X _____

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REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

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.

Comp. No. **NISA***

11112974 **6/23/20**



Page #3

OVER

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

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	STEVE	82393	TAG NO	1512	INVOICE DATE	06/21/12	INVOICE NO	[REDACTED]		
[REDACTED]		LABOR RATE		LICENSE NO.		MILEAGE	4,024	COLOR	TINTED BRON	STOCK NO	[REDACTED]	
FAIRFAX, VA		YEAR / MAKE / MODEL					DELIVERY DATE	02/24/12	DELIVERY MILES		17	
[REDACTED]		VEHICLE ID NO					SELLING DEALER NO		PRODUCTION DATE			
[REDACTED]		F.T.E. NO					IP.O. NO	06/19/12	R.O. DATE			
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	COMMENTS								MO: 4024	

LABOR & PARTS-----
J# 1 10NIZ-1 HEATING AND AIR WORK TECH(S):827 INTERNAL
CUSTOMER STATES FRONT DEFROSTER NOT CLEARING WINDSHIELD.
WHEN IT IS RAINING
TESTED AC SYSTEM TO BE OK
NORMAL OPERATION
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 10NIZ-2 HEATING AND AIR WORK TECH(S):827 INTERNAL
CUSTOMER STATES WITH FRONT DEFROST ON THERE IS NO AIRFLOW
THROUGH THE CENTER DASH VENTS.
PROPER OPERATION.
JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS-----
DROP/ LOANER
TOTALS-----

Our Service Department has 3 priorities:

1. 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!	TOTAL LABOR....	0.00
2. To fix your Nissan right the first time, everytime!	TOTAL PARTS....	0.00
3. To give you the clearest possible explanation of all work and associated charges that may apply to your Nissan!	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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

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

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

X _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

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 _____



Page #4

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

1-800-647-7261

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR STEVE	82393	TAG NO. 1415	INVOICE DATE 05/20/13	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 10,632	COLOR TINTED BRON	[REDACTED]
FAIRFAX, VA [REDACTED]	YEAR / MAKE / MODEL 12 / NISSAN / MURANO / SL AWD		DELIVERY DATE 02/24/12	DELIVERY MILES 17	
[REDACTED]	VEHICLE ID NO. J N 8 A Z 1 M W 4 C W		SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.		R.O. DATE 05/20/13		
[REDACTED]	BUSINESS PHONE		COMMENTS		

MO: 10633

Our Service Department has 3 priorities:

1. 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!
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We appreciate your business and have remodeled our showroom and service department to serve you better !

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

TOTAL INVOICE \$ 0.00

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

X _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

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

6/11 NISSAN
WM
NOUVEAU
457-363

12/12/15
10 AM X



Page #5
OVER

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

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	82393	TAG NO.	1437	INVOICE DATE	04/01/16
FAIRFAX, VA	STEVE POWERS		LABOR RATE	29,620	COLOR	TINTED BRON
			LICENSE NO.		DELIVERY DATE	02/24/12
			YEAR / MAKE / MODEL	12/NISSAN/MURANO/SL AWD	DELIVERY MILES	17
			VEHICLE I.D. NO.	J N 8 A Z 1 M W 4 C W	SELLING DEALER NO.	
			F.T.E. NO.		PRODUCTION DATE	
			P.O. NO.		R.O. DATE	03/31/16
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 29621			

JOB# 1 CHARGES

LABOR
J# 1 01NIZMISC MISC OPERATION TECH(S):1 0.00
CUSTOMER STATES WINDSHIELD HAZED ON OUTSIDE WHEN WIPERS
ARE IN USE. SEE HISTORY.
UNABLE TO DUPLICATE AT THIS TIME.
NO PROBLEM FOUND AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+55NIZGTIR TIRE GREEN TECH(S):1 0.00
INSPECT TIRES
GREEN
TIRES OK AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

COMMENTS

DROP/ LOANER

TOTALS

Dear Browns Fairfax Nissan Customer
Our goal is to provide TRULY EXCEPTIONAL service to all of
our customers every service visit.
Nissan will be sending you a survey regarding your service
experience in the coming days. This is the personal report
card for your Advisor and his/her handling on this visit.
If, for any reason, you cannot grade our service today as
TRULY EXCEPTIONAL, please contact me and i will work to
resolve your concerns.
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@browns-car.com 571-267-1014

CUSTOMER SIGNATURE

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

X
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

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.

Neal



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FAIRFAX, VA 22030
(703) 460-6677



Page #6

CUSTOMER NO.	ADVISOR	82393	TAG NO.	1207	INVOICE DATE	04/28/16	CELL: [REDACTED]	
FAIRFAX, VA	STEVE POWERS	LABOR RATE	LICENSE NO.	MILEAGE	30,819	COLOR	TINTED BRON	
		YEAR / MAKE / MODEL	12/NISSAN/MURANO/SL AWD		DELIVERY DATE	02/24/12	DELIVERY MILES	17
		VEHICLE ID NO.	J N 8 A Z 1 M W 4 C W		SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.	P.O. NO.		R.O. DATE	04/28/16		
BUSINESS PHONE	COMMENTS							MO: 30820

JOB# 1 CHARGES

LABOR
JOB# 1.78NIZ GLASS WORK TECH(S): 1234 0.00

CUSTOMER STATES WHEN RAINING, THE WIPERS LEAVE A FILM BEHIND
WORSE WHEN MOVING, WORSE ON PASS SIDE. MULTIPLE WIPER
REPLACEMENT HAS NOT WORKED. PLEASE CHECK AND ADVISE.
NORMAL OPERATION

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
JOB# 2.55NIZGTIR TIRE GREEN TECH(S): 1 0.00

INSPECT TIRES
GREEN
TIRES OK AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

COMMENTS

WALK IN

TOTALS

Dear Browns Fairfax Nissan Customer
Our goal is to provide TRULY EXCEPTIONAL service to all of
our customers on every service visit.
Nissan will be sending you a survey regarding your service
experience in the coming days. This is the personal report
card for your Advisor and his/her handling on this visit.
If, for any reason, you cannot grade our service today as
TRULY EXCEPTIONAL, please contact me and I will work to
resolve your concerns.
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@browns-car.com 571-267-1014

CUSTOMER SIGNATURE

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

TOTAL INVOICE \$ 0.00

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

X

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REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

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.



Page #7

www.BrownsCar.com
FAIRFAX NISSAN
11010 Fairfax Blvd.
FAIRFAX, VA 22030
(703) 460-6677

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR STEVE POWERS	82393	TAG NO. 1971	INVOICE DATE 05/25/16	STOCK NO.
FAIRFAX, VA	LABOR RATE	31,317	MILEAGE	COLOR TINTED BRON	DELIVERY DATE 02/24/12
	YEAR / MAKE / MODEL 12/NISSAN/MURANO/SL AWD			DELIVERY MILES 17	DELIVERY DATE
	VEHICLE ID. NO. J N 8 A Z 1 M W 4 C W			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 05/25/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 31317

JOB# 1 CHARGES

LABOR
J# 1 01NIZMISC MISC OPERATION TECH(S):1234 0.00
C/S WIPERS ARE NOT CLEARING WINDSHIELD. HAS APPT WITH DTS INSPECTOR.
INSPECTED BY DTS. COULD NOT DUPLICATED ANY ABNORMAL OPERATION. VERIFIED CORRECT OPERATION.
SYSTEM IS FUNCTIONING AS DESIGNED.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+55NIZGTIR TIRE GREEN TECH(S):1 0.00
INSPECT TIRES
GREEN
TIRES OK AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

COMMENTS

WAIT

TOTALS

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Nissan will be sending you a survey regarding your service experience in the coming days. This is the personal report card for your Advisor and his/her handling on this visit.
If, for any reason, you cannot grade our service today as TRULY EXCEPTIONAL, please contact me and I will work to resolve your concerns.
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@browns-car.com 571-267-1014

CUSTOMER SIGNATURE

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

TOTAL INVOICE \$ 0.00

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

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 BY CUSTOMER ☐ YES ☐ NO

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.



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CAR STORES
www.BrownsCar.com
FAIRFAX NISSAN
11010 Fairfax Blvd.
FAIRFAX, VA 22030
(703) 460-6677



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR STEVE POWERS	82393	TAG NO. 1971	INVOICE DATE 05/25/16	INVOICE NO.
FAIRFAX, VA	LABOR RATE	LICENSE NO.	MILEAGE 31,317	COLOR TINTED BRON	STOCK NO.
	YEAR / MAKE / MODEL 12/NISSAN/MURANO/SL AWD		DELIVERY DATE 02/24/12	DELIVERY MILES 17	
	VEHICLE I.D. NO. J N 8 A Z 1 M W 4 C W		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/25/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 31317

JOB# 1 CHARGES

LABOR
J# 1 01NIZMISC MISC OPERATION TECH(S):1234 0.00
C/S WIPERS ARE NOT CLEARING WINDSHIELD. HAS APPT WITH DTS
INSPECTOR.
INSPECTED BY DTS. COULD NOT DUPLICATED ANY ABNORMAL
OPERATION. VERIFIED CORRECT OPERATION.
SYSTEM IS FUNCTIONING AS DESIGNED.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+55NIZGTIR TIRE GREEN TECH(S):1 0.00
INSPECT TIRES
GREEN
TIRES OK AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

COMMENTS

WAIT

TOTALS

Dear Browns Fairfax Nissan Customer
Our goal is to provide TRULY EXCEPTIONAL service to all of
our customers on every service visit.
Nissan will be sending you a survey regarding your service
experience in the coming days. This is the personal report
card for your Advisor and his/her handling on this visit.
If, for any reason, you cannot grade our service today as
TRULY EXCEPTIONAL, please contact me and i will work to
resolve your concerns.

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@browns-car.com 571-267-1014

CUSTOMER SIGNATURE

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

TOTAL INVOICE \$ 0.00

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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.

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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 autho-
rize 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
BY CUSTOMER ☐ YES ☐ NO

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.

CHASE VISA
AID: A0000000031010
TVR: 00 80 00 80 00
TSI: F8 00

AMOUNT
APPROVED
\$64.36

Batch #
01/20/16
Trans ID: 166020700063902
APPR CODE
VISA
REF#
RR# 602079100686
142646
SALE

BROWN'S FAIRFAX NISSAN
1100 FAIRFAX BLVD
FAIRFAX, VA 22030

buy happy

m's
RES

ar.com

1x Blvd.
A 22030
olesale (703) 591-4240



TYPE CUSTOMER
☐ WHLSE ACCTS.
☐ MAJOR FLEET
☐ GOVT.
☐ FORD EMERGENCY

Page 9
OVER

E GET THE 4TH FOR A PENNY

NO RETURNS ON SPECIAL ORDER PARTS
OR ELECTRICAL PARTS
HOURS MON-FRI 7:30AM 6PM SAT 8:00-3:00PM
THANK YOU FOR SHOPPING AT FAIRFAX NISSAN
RANDY,BUTCH,WAYNE,JOHN AND BRYAN

CELL:

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
				PENDING	BRYAN ESCALANTE	01/20/16	NIF

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FAIRFAX, VA

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QUANTITY		PART NUMBER / DESCRIPTION		BIN	LIST	NET	AMOUNT
SHIP	B.O.						
1	0	28890-1AA1B	BLADE ASSY-WINDS	504	28.65	28.65	28.65
1	0	28890-1AA0B	BLADE ASSY-WINDS	521	32.06	32.06	32.06
SUBTOTAL							60.71
TAX							3.65
FREIGHT							0.00
PAY THIS AMOUNT							64.36

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NO REFUNDS AFTER 10 DAYS WITHOUT PRIOR APPROVAL
NO RETURNS ON SPECIAL ORDERED PARTS WHICH WE DO NOT NORMALLY STOCK THERE WILL BE A 15% RESTOCKING CHARGE ON RETURNED PARTS THERE WILL BE NO CREDIT ALLOWANCE FOR THE RETURN OF ELECTRICAL OR FUEL PARTS. PARTS MUST BE IN NEW AND SALEABLE CONDITION IN THE ORIGINAL UNDAMAGED CONTAINER.

RECEIVED BY:

Handwritten notes: NISSAN, 3/29, 455209, 22017603

14:26:05 CUSTOMER CASH REFUNDS

NET571

PAGE 1 OF 1

SFB22313 Q (02/12)

7/16/2018

LAST TRIP TO 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 WHOLE CAR FULL OF CONDENSATION defroster
DID NOTHING. HE DECIDED TO REMOVE THE CRYSTAL FUSION
ALSO DID NOT WORK.

FINALLY AGREED THAT THERE WAS A PROBLEM WITH THE
SYSTEM AFTER YEARS OF THIS

WE ALSO HAD A PROBLEM WITH THE BACKUP CAMERA
WITH THE CONDENSATION



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FAIRFAX, VA 22030
(703) 460-6677



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CELL: [REDACTED]

CUSTOMER NO	ADVISOR STEVE POWERS	82393	TAG NO 1218	INVOICE DATE 07/26/18	[REDACTED]
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 45,898	COLOR TINTED BRON	STOCK NO
FAIRFAX, VA	YEAR / MAKE / MODEL 12/NISSAN/MURANO/SL AWD	VEHICLE I.D. NO. J N 8 A Z 1 M W 4 C W		DELIVERY DATE 02/24/12	DELIVERY MILES 17
	F.T.E. NO	P.O. NO	[REDACTED]	SELLING DEALER NO	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS		[REDACTED]	MO: 45899

JOB# 1 CHARGES-----
ABOR-----
1 03NIGENHEAT/AC HEAT/AC REPAIR TECH(S):1 0.00
C/S: FRONT DEFROSTER IS NOT WORKING
TECH FOUND WHEN DEFROSTER IS SET AT A COOLER SETTING
CONDENSATION FORMS ON OUTSIDE OF WINDSHIELD DUE TO
HIGH HUMIDITY
APPLIED CRYSTAL FUSION TO OUTSIDE OF WINDSHIELD TO
HELP.
JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00
JOB# 2 CHARGES-----
ABOR-----
2 03NIGENHEAT/AC2 HEAT/AC REPAIR TECH(S):379 0.00
FRONT WIPER BLADES ARE NOT CLEARING CORRECTLY
REPLACED WIPER BLADES. CHECKS OK NOW.
JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00
JOB# 3 CHARGES-----
ABOR-----
3+55NIZINSP MULTI-POINT INSP TECH(S):379 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
CHECK VEHICLE
JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 0.00
JOB# 4 CHARGES-----
ABOR-----
4+55NIZGTIR TIRE GREEN TECH(S):379 0.00
INSPECT TIRES
GREEN
TIRES OK AT THIS TIME
JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL 0.00
COMMENTS-----
* DP, TECH 1140

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