

FEB 13 2019

10/27/2018

CL-11132171-3771

VEHICLE OWNERS QUESTIONNAIRE

ADDITIONTION INFORMATION

REFERENCE NU; 11132171

FROM [REDACTED] P.O.A. AND DRIVER OF 2016 NISSAN
SENTRA INVOLVED IN CRASH.

EMAIL [REDACTED]

DATE PURCHASED; DEC 16, 2016

ORDERED ON 12/14/2015

SHIPPED TO DEALER ON 2/5/2016

MANUFACTURED DATE 12/11/2015

DEALERS NAME: BUENA PARK NISSAN 44-5093 PH. 714 739-0803 JAUN SANCHEZ GM

6501 AUTO CENTER DRIVE

BUENA PARK CALIF. 90621

4 CYLINDERS

FUEL TYPE GASOLINE

TRANSMISSION W/CONTINUOUSLY VARIABLE TRANSMISSION

PICTURES OF CAR

NIM
2-28-19
WD

INFORMATION PERTAINING TO ACCIDENT ON
FEB.24,2018

DATE 12/25/2018

PERSON INVOLVED; INCIDENT REPORT

AFFIDAVIT OF ACCIDENT

FARMERS REBURSEMENT

PAYMENTS MADE TO NISSAN

VEHICLE OWNERS QUESTIONNAIRE{ADDITIONAL
INFORMATION}

DMV PAPERWORK

VEHICLE DETAIL

TRAFFIC COLLISION INFORMATION

TYPE: Injury / Non-Injury / Hit and Run

REPORT #

LOCATION: 429 605th

DATE/TIME

DRIVER INFORMATION:

Driver

Pl

ne #2:

Vehicle

Model:

Color:

License #:

Insurance Company:

Policy #:

(Collision reports can also be filed online by visiting:

www.anaheim.net → Departments → Police Department → File a Police Report)

AFFIDAVIT OF ACCIDENT
(All Questions Must be Answered)

Name of Owner of Car: [REDACTED] Telephone: [REDACTED]
Owner Address: [REDACTED]
Driver Name: [REDACTED] [REDACTED]
Driver Address: [REDACTED] CA [REDACTED]
Place of Employment: Artist Work Phone: _____
Married or Single? Single (if married, spouse name) _____
Date and Time of Accident: 2-24-18 11:45 AM Location: [REDACTED]
Your Car Make: NISSAN Year: 2016 Model: SENTRA License No: [REDACTED]
If you were not the driver of the vehicle at the time of loss, what is their relationship to you? Companion
Where were you/driver coming from at the time of the loss? From home to see friend.
Where were you/driver going at the time of the loss? To see friend.
What was the purpose of the trip? Friend was sick.
What is the primary use of your vehicle? Personal Use ☒ Business/Commercial Use _____
At the time of the loss were you using the vehicle for your business or occupation? NO.
If yes, what is your business or occupation? N/A
Is this vehicle ever used in the scope of your business or occupation? NO.
How often? NONE
Do you claim the vehicle as a deduction on your personal or business income tax return? NO.
Was your vehicle repaired? YES ☒ NO _____ Repair Cost \$ _____ When? _____
Where was it repaired? _____
How many people were in your car? 1 How many people were in the other car? 1
Name and address of occupants of your vehicle who were injured (including yourself) Just myself.
Medical treatment required? ☒ YES ☐ NO If yes, hospital/doctor HEALTHPOINT medical group
Name and address of driver of other vehicle? [REDACTED]
Contact Allstate @ 800-347-7460 EXT. 281026.
Name and address of Occupants of other vehicle who were injured (including driver)? NONE
Other Vehicle Year/Make: 2002 Ford Mustang Vehicle License #: Contact Allstate
Accident reported to Police? ☒ YES ☐ NO If yes, Which department? Nashville
Which driver received Ticket? N/A What was the charge? _____
What plea was entered? _____ Guilty _____ Not Guilty What was the court decision? N/A
Who witnessed the accident? Give name and address: NONE
Name of your insurance company: FARMERS

Name of company insuring other parties:

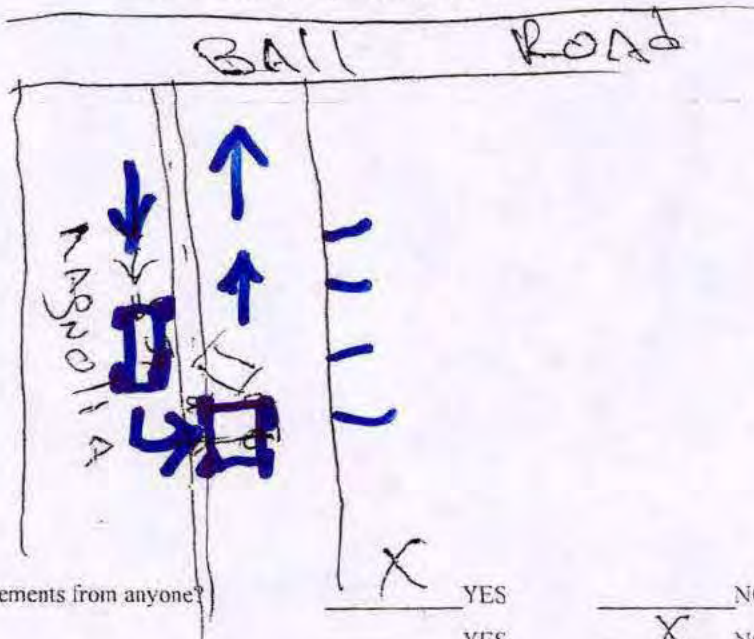
Allstate INS.

Claim Number

How did the accident happen? Give full account, starting speed and direction of each car:

I WAS cut OFF when [REDACTED]
 T-Bowed me to DRIVERS side. I was
 TRAVELING NORTH and he made left
 cutting me off. He was TRAVELING South.

Please draw a diagram of accident.



Did you take any photographs or statements from anyone?

☒ YES☐ NO

Did you give anyone a statement?

☐ YES☒ NO

If available, please attach any photographs or statements.

Date of last automobile accident prior to this one?

Feb 16. 2015

Are the answers you have given true and correct?

☒ YES☐ NO

Witness

Policyholder

Address of Witness

Subscribed and sworn to before me this

day of

20

Signature of Notary Public (Include Seal)

WARNING

ANY PERSON WHO, WITH INTENT TO DEFRAUD, KNOWINGLY SUBMITS AN APPLICATION OR FILES A CLAIM
 CONTAINING ANY FALSE, DECEPTIVE, OR MISLEADING INFORMATION IS GUILTY OF FRAUD.



March 08, 2018

NISSAN MOTOR ACCEPT CORP
PO BOX 254648
SACRAMENTO, CA 95865

Send all correspondence to:
Email: myclaim@farmersinsurance.com
Farmers Insurance Total Loss COE
P.O. Box 108815
Oklahoma City, OK 73101-8815
Fax: (877) 217-1389

Phone: 000-000-0000

To Whom It May Concern:

RE: Guarantee of Title

This letter is confirmation that the Title will be released and mailed to Farmers Insurance Exchange at the address below upon receipt of \$13,621.84.

Customer Name:	[REDACTED]	DOL:	02-24-2018
Account:	[REDACTED]	Mileage:	8011
Vehicle:	2016 NISSAN SENTRA 4D 1.8 S/SV/SR/SL/	Deductible:	\$1,000.00
VIN:	3N1AB7AP8G [REDACTED]	ACV:	\$13,385.00
Claim Number:	[REDACTED]		

****NOTE**** For loans carrying GAP insurance written by any company other than Farmers Insurance Exchange, the GAP claim must be handled directly with your customer.

*****Please provide a copy of the title with this signed document*****

Please sign below and fax within 24 hours to 877-217-1389 so that this claim may be finalized.

NISSAN MOTOR ACCEPT CORP Authorized
Signature

Date

Return to Lorri Nickell

Phone: 913-827-5886

Fax: 877-217-1389

UPON RECEIPT OF PAYMENT FROM FARMERS, PLEASE MAIL THE TITLE TO:

Farmers Total Loss - COE
7340 W. Memorial Road
Oklahoma City, OK 73142
ATTN: Tiera Johnson

For your protection California law requires the following to appear on this form: Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.



April 23, 2018

Send all correspondence to:
Email: myclaim@farmersinsurance.com
Farmers Insurance Total Loss COE
P.O. Box 108815
Oklahoma City, OK 73101-8815
Fax: (877) 217-1389

[REDACTED]
Garden Grove CA [REDACTED]

RE: Claim Number: [REDACTED]
Loss Date: 02-24-2018
VIN: 3N1AB7AP8GY [REDACTED]
Vehicle: 2016 NISSAN SENTRA 4D 1.8 S/SV/SR/SL/

Dear [REDACTED]

Your vehicle has been determined to be a total loss. The value of the vehicle was based on the vehicle's actual cash value at the time of the loss. The vehicle's mileage, equipment, and condition are taken into account when determining the actual cash value. The amount of the payment was determined as follows:

Actual Cash Value:	\$13,385.00
Sales Tax:	+ \$1,037.34
License / Transfer Fees:	+ \$199.50
Less Deductible:	- \$1,000.00
Total Amount:	\$13,621.84

we paid but want reimbursement
12 11 11 11 11

If within 35 days of receiving this settlement you cannot find a comparable vehicle for the gross settlement amount, you may notify us and we will re-open the claim for further evaluation.

If your policy is still in force, there are several good reasons to continue your policy coverage.

For example, even if you have not purchased another automobile, you may be insured while driving a borrowed or non-owned vehicle. If you do buy a replacement automobile, it may be automatically insured. Please consult your policy for the exact terms and conditions of coverage. Additionally, if you have not already done so, we urge you to contact your agent to make further arrangements for your coverage needs.

I am committed to earning your satisfaction with the claims process. If you have any questions or concerns regarding your total loss, please feel free to contact me at 913-827-5886.

The following information reflects the transaction history on account number, [REDACTED]

Please refer to the legend provided on the last page for an explanation of the "Transaction Code(s)". Dates ending with the digit "1" are defined as century year 1900. Those ending in digit "2" are defined as century year 2000.

Process Date	Effective Date	Transaction Code	Principal	Interest	Misc.	Balance
0208172		30 A	.42-	482.21-	.00	23,283.25
0301172		30 A	294.96-	187.67-	.00	22,988.29
0302172	0226172	30 A	482.00-	.00	.00	22,506.29
0401172	0403172	30 A	198.10-	284.53-	.00	22,308.19
0502172		30 A	234.32-	248.31-	.00	22,073.87
0601172		30 A	228.44-	254.19-	.00	21,845.43
0607172	0601172	40 A	228.44	254.19	.00	22,073.87
0701172	0703172	30 A	.00	482.63-	.00	22,073.87
0801172		30 A	194.24-	288.39-	.00	21,879.63
0828172		31 5	.00	.00	.00	21,879.63
0829172		31 5	.00	.00	.00	21,879.63
1109172		46 L	.00	.00	24.13	21,879.63
1208172		30 A	.00	483.26-	.00	21,879.63
1211172	1210172	46 L	.00	.00	24.13	21,879.63
0102182	1229172	30 A	.00	485.00-	.00	21,879.63
0109182		46 L	.00	.00	24.01	21,879.63
0119182		30 A	12.43-	467.83-	6.00-	21,867.20
0119182		30 A	482.63-	.00	3.63-	21,384.57
0227182	0226182	30 A	170.72-	311.91-	3.37-	21,213.85
0328182	0224182	30 L	.00	.00	59.27-	21,213.85
0328182	0224182	30 I	13,562.57-	.00	.00	7,651.28

20 PMTS @ 482 = 9,640

Rental 500

500

\$

10,140

ACTUAL \$'s PAID

10/27/2018

VEHICLE OWNERS QUESTIONIONARE

ADDITIONTION INFORMATION

REFERENCE NU; 11132171

FROM [REDACTED] P.O.A. AND DRIVER OF 2016 NISSAN
SENTRA INVOLVED IN CRASH.

EMAIL [REDACTED]

DATE PURCHASED; DEC 16, 2016

ORDERED ON 12/14/2015

} 1 yr later

SHIPPED TO DEALER ON 2/5/2016

3 months later

MANUFACTURED DATE 12/11/2015

DEALERS NAME: BUENA PARK NISSAN 44-5093 PH. 714 739-0803 JAUN SANCHEZ GM

6501 AUTO CENTER DRIVE

BUENA PARK CALIF. 90621

4 CYLINDERS

FUEL TYPE GASOLINE

TRANSMISSION W/CONTINUOUSLY VARIABLE TRANSMISSION

PICTURES OF CAR

Lawyer



**AUTOMOBILE
REGISTRATION
CARD
VALID FROM**

12/18/2017 TO 12/18/2018

REGISTERED OWNER

GARDEN GROVE CA

LEGAL OWNER

FARMERS INS
POB 108815
OKLAHOMA CITY
OK 73010



LICENSE NUMBER

YEAR MODEL MAKE
2016 NISS

Vehicle Identification Number

3N1AB7AP8
Body Type Type Veh Type Lic
4D 12 11
MP Axles UNLADEN/G/CGW WC
G

Year First Sold VLF Class

2016 EP

Date Issued * Year

04/06/2018

County Code Fees Paid
30 NO FEE

IMPORTANT: This card or facsimile copy shall be kept in the vehicle for which it is issued. This requirement does not apply when the vehicle is left unattended. It need not be displayed, however, it must be presented to any peace officer upon demand.



MO Clearance # PC
ZR Q30180329 BA 020200000 L

1. You should already have a current year sticker on your vehicle. However, if you have not received your sticker within 30 days of paying your renewal fees, please contact DMV at 1-800-777-0133.

IMPORTANT: California law requires that every driver or owner of a vehicle shall maintain liability insurance or another form of financial responsibility at all times. Written evidence of liability insurance must be carried in each vehicle and presented upon request to a peace officer or if you are involved in an automobile accident.

2. If you do not receive a renewal notice, contact DMV. You must do this on or before the vehicle expiration date or penalties will be due in accordance with Vehicle Code Sections 9552-9554. If you are cited for not registering your vehicle, the court may impose a fine.

3. When writing to DMV, always give your full name, present address, vehicle make, license plate and vehicle identification numbers.

4. Immediately notify DMV by mail or in person on the proper forms when:

You change your address.

You sell your vehicle.

X You are involved in an accident (whether or not it was your fault) when the damage is over \$750, any bodily injury or death.

For more information, visit our website at www.dmv.ca.gov or call 1-800-777-0133.

GARDEN GROVE CA

Paulina

Vehicle Detail

Order # [REDACTED]
DEALER FIRM , PASS1
Current Configuration
12016
2016 SENTRA S CVT 4DR CVT

QM1-G
fresh powder , charcoal

Vehicle Information

Order #:	[REDACTED]	VIN:	3N1AB7APBG [REDACTED]
Ordered On:	12/14/2015	Production Month:	02/2016
Rail Ship Date:	01/28/2016	Manufacture Date:	12/11/2015
Rail Receive Date:	02/05/2016	Shipping VPC:	80
Wholesale Date:	02/04/2016	Location Status:	DLR
Original ETA:	FEB05-FEB25		
Current ETA:	02/06/2016		
Vehicle Status:	DELIVERED		
RDR Date:			
Dealer:	44-5093 BUENA PARK NISSAN JUAN SANCHEZ	Dealer Details:	714-739-0800 6501 AUTO CENTER DR BUENA PARK CA 90621

	Invoice	MSRP
BASE	\$17,184	\$17,630
CAL california emissi	\$0	\$0
FLO carpeted floor ma	\$148	\$180
NET hide-a-way trunk	\$49	\$70
SGD splash guards bod	\$148	\$190
Destination & Handling Charge	\$835	\$835
Marketing Assessment	\$262	
Total	\$18,626	\$18,905

Pre-Sold Customer

Add

Remove

☐ Do not show this vehicle in Locator Search results or allow any Trade activityTrades
N/A

Close



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

28-SEP-2018

Repository ☐

Reference No.

11132171

OWNER INFORMATION (Type or Print)

Name

Address

City

GARDEN GROVE

State

CA

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

3N1AB7AP8G

Make

NISSAN

Model

SENTRA

Model Year

2016

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

24-FEB-2017

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

6000

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: 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

1

Number of Deaths

0

Reported to Police

Y

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 OWNED A 2016 NISSAN SENTRA. WHILE THE CONTACT'S VEHICLE WAS STATIONARY, IT WAS STRUCK (T-BONED) ON THE FRONT DRIVER'S SIDE DOOR BY ANOTHER VEHICLE. THE DRIVER'S SIDE AIR BAG EXPLODED IN THE CONTACT'S FACE AND METAL FRAGMENTS EXITED FROM THE AIR BAG AMIDST A CLOUD OF THICK, BLACK SMOKE. A POLICE REPORT WAS FILED AS WELL AS TRAFFIC COLLISION INFORMATION. THE VEHICLE WAS TOWED AND DEEMED DESTROYED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE CONTACT SUSTAINED INJURIES TO THE RIB CAGE AND MEDICAL ATTENTION WAS REQUIRED. IN ADDITION, THE CONTACT WAS PROVIDED INSURANCE CLAIM NUMBER: [REDACTED] REGARDING THE CRASH. THE FAILURE MILEAGE WAS APPROXIMATELY 6,000. *DT

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.

12/25/2018

VEHICLE VALUATION REPORT FOR [REDACTED]

[REDACTED] OWNER OF DEFECTIVE 2016 NISSAN
SENTRA. [REDACTED] DRIVER OF 2016 NISSAN

SENTRA WHO SUSTAINED INJURIES FROM EXPLODING
AIR BAG ON DRIVERS SIDE. PICTURES CAN BE OBTAINED
FROM MY LAWYER B&D LAW GROUP,APLC ADDRESS IS

[REDACTED] LOS
ANGELES,CALIF. [REDACTED] TEL. [REDACTED]

[REDACTED]

SUPPLEMENTAL INFORMATION



VEHICLE HISTORY INFORMATION

VINGUARD®

VINGUARD® Message: VINGUARD has decoded this VIN without any errors

ISO Vehicle History:

Number of times reported to ISO: 2

ISO's file number: [REDACTED]

Loss date: 02/24/2018

Phone: 8004357764

Claim ref: [REDACTED]

Loss date: 02/24/2018

Phone: 8004357764

Claim ref: [REDACTED]

CCC ONE MARKET VALUATION REPORT

Owner: [REDACTED]
Claim: [REDACTED]

VEHICLE INFORMATION

VEHICLE DETAILS

Location	GARDEN GROVE, CA [REDACTED]
VIN	3N1AB7AP8G [REDACTED]
Year	2016
Make	Nissan
Model	Sentra
Trim	FE+ S
Body Style	w/Continuously Variable Transmission
Body Type	Sedan
Engine -	
Cylinders	4
Displacement	1.8L
Fuel Type	Gasoline
Carburation	Sequential MPI
Transmission	Automatic Transmission
Curb Weight	2848 lbs

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number(VIN). This number provides certain specifications of the vehicle.

Please review the information in the Vehicle Information Section to confirm the reported mileage and to verify that the information accurately reflects the options, additional equipment or other aspects of the loss vehicle that may impact the value.

VEHICLE INFORMATION

VEHICLE EQUIPMENT

Odometer	8,011	
Transmission	Automatic Transmission	✓ BAD
Power	Power Steering	✓
	Power Brakes	✓ BAD
	Power Windows	✓
	Power Locks	✓
	Power Mirrors	✓
	Power Trunk/Gate Release	✓ BAD
Decor/Convenience	Air Conditioning	✓
	Tilt Wheel	✓
	Cruise Control	✓
	Rear Defogger	✓ BAD
	Intermittent Wipers	✓
	Console/Storage	✓
	Overhead Console	✓
	Keyless Entry	✓
	Telescopic Wheel	✓
Seating	Cloth Seats	✓
	Bucket Seats	✓
	Reclining/Lounge Seats	✓
Radio	AM Radio	✓
	FM Radio	✓
	Stereo	✓
	Search/Seek	✓
	CD Player	✓
	Steering Wheel Touch Controls	✓
	Auxiliary Audio Connection	✓ BAD
Wheels	Wheel Covers	✓
Safety/Brakes	Air Bag (Driver Only)	✓
	Passenger Air Bag	✓
	Anti-lock Brakes (4)	✓ BAD
	Front Side Impact Air Bags	✓ BAD

To the left is the equipment of the loss vehicle that FARMERS INSURANCE EXCHANGE provided to CCC.

✓ **Standard** This equipment is included in the base configuration of the vehicle at time of purchase.

□ **Additional** Equipment that is not Standard but was noted to be on the loss vehicle.

SUPPLEMENTAL INFORMATION

Dates Of Manufacture : FEB 08, 2016 to MAR 03, 2016

NHTSA Campaign ID : 16V485000

Mfg's Report Date : JUN 28, 2016

Potential Number Of Units Affected : 1522

Summary : Nissan North America, Inc. (Nissan) is recalling certain model year 2016 Sentra vehicles manufactured April 11, 2016, through April 26, 2016. The engine room harness may have a terminal pin too large to maintain a connection with the Engine Control Unit (ECU).

Consequence : If the engine room harness loses connection to the ECU, the vehicle may not start or the engine may stall, increasing the risk of a crash.

Remedy : Nissan will notify owners, and dealers will replace the terminal pin on the engine room harness, free of charge. The recall began on August 15, 2016. Owners may contact Nissan customer service at 1-800-647-7261.

Dates Of Manufacture : APR 10, 2016 to APR 25, 2016

NHTSA Campaign ID : 16V242000

Potential Number Of Units Affected : 645898

Summary : Nissan North America, Inc. (Nissan) is recalling certain model year 2013-2016 Sentra vehicles manufactured June 4, 2012, to April 9, 2016. The front passenger seat belt bracket may become deformed if it is used to secure a Child Restraint System (CRS). The deformed seat bracket may cause the Occupant Classification System (OCS) to incorrectly classify the installed CRS, resulting in the front passenger air bag to not be turned off as designed when a CRS is in the seat.

Consequence : If the frontal passenger air bag deploys in the event of a crash when a child seat is installed in the front passenger seat, there will be an increased risk of injury to the child in the CRS.

Remedy : Nissan will notify owners, and dealers will reinforce the seat belt bracket as well as reprogram the Air Bag Control Unit (ACU) and OCS Electronic Control Unit (ECU), free of charge. The recall began on June 13, 2016. Owners are warned not to install a CRS in the front seat. Owners may contact Nissan customer service at 1-800-867-7669.

NHTSA Campaign ID : 17V253000

Mfg's Report Date : APR 12, 2017

Component : AIR BAGS

Potential Number Of Units Affected : 30038

Summary : Nissan North America, Inc. (Nissan) is recalling certain 2015-2017 LEAF and 2014, 2016 and 2017 Sentra vehicles. Due to a manufacturing error within the air bag inflators, the passenger frontal air bag may not properly deploy in the event of a crash.

SUPPLEMENTAL INFORMATION

Dates Of Manufacture : FEB 08, 2016 to MAR 03, 2016

NHTSA Campaign ID : 16V485000

Mfg's Report Date : JUN 28, 2016

Potential Number Of Units Affected : 1522

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VEHICLE INFORMATION

VEHICLE DETAILS

Location	GARDEN GROVE, CA [REDACTED]
VIN	3N1AB7AP8GY [REDACTED]
Year	2016
Make	Nissan
Model	Sentra
Trim	FE+ S
Body Style	w/Continuously Variable Transmission
Body Type	Sedan
Engine -	
Cylinders	4
Displacement	1.8L
Fuel Type	Gasoline
Carburation	Sequential MPI
Transmission	Automatic Transmission
Curb Weight	2848 lbs

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VEHICLE HISTORY INFORMATION

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VINGUARD® Message: VINGUARD has decoded this VIN without any errors

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Loss date: 02/24/2018

Phone: 8004357764

Claim ref: [REDACTED]

SUPPLEMENTAL INFORMATION



EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

TITLE CHECK

Abandoned	✓	No Abandoned Record Found
Damaged	✓	No Damaged Record Found
Fire Damage	✓	No Fire Damage Record Found
Grey Market	✓	No Grey Market Record Found
Hail Damage	✓	No Hail Damage Record Found
Insurance Loss	⊖	Insurance Loss Record Found
Junk	✓	No Junk Record Found
Rebuilt	✓	No Rebuilt Record Found
Salvage	✓	No Salvage Record Found

EVENT CHECK

NHTSA Crash Test Vehicle	✓	No NHTSA Crash Test Vehicle Record Found
Frame Damage	✓	No Frame Damage Record Found
Major Damage Incident	⊖	Major Damage Incident Record Found
Manufacturer Buyback/Lemon	✓	No Manufacturer Buyback/Lemon Record Found
Odometer Problem	✓	No Odometer Problem Record Found
Recycled	✓	No Recycled Record Found
Water Damage	✓	No Water Damage Record Found
Salvage Auction	✓	No Salvage Auction Record Found

VEHICLE INFORMATION

Accident	✓	No Accident Record Found
Corrected Title	✓	No Corrected Title Record Found
Driver Education	✓	No Driver Education Record Found
Fire Damage Incident	✓	No Fire Damage Incident Record Found
Lease	✓	No Lease Record Found
Lien	✓	No Lien Record Found
Livery Use	✓	No Livery Use Record Found
Government Use	✓	No Government Use Record Found
Police Use	✓	No Police Use Record Found
Fleet	✓	No Fleet Record Found
Rental	✓	No Rental Record Found
Fleet and/or Rental	✓	No Fleet and/or Rental Record Found
Repossessed	✓	No Repossessed Record Found
Taxi use	✓	No Taxi use Record Found
Theft	✓	No Theft Record Found
Fleet and/or Lease	✓	No Fleet and/or Lease Record Found
Emissions Safety Inspection	✓	No Emissions Safety Inspection Record Found
Duplicate Title	✓	No Duplicate Title Record Found

RESULTS FOUND

RESULTS FOUND

RESULTS FOUND

CCC provides FARMERS INSURANCE EXCHANGE information reported by Experian regarding the 2015 Nissan Sentra (3N1AB7AP8GY210920). This data is provided for informational purposes. Unless otherwise noted in this Valuation Detail, CCC does not adjust the value of the loss vehicle based upon this information.

LEGEND :

- ✓ No Event Found
- ⊖ Event Found
- ⊕ Information Needed

TITLE CHECK

EVENT FOUND

AutoCheck's database for this loss vehicle found historical events that might indicate a significant automotive problem. These problems can indicate past automotive damage or warnings associated with the vehicle title.

EVENT CHECK

EVENT FOUND

AutoCheck's database for this loss vehicle found historical events that might indicate a significant automotive problem. These problems can indicate past automotive damage or warnings associated with the vehicle title.¹

VEHICLE INFORMATION

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no vehicle information that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

ODOMETER CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

SUPPLEMENTAL INFORMATION



VEHICLE HISTORY INFORMATION

VINGuard®

VINGuard® Message: VINGuard has decoded this VIN without any errors

ISO Vehicle History:

Number of times reported to ISO: 2

ISO's file number: [REDACTED]

Loss date: 02/24/2018

Phone: 8004357764

Claim ref: [REDACTED]

Loss date: 02/24/2018

Phone: 8004357764

Claim ref: [REDACTED]

SUPPLEMENTAL INFORMATION



FULL HISTORY REPORT RUN DATE: 03/06/2018

Below are the historical events for this vehicle listed in chronological order.

EVENT DATE	RESULTS FOUND	ODOMETER READING	DATA SOURCE	EVENT DETAIL
01/29/2016	CA		Independent Source	VEHICLE MANUFACTURED AND SHIPPED TO DEALER
12/16/2016	CA	10	Motor Vehicle Dept.	ODOMETER READING FROM DMV
12/29/2016	GARDEN GROVE, CA		Motor Vehicle Dept.	TITLE (Lien Reported)
12/29/2016	GARDEN GROVE, CA		Motor Vehicle Dept.	REGISTRATION EVENT/ RENEWAL
02/24/2018	CA	7000	Auto Insurance Source	REPORTED AS INSURANCE LOSS - VEHICLE SOLD BY INSURER. CLAIM PAID TO INSURED
02/24/2018	CA		Auto Insurance Source	VEHICLE REPORTED AS TOTAL LOSS
02/24/2018			Auto Insurance Source	VEHICLE LOSS CAUSED BY COLLISION
02/24/2018			Auto Insurance Source	VEHICLE HAD PROPERTY DAMAGE

paid to Nissan

AUTOCHECK TERMS AND CONDITIONS:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

SUPPLEMENTAL INFORMATION



VEHICLE HISTORY INFORMATION

VINguard®

VINguard® Message: VINguard has decoded this VIN without any errors

ISO Vehicle History:

Number of times reported to ISO: 2

ISO's file number: [REDACTED]

Loss date: 02/24/2018

Phone: 8004357764

Claim ref: [REDACTED]

Loss date: 02/24/2018

Phone: 8004357764

Claim ref: [REDACTED]

CCC ONE MARKET VALUATION REPORT

SUPPLEMENTAL INFORMATION



NHTSA VEHICLE RECALL

Owner: [REDACTED]
Claim: [REDACTED]

3

The National Highway Traffic Safety Administration has issued 5 safety related recall notices that may apply to the above valued vehicle.

NHTSA Campaign ID : 16V244000

Mfg's Report Date : APR 25, 2016

Before it was sold to us

Component : AIR BAGS: PASSENGER OCCUPANT CLASSIFICATION SYSTEM

Potential Number Of Units Affected : 3296947

Summary : Nissan North America, Inc. (Nissan) is recalling certain model year 2016-2017 Nissan Maxima, 2013-2016 Nissan Altima, NV200, LEAF, Sentra, and Pathfinder, 2014-2016 Nissan NV200 Taxi, INFINITI QX60, QX60 Hybrid, and Q50 Hybrid, 2014-2017 Nissan Rogue and INFINITI Q50, 2015-2016 Nissan Murano, Murano Hybrid, and Chevrolet City Express, 2014-2015 Nissan Pathfinder Hybrid, and 2013 INFINITI JX35 vehicles. In these vehicles, the front seat passenger Occupant Classification System (OCS) may incorrectly classify an adult passenger as a child or classify the seat as empty despite it being occupied. As a result, the passenger frontal air bag may be turned off and not deploy in the event of a crash.

Consequence : If the passenger frontal air bag does not deploy as intended in the event of a crash, the passenger is at an increased risk of injury.

Remedy : Nissan will notify their owners. Chevrolet City Express owners will be notified by General Motors. Dealers will reprogram the Air Bag Control Unit (ACU) and OCS Electronic Control Unit (ECU) in Altima, Maxima, Murano, Rogue, and Sentra vehicles, and replace the OCS ECU in LEAF, NV200, NV200 Taxi, Pathfinder, INFINITI Q50, JX35, and QX60 and Chevrolet City Express vehicles, free of charge. Interim notices were sent to owners on May 31, 2016. Owners will receive a second notice when remedy parts become available. Owners may contact Nissan customer service at 1-800-867-7669, INFINITI customer service at 1-888-833-3216 or Chevrolet customer service at 1-800-222-1020.

Dates Of Manufacture : JUN 03, 2012 to APR 08, 2016

APRIL 25 2016
9 months Before
it was sold
to us

NHTSA Campaign ID : 16V435000

Mfg's Report Date : JUN 14, 2016

Component : ELECTRICAL SYSTEM: WIRING

Potential Number Of Units Affected : 4355

Summary : Nissan North America, Inc. (Nissan) is recalling certain model year 2016 LEAF vehicles manufactured February 24, 2016, to March 23, 2016, and Sentra vehicles manufactured February 9, 2016, to March 4, 2016. The wiring harness connector may disconnect from the dual-stage passenger air bag.

Consequence : If the wiring harness disconnects, the passenger air bag may not to deploy during a crash, increasing the risk of injury.

Remedy : Nissan will notify owners, and dealers will inspect the wiring harness connector for proper engagement and, if necessary, replace the passenger air bag module and main body harness, free of charge. The recall began on August 9, 2016. Owners may contact Nissan customer service at 1-800-647-7261.

SUPPLEMENTAL INFORMATION

Dates Of Manufacture : FEB 08, 2016 to MAR 03, 2016

NHTSA Campaign ID : 16V485000

Mfg's Report Date : JUN 25, 2016

Potential Number Of Units Affected : 1522

Summary : Nissan North America, Inc. (Nissan) is recalling certain model year 2016 Sentra vehicles manufactured April 11, 2016, through April 26, 2016. The engine room harness may have a terminal pin too large to maintain a connection with the Engine Control Unit (ECU).

Consequence : If the engine room harness loses connection to the ECU, the vehicle may not start or the engine may stall, increasing the risk of a crash.

Remedy : Nissan will notify owners, and dealers will replace the terminal pin on the engine room harness, free of charge. The recall began on August 15, 2016. Owners may contact Nissan customer service at 1-800-647-7261.

Dates Of Manufacture : APR 10, 2016 to APR 25, 2016

NHTSA Campaign ID : 16V242000

Potential Number Of Units Affected : 645898

Summary : Nissan North America, Inc. (Nissan) is recalling certain model year 2013-2016 Sentra vehicles manufactured June 4, 2012, to April 9, 2016. The front passenger seat belt bracket may become deformed if it is used to secure a Child Restraint System (CRS). The deformed seat bracket may cause the Occupant Classification System (OCS) to incorrectly classify the installed CRS, resulting in the front passenger air bag to not be turned off as designed when a CRS is in the seat.

Consequence : If the frontal passenger air bag deploys in the event of a crash when a child seat is installed in the front passenger seat, there will be an increased risk of injury to the child in the CRS.

Remedy : Nissan will notify owners, and dealers will reinforce the seat belt bracket as well as reprogram the Air Bag Control Unit (ACU) and OCS Electronic Control Unit (ECU), free of charge. The recall began on June 13, 2016. Owners are warned not to install a CRS in the front seat. Owners may contact Nissan customer service at 1-800-867-7869.

NHTSA Campaign ID : 17V253000

Mfg's Report Date : APR 12, 2017

Component : AIR BAGS

Potential Number Of Units Affected : 30036

Summary : Nissan North America, Inc. (Nissan) is recalling certain 2015-2017 LEAF and 2014, 2016 and 2017 Sentra vehicles. Due to a manufacturing error within the air bag inflators, the passenger frontal air bag may not properly deploy in the event of a crash.

SUPPLEMENTAL INFORMATION

NHTSA VEHICLE RECALL

NHTSA Campaign ID : 16V244000

Mfg's Report Date : APR 25, 2016

Component : AIR BAGS: PASSENGER OCCUPANT CLASSIFICATION SYSTEM

Potential Number Of Units Affected : 3296947

Summary : Nissan North America, Inc. (Nissan) is recalling certain model year 2016-2017 Nissan Maxima, 2013-2016 Nissan Altima, NV200, LEAF, Sentra, and Pathfinder, 2014-2016 Nissan NV200 Taxi, INFINITI QX60, QX60 Hybrid, and Q50 Hybrid, 2014-2017 Nissan Rogue and INFINITI Q50, 2015-2016 Nissan Murano, Murano Hybrid, and Chevrolet City Express, 2014-2015 Nissan Pathfinder Hybrid, and 2013 INFINITI JX35 vehicles. In these vehicles, the front seat passenger Occupant Classification System (OCS) may incorrectly classify an adult passenger as a child or classify the seat as empty despite it being occupied. As a result, the passenger frontal air bag may be turned off and not deploy in the event of a crash.

Consequence : If the passenger frontal air bag does not deploy as intended in the event of a crash, the passenger is at an increased risk of injury.

Remedy : Nissan will notify their owners. Chevrolet City Express owners will be notified by General Motors. Dealers will reprogram the Air Bag Control Unit (ACU) and OCS Electronic Control Unit (ECU) in Altima, Maxima, Murano, Rogue, and Sentra vehicles, and replace the OCS ECU in LEAF, NV200, NV200 Taxi, Pathfinder, INFINITI Q50, JX35, and QX60 and Chevrolet City Express vehicles, free of charge. Interim notices were sent to owners on May 31, 2016. Owners will receive a second notice when remedy parts become available. Owners may contact Nissan customer service at 1-800-867-7669, INFINITI customer service at 1-888-835-3216 or Chevrolet customer service at 1-800-222-1020.

Dates Of Manufacture : JUN 03, 2012 to APR 08, 2016

NHTSA Campaign ID : 16V436000

Mfg's Report Date : JUN 14, 2016

Component : ELECTRICAL SYSTEM:WIRING

Potential Number Of Units Affected : 4355

Summary : Nissan North America, Inc. (Nissan) is recalling certain model year 2016 LEAF vehicles manufactured February 24, 2016, to March 23, 2016, and Sentra vehicles manufactured February 9, 2016, to March 4, 2016. The wiring harness connector may disconnect from the dual-stage passenger air bag.

Consequence : If the wiring harness disconnects, the passenger air bag may not to deploy during a crash, increasing the risk of injury.

Remedy : Nissan will notify owners, and dealers will inspect the wiring harness connector for proper engagement and, if necessary, replace the passenger air bag module and main body harness, free of charge. The recall began on August 9, 2016. Owners may contact Nissan customer service at 1-800-647-7261.

The National Highway Traffic Safety Administration has issued 5 safety related recall notices that may apply to the above valued vehicle.

12/25/2018

COMPLAINTS TO NISSAN

LETTERS FROM NISSAN FOR [REDACTED]

Nissan

Of Buena Park Complaint 7319034
KALISA

I 1

DATE SEPT 25, 2017

TO NISSAN CONSUMER AFFAIRS:

CASE # [REDACTED]

VIN # 3N1AB7AP8G [REDACTED]

FROM : [REDACTED]

P.O.A. SEE ATTACHMENT A

COMPLAINTS;

1. VERY ROUGH RIDE ,FEELS MORE LIKE I'M IN A JEEP GOING OVER A BUNCH OF ROCKS.
2. WAS TOLD THE CAR WOULD GET 32 MILES TO THE GAL. LOOK AT THE DASH .IT GETS 22.
3. WHEN THE WINDOWS ARE DOWN IT SOUNDS LIKE I HAVE A FLAT TIRE OR A LOUD NOISE EVERY FEW SECONDS ALMOST AS IF SOMETHING IS RUBBING AGAINST SOMETHING. VERY SCARY.
4. CELL PHONE CHARGERS DO NOT WORK AT ALL.SO IF IM AWAY FROM HOME. AND MY PHONE DIES AND IT HAS AND I WAS LOST. GREAT NO NAVIGATION.
5. THE TRANSMISSION STICK WILL GO INTO NEUTRAL , DRIVE 1 OR 2 JUST BY BUMPING THE GEAR SHIFT. EXTREMELY DANGEROUS.
6. THE AIR PRESSURE GAUGE ON THE DASH DOES NOT WORK. ANOTHER DANGER.
- 7 THE TRUNK POPS OPEN IF I'M IN THE STORE OR AT HOME. SEEMS LIKE THE TRUNK IS ALWAYS OPEN.
- 8 THIS CAR ONLY HAS 5,000 MILES ON IT. IT IS A LEMON.
- 9 NO BRAKES BRAKES GO ALL THE WAY TO THE FLOOR. PUMP THEM UP AND THE GO SQUISH WITH A LOT OF AIR IN THEM.
- 10 IT TAKES 20 MIN FOR THE CAR TO DEFROST BACK WINDOW THE WORST, ABSOLUTELY NO VISIBILITY.

no-reply-NissanConsumerAffairs no-reply-nissanconsumeraffairs@nissan-usa.com via 3y37g35m6t8lgiwi.2i7ndhea3lkp.a-9
to me



Dear [REDACTED]

As a valued Nissan customer, your satisfaction throughout your ownership experience is our company's highest priority.

Recently, you contacted Nissan Consumer Affairs with a question or concern. We would appreciate your feedback on our resolution process, as it helps us understand our strengths and opportunities. Our goal is to improve future experience for valued customers like you.

Providing your feedback will only take a few minutes of your time. Please click the "START" button below to begin. The link will remain active for 21 days.

[START SURVEY](#)

Thank you very much for your time and assistance.

Sincerely,

Jaime Copenhaver
Senior Manager
Nissan Consumer Affairs

Case Number - [REDACTED]

Please do not reply as this email address is not monitored.

NISSAN GROUP
OF NORTH AMERICA



Nissan North America, Inc.
Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
Telephone: 1-800-647-7261

10/16/17

28

October 16, 2017

[REDACTED]
Garden Grove, CA [REDACTED]
USA

Case: [REDACTED]
VIN: 3N1AB7AP8GY [REDACTED]

Dear [REDACTED]

We sincerely appreciate you taking the time to contact Nissan regarding your situation. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your request during a review of all available facts pertaining to your situation. Unfortunately, Nissan is not in the position to repurchase your vehicle at this time.

If you believe Nissan has not satisfactorily addressed the issue with your vehicle, you may request further assistance through Auto Line, a special automotive third party complaint resolution program in which Nissan participates. The Auto Line program is independently operated by the Council of Better Business Bureaus, Inc. and is available to you at no charge. To request assistance, either call the BBB at **1-800-955-5100** or write to the following address:

BBB Auto Line Dispute Resolution Division
Council of Better Business Bureaus, Inc.
3033 Wilson Blvd., Suite 600
Arlington, VA 22201-3843

You will also find additional information in your vehicle's New Vehicle Limited Warranty Information Booklet and Supplement to the New Vehicle Warranty Information Booklet.

Thank you again for taking the time to contact us.

Sincerely,

Nissan

Ian

Ian
Consumer Relations Representative
Nissan Consumer Affairs



NISSAN NORTH AMERICA, INC.

Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
Telephone: 1-800-647-7261

October 11, 2018

[REDACTED]
Garden Grove, CA [REDACTED]

REF: Vehicle: 2016 Nissan Sentra
VIN: 3N1AB7AP8G [REDACTED]
Case: [REDACTED]

Dear [REDACTED]

This letter is being sent in regards to your contact with Nissan Consumer Affairs. During your call, you advised you were concerned with the operation of your vehicle and were seeking assistance.

Here at Nissan, we take pride in assisting our customers with concerns. At this time, Nissan is willing to speak with you to explore this matter further. To date, I have been unsuccessful in my attempts to reach you and trying to find the vehicle location. If you are still in need of assistance, please contact me directly at the number provided.

As always, thank you for contacting Nissan North America and we look forward to hearing from you.

Sincerely,

Bereniz
Incident Investigation Specialist
Nissan North America, Inc.
615.725.7383

10/20/2017

Your inquiry to Nissan [ref: [REDACTED]]

- Gmail

11

our inquiry to Nissan [ref: [REDACTED]]

Inbox x Updates

"NissanConsumerAffairs@my-nissan-usa.com" <nissanconsumeraffairs@my-nissan-usa.com> nissanconsumeraffairs@my-nissan-usa.com
to me



KI

10/20/2017

Case # [REDACTED]

VIN #3N1AB7AP8GY [REDACTED]

Dear [REDACTED]

Thank you for taking the time to contact Nissan North America and allowing us the opportunity to be of assistance.

A review of our system shows that the Regional Specialist attempted to contact you on 10/18/17, 10/19/17, and 10/20/17. Please provide us with your best contact number, and a preferred contact time if desired, so we can continue to assist you.

Case # [REDACTED] has been updated to document this request. Please feel free to contact us directly at [REDACTED] with any questions or comments.

Sincerely,

Nissan

Ian
Consumer Affairs Representative
Nissan North America, Inc.

ref: [REDACTED]

Click here to [Reply](#) or [Forward](#)

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10/4/2017

Nissan D

s [ref:

Gmail

"NissanConsumerAffairs@my-nissan-usa.com" <nissanconsumeraffairs@my-nissan-usa.com> nissanconsumeraffairs@my
to me

9
Ser



9/30/17 K3

9/30/2017

Case # [REDACTED]
VIN # 3N1AB7AP8G [REDACTED]

Dear [REDACTED]

Thank you for taking the time to contact Nissan North America.

The document that you sent was received and attached to your case. If there are any concerns with these documents please contact us immediately for correction.

Case [REDACTED] has been updated. If you have any additional concerns or comments, please feel free to email or contact us directly at 1-800-647-7261 (Option 7).

Sincerely,

Nissan

Selina
Consumer Affairs Representative
Nissan North America, Inc.

ref: [REDACTED]

9/30/2017

Your Inquiry to Nissan [ref: [REDACTED]]

Gmail



K2

9/29/2017

Case # [REDACTED]
VIN # 3N1AB7AP8GY [REDACTED]

Dear [REDACTED]

Thank you for taking the time to contact Nissan North America and allowing us the opportunity to be of assistance.

Based upon our previous conversation, we are requesting that you reply to this email and attach the requested documentation. This documentation will help expedite the resolution of your concern.

Case # [REDACTED] has been updated to document your inquiry. Please feel free to reply to this email with your information, or contact us directly at **615-725-7207** with any questions or comments.

Sincerely,

Nissan

Ian
Consumer Affairs Representative
Nissan North America, Inc.

ref: [REDACTED]

10/4/2017

Your inquiry

an [ref: [REDACTED]]

n - Gmail

Your inquiry to Nissan [ref: [REDACTED]]

Inbox

"NissanConsumerAffairs@my-nissan-usa.com" <nissanconsumeraffairs@my-nissan-usa.com> nissanconsumeraffairs@my
to me



9/25/17 KH

9/25/2017

Case [REDACTED]
VIN # 3NIAB7AP80 [REDACTED]

Dear Suzanne Thomas,

Thank you for contacting Nissan North America regarding your concern with your 2016 NISSAN SENTRA. We apologize for any inconvenience this situation may have caused you.

So that we may expedite your inquiry and provide you the best service, please send us the following information:

- Proof of Power of Attorney over Frank Steunenber

You may respond to this email with the information, or it can be faxed to: 615 967 3915

You are welcome to call us at 1-800-647-7261 (Option 7) if you have any further questions.

Case # [REDACTED] has been created to document your inquiry. Please reference this Case number when you write or call. When we receive the requested information from you, we will review your Case thoroughly.

We look forward to hearing from you soon. Your satisfaction is important to us!

Sincerely,

Nissan

Katrina 7319282
Consumer Affairs Representative
Nissan North America, Inc.

ref: [REDACTED] ref: [REDACTED]

Click here to [Reply](#) or [Forward](#)

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11/11/2017

Thank You for Servicing With Us! - [REDACTED] - Gmail

Buena Park Nissan <maintenance@buenaparknissan.dsmessage.com>

to [REDACTED], me, [REDACTED]



**BUENA PARK
NISSAN**

Dear [REDACTED]

On behalf of the entire Service Department and staff at Buena Park Nissan, we would like to thank you for choosing our team to service your NISSAN.

You may be receiving a survey in the mail from NISSAN, asking you to grade us on how we performed in servicing your vehicle along with the quality of work that was performed.

This survey is very important to us and if there is any reason why you cannot give Buena Park Nissan a 100% grade please contact me so I can resolve any questions or concerns you may have. Our goal is to completely satisfy all of our customers that have joined our happy family.

Again, thank you for choosing Buena Park Nissan to service your vehicle. We hope the next time your vehicle needs service you will visit us again!

Sincerely,

Stephen Snider
Service Manager
Buena Park Nissan
6501 Auto Center Dr.
Buena Park, CA 90621
(714) 739-8800

Buena Park Nissan <maintenance@buenaparknissan.dsmessage.com>

to [REDACTED], me, [REDACTED]



**BUENA PARK
NISSAN**

Dear Frank,

On behalf of the entire Service Department and staff at Buena Park Nissan, we would like to thank you for choosing our team to service your NISSAN.

You may be receiving a survey in the mail from NISSAN, asking you to grade us on how we performed in servicing your vehicle along with the quality of work that was performed.

This survey is very important to us and if there is any reason why you cannot give Buena Park Nissan a 100% grade please contact me so I can resolve any questions or concerns you may have. Our goal is to completely satisfy all of our customers that have joined our happy family.

Again, thank you for choosing Buena Park Nissan to service your vehicle. We hope the next time your vehicle needs service you will visit us again!

Sincerely,

Stephen Snider
Service Manager
Buena Park Nissan
6501 Auto Center Dr
Buena Park, CA 90621
(714) 739-0800

This email was sent to: [REDACTED]

From: Buena Park Nissan 6501 Auto Center Dr Buena Park, CA 90621

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

52



INVOICE

GARDEN GROVE, CA

HOME:

CONT:

BUS:

CELL:

DUPLICATE 2
PAGE 2

BUENA PARK NISSAN
6501 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2901
PHONE (714) 739-0800
FAX (714) 690-3162

SERVICE ADVISOR: 1454 BASIR ZAHIR

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
CHARCOAL*	16	NISSAN SENTRA		3N1AB7AP8GY		5961/5968	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC16	DD		18:00 29SEP17		140.00	CASH	29SEP17

R.O. OPENED	READY	OPTIONS:	SOLD-STK
12:31 27SEP17	16:15 29SEP17		

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

E CUSTOMER STATES THAT THE VEHICLES GEARS GOES INTO NEUTRAL AND OR
DRIVE AND VEHICLE WILL NOT SHIFT CHECK & ADVISE

CAUSE: F

00 COULD NOT DUPLICATE CONCERN.

1474 W

(N/C)

TEST DROVE VEHICLE AND COULD NOT DUPLICATE CONCERN.

F CUSTOMER STATES THAT THE VEHICLE WILL NOT DISPLAY TIRE PRESSURE ON
DASH CHECK & ADVISE

CAUSE: F

00 THIS MODEL DOES NOT HAVE THIS FEATURE

1474 W

(N/C)

THIS VEHICLE IS NOT EQUIPPED WITH INDIVIDUAL TIRE DISPLAY
MONITORING.

G CUSTOMER STATES THAT THE TRUNK OPENS BY ITSELF WHEN IN A STORE AND OR
AT HOME CHECK & ADVISE

CAUSE: F

00 COULD NOT DUPLICATE CONCERN

1474 W

(N/C)

COULD NOT DUPLICATE THIS CONCERN. VEHICLE HAS BEEN AT THE SHOP FOR
MORE THAN 24 HOURS AND TRUNK HAS NOT OPENED ON ITS OWN.

H CUSTOMER STATES THAT THE VEHICLE ONLY HAS 5000 MILES AND IT IS A
LEMON

CAUSE: F

00 VEHICLE IS AT NORMAL OPERATIONS.

1474 W

(N/C)

AFTER TEST DRIVING VEHICLE FOUND NO ISSUES AND WOULD NOT CONSIDER
VEHICLE TO BE A LEMON.

I CUSTOMER STATES THAT THE BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR
NEEDS TO PUMP BRAKE IN ORDER TO STOP VEHICLE CHECK & ADVISE

CAUSE: F

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.

STATEMENT OF DISCLAIMER

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.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

BAR # ARD249088

EPA # CAL000316203

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]



INVOICE

DUPLICATE 2
PAGE 1

BUENA PARK NISSAN
5501 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2901
PHONE (714) 739-0800
FAX (714) 690-3162

GARDEN GROVE, CA

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1454 BASIR ZAHIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHARCOAL*	16	NISSAN SENTRA	3N1AB7AP8GY		5961/5968		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC16	DD		18:00 29SEP17		140.00	CASH	29SEP17
R.O. OPENED		READY	OPTIONS:	SOLD-STK:			

12:31 27SEP17 16:15 29SEP17

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

A CUSTOMER STATES THAT THE VEHICLE FEELS LIKE IS IN A JEEP GOING OVER A
BUNCH OF ROCKS CHECK & ADVISE

CAUSE: F

00 COULD NOT DUPLICATE CONCERN

1474 W

(N/C)

SUBL RENTAL

W

(N/C)

TEST DROVE VEHICLE IN MULTIPLE DIFFERENT ROAD SURFACES AND COULD
NOT DUPLICATE CONCERN.

B CUSTOMER STATES THAT THE VEHICLE WOULD GET 32 MILES AND ONLY GET 22
MILES PER GALLON CHECK & ADVISE

CAUSE: F

00 VEHICLE OK AT THIS TIME.

1474 W

(N/C)

VEHICLE AT NORMAL OPERATIONS. CITY AND HIGHWAY MILES CAN FLUCTUATE
GAS MILES. ALSO ROAD SURFACES.

C CUSTOMER STATES THAT WHEN THE VEHICLES WINDOWS ARE DOWN SOUNDS LIKE
HAS A FLAT TIRE OR LOUD NOISE EVERY FEW SECONDS ALMOST AS IF
SOMETHING IS RUBBING AGAINST SOMETHING CHECK & E

CAUSE: F

00 NORMAL OPERATIONS

1474 W

(N/C)

TEST DROVE VEHICLE WITH ALL WINDOWS DOWN, NORMAL OPERATIONS.

D CUSTOMER STATES THAT THE CELL PHONE CHARGERS DO NOT WORK CHECK &
ADVISE

CAUSE: F

00 CELL PHONE OUTLETS WORKING. OK AT THIS TIME.

1474 W

(N/C)

TESTED OUTLET AND OK AT THIS TIME. POSSIBLE ISSUE WITH CUSTOMERS
CHARGING CABLE.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
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fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

BAR # ARD249088

EPA # CAL000316203

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

DUPLICATE 2
PAGE 3



BUENA PARK NISSAN
6501 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2901
PHONE (714) 739-0800
FAX (714) 690-3162

GARDEN GROVE, CA

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1454 BASIR ZAHIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHARCOAL*	16	NISSAN SENTRA	3N1AB7AP8GY		5961/5968		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC16 DD			18:00 29SEP17		140.00	CASH	29SEP17
R.O. OPENED		READY	OPTIONS: SOLD-STK:				

12:31 27SEP17 16:15 29SEP17

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

00 BRAKE PEDAL FEELS FINE AT THIS TIME.

1474 W

(N/C)

CHECKED BRAKE FLUID LEVEL AND BRAKE PADS THAN TEST DROVE VEHICLE.
COULD NOT DUPLICATE CONCERN. OK AT THIS TIME.

J CUSTOMER STATES THAT IT TAKES 20 MINUTES IN ORDER FOR REAR WINDOW TO
DEFROST CHECK & ADVISE

CAUSE: F

00 NORMAL OPERATIONS

1474 W

(N/C)

TEST DEFROSTER AROUND 8:00 A.M AND WITH THE CORRECT SETTINGS WINDOW
DEFROSTED IN ABOUT 3-5 MINUTES. OK AT THIS TIME.

K CUSTOMER STATES THAT THE REAR WINDOWS DO NOT ROLL ALL THE WAY DOWN
CHECK & ADVISE

CAUSE: E

00 NORMAL OPERATIONS

1474 W

(N/C)

NORMAL OPERATIONS. VEHICLE WINDOWS ON THIS MODEL DO NOT ROLL DOWN
ALL THE WAY.

L CAR CARE CLINIC. PERFORM COMPLIMENTARY 27 POINT VISUAL INSPECTION

27 CAR CARE CLINIC. PERFORM COMPLIMENTARY 27

POINT VISUAL INSPECTION

1474 ISP

(N/C)

M STATE INSPECTION-CARB TIRE INFLATION REGULATION-TO REDUCE GREEN HOUSE
EMISSIONS IN CALIFORNIA

CAUSE: PROPER INFLATED TIRES WILL RESULT IN BETTER FUEL EFFICIENCY.

CHECK, INFLATE AND RECORD EACH TIRE TO MANUFACTURERS

RECOMMENDED TIRE PRESSURE

TP STATE INSPECTION-CARB TIRE INFLATION

REGULATION-TO REDUCE GREEN HOUSE EMISSIONS

IN CALIFORNIA

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implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

BAR # ARD249088

EPA # CAL000316203

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

DUPLICATE 2
PAGE 4



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6501 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2901
PHONE (714) 739-0800
FAX (714) 690-3162

GARDEN GROVE, CA

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1454 BASIR ZAHIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHARCOAL* C	16	NISSAN SENTRA	3N1AB7AP8GY		5961/5968		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC16 DD			18:00 29SEP17		140.00	CASH	29SEP17

R.O. OPENED		READY		OPTIONS: SOLD-STK: [REDACTED]			
12:31 27SEP17		16:15 29SEP17					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		1474	TSP				(N/C)

1474 ISP

N TIRE TREAD DEPTH HAS BEEN MEASURED AND TIRES HAVE 6/32 OR MORE
REMAINING. TIRE ARE IN GOOD SHAPE

GTIRE TIRE TREAD DEPTH HAS BEEN MEASURED AND
TIRES HAVE 6/32 OR MORE REMAINING. TIRE ARE
IN GOOD SHAPE

1474 ISP

(N/C)

O CUSTOMER DECLINED OIL CHANGE AT THIS TIME

00 DECLINED

1474 ISP

(N/C)

P** BUENA PARK NISSAN'S LOYALTY CUSTOMER 1ST FREE OIL AND FILTER CHANGE

LOF1 BUENA PARK NISSAN'S LOYALTY CUSTOMER 1ST
FREE OIL AND FILTER CHANGE

1474 IFO

(N/C)

1 15208-65F0E OIL FILTER

(N/C)

1 11026-JA00A WASHER DRAIN

(N/C)

5 999MP-A7001QT PERF 500 5W/30

(N/C)

I authorize Nissan of Buena Park to contact
me at my above-noted telephone numbers and/or
e-mail address on any matter concerning my
vehicle. AAA customers receive a 2 year/24000
mile limited warranty on all service repairs.

SIGNATURE _____

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
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Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

BAR # ARD249088

EPA # CAL000316203

UNIT# [REDACTED]
CUSTOMER #: [REDACTED]



BUENA PARK NISSAN
6501 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2901
PHONE (714) 739-0800
FAX (714) 690-3162

WORKORDER

PAGE 3

GARDEN GROVE, CA

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1454 ZAHIR, BASIR

COL	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG		
CHARCOAL* C 16	NISSAN SENTRA	3N1AB7AP8GY [REDACTED]		5961/ [REDACTED]			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC16 DD			18:00 28SEP17		140.00	CASH	
R.O. OPENED		READY		OPTIONS: STK: [REDACTED]			

27SEP2017 12:31

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# L 27			ISP	CAR CARE CLINIC. PERFORM COMPLIMENTARY 27 POINT VISUAL INSPECTION

# M TP	ISP	STATE INSPECTION-CARB TIRE INFLATION REGULATION-TO REDUCE GREEN HOUSE EMISSIONS IN CALIFORNIA
--------	-----	---

# N GTIRE	ISP	TIRE TREAD DEPTH HAS BEEN MEASURED AND TIRES HAVE 6/32 OR MORE REMAINING. TIRE ARE IN GOOD SHAPE
-----------	-----	--

# O 00	ISP	CUSTOMER DECLINED OIL CHANGE AT THIS TIME
--------	-----	---

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY: X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

SAR # ARD249088

EPA # CAL000316203

Contract with NISSAN

DUE BILL

B3

Service Hours

Service Phone Number

Sales Manager

EXT CLAYTON WHITE
INT CHARCOAL
HIROAKI SATAMA

Identification of Parties

Buyer's Name	Phone
Address	State
City	Zip
Contract Date	
Dealership ("dealer")	Salesperson

Identification of Vehicle ("Vehicle")

Year	Make	Model	VIN	Stock Number
------	------	-------	-----	--------------

Section A: Acknowledgment of Work

You acknowledge that the work described in this Section A, if any, is the only work that you are entitled to have performed at no additional charge. If you request any additional work, dealer will provide you with an estimate of charges for your approval prior to performing the additional work.

A.1. NOTHING ELSE PROMISED

A.2.

A.3.

A.4.

A.5.

Section B: Acknowledgment of Accessories

You acknowledge that the charges for the accessories described in this Section B, if any, were disclosed to you and included in the retail installment sale or lease contract you entered into for the purchase or lease of the Vehicle with your consent. These accessories are the only accessories that you are entitled to have installed at no additional charge. If you request additional accessories, dealer will provide you with an estimate of charges for your approval prior to installation of such accessories.

B.1. CS-DING DEFENDER

B.2. MS-EXPRESS CODE

B.3. GS-PLATINUM FINISH INT

B.4. GS-PROTECH

B.5.

PLEASE NOTE THAT LOANER CARS WILL NOT BE AVAILABLE WHILE THE WORK/INSTALLATION IS BEING PERFORMED
PLEASE CONTACT OUR SERVICE DEPARTMENT AS SOON AS POSSIBLE TO SCHEDULE AN APPOINTMENT

Date _____ Co-buyer's Signature _____
Date _____ Dealer Representative's Signature _____

MODEL

12

BUENA PARK NISSAN

2016 SENTRA

6501 AUTO CENTER DRIVE

BUENA PARK, CA 90621

[REDACTED]
STOCK NUMBER3N1AB7AP8GY
VEHICLE
IDENTIFICATION NOYES
AVAIL. SERVICE
AGREEMENT

MANUFACTURER'S SUGGESTED RETAIL PRICE \$18,905.00

DEALER INSTALLED OPTIONS

(OPTIONAL) GUARDIAN SHIELD
PROTECTION PLAN

\$1,995.00

Includes:

GS - Protech Alarm (\$995.00)

GS - Ding Defender (\$150.00)

GS - Platinum Finish Int (\$500.00)

GS - Express Code (\$350.00)

ADDED MARK-UP

\$3,000.00

DEALER INSTALLED OPTIONS SUBTOTAL

\$1,995.00/

* SELLER'S ASKING PRICE
INCLUDES DEALER INSTALLED OPTIONS:

\$23,900.00

* Plus State and Local Taxes, License Fees, Documentary Fees or Finance Charges, if any.

CONSULT THE FREE GAS MILEAGE GUIDE

for
CITY MPG
consult
FREE GAS
MILEAGE
GUIDEfor
HWY. MPG
consult
FREE GAS
MILEAGE
GUIDE

This label has been affixed to this vehicle by this dealer. It has been designed to clearly indicate any additional charges. It is not affixed by the manufacturer.

**THIS ADDENDUM STICKER IS NOT AN OFFICIAL
FACTORY OR GOVERNMENT STICKER.**

AFFIXED AS A SUPPLEMENTAL
LABEL BY YOUR DEALER

see pg
23

**TRANSPORTATION/NEW VEHICLE DELIVERY SECTION 6
FORMS/EXHIBITS**

AG2 19

6.4: Vehicle Storage Checklist

ARCOAL*CL011

SENT
NISS
16
B16



3N1AB7AP8G

VEHICLE STORAGE CONTROL CHECKLIST

Model _____
VTN _____
First Storage Date _____
PDI Date 02/06/15

Year _____

Initial Storage Check Items	YES	NO	Comments
Was the vehicle washed?			
Clearance around the vehicle adequate?			
Vehicle parked away from trees, power lines, and signs?			
Door edge protectors are in place and properly positioned?			
All lights and accessories are turned off?			
All doors and windows are completely closed?			
Floor, seat, and steering wheel protectors in proper position?			
Driver's door panel and sill plate protectors in proper position.			
Vents closed and control in "Recirc" position?			
Keys out of ignition?			
PGF in good condition (no tears or loose film)?			
Was tire pressure adjusted to 40 P.S.I. (NV to 80 P.S.I.)?			
Was PGF removed 6 months after build date?			

Initial check performed by _____ Date: _____

Storage Check Items (every 30 days)

Storage time	30 days	60 days	90 days	120 days
Maintenance date				
1. Is the vehicle clean?				
2. Does the paint show any signs of damage?				
3. Are clearances around the vehicle adequate?				
4. Is vehicle parked away from trees, power lines, and signs.				
5. Are door edge protectors properly positioned?				
6. Are floor, seat, and steering wheel protectors in place?				
7. Are driver's door panel and sill plate protectors in proper position?				
8. Are all vents closed & control in "Recirc"?				
9. Start engine, run for 30 minutes with A/C and accessories OFF?				
10. Was vehicle moved forward or back 12"?				
11. Are Doors, windows, sunroofs closed?				
12. Is tire pressure set to 40 P.S.I. (NV to 80 P.S.I.)?				
13. Battery Test Result				
Performed by (Inspector's name):				

This Form Should be Photocopied and
Placed in All Vehicles

5/27/15

NISSAN

Deal [REDACTED] Stock [REDACTED]

☐ COLLEGE GRAD ☐ COLLEGE CONNECTION ☒ CUSTOMER CASH ☐ OWNER LOYALTY ☐ OTHER:

PROGRAM ID: [REDACTED]		CLAIM NUMBER: [REDACTED]	
BUYER'S FIRST NAME [REDACTED]		BUYER'S MIDDLE INITIAL [REDACTED]	BUYER'S LAST NAME [REDACTED]
BUYER'S STREET ADDRESS [REDACTED]		BUYER'S AREA CODE [REDACTED]	BUYER'S TELEPHONE [REDACTED]
BUYER'S CITY GARDEN GROVE		BUYER'S STATE CA	BUYER'S ZIP CODE [REDACTED]
PREVIOUS VEHICLE INFORMATION VEHICLE IDENTIFICATION NUMBER 3N1AB7AP8G [REDACTED]		PREVIOUS MODEL CODE 12016	PREVIOUS ACCOUNT NUMBER: [REDACTED]
NEW VEHICLE INFORMATION VEHICLE IDENTIFICATION NUMBER 3N1AB7AP8GY [REDACTED]		MODEL CODE NISSAN	CHECK ONE: ☒ PURCHASE ☐ LEASE
DEALERSHIP VALIDATION I certify that the vehicle identified above is eligible for a NISSAN incentive award in accordance with the subject incentive program Official Program Rules. AUTHORIZED DEALER SIGNATURE [REDACTED]		DATE 12/16/2016	DELIVERY DATE 12/16/2016
DEALERSHIP NAME BUENA PARK NISSAN		PRINT NAME AND TITLE SANDRA DELGADILLO MANAGER	DEALER CODE 5093
DEALERSHIP PHONE NUMBER (714) 739-0800		(Note: Dealer is responsible for payment to the customer on college programs. Nissan North America, Inc. will reimburse the dealer.)	
AWARD INFORMATION AMOUNT 2500.00		PAYABLE TO (CHECK ONE) ☐ DEALER ☐ DEALER EMPLOYEE ☒ CUSTOMER ☐ OTHER:	
PAYABLE TO (PRINT NAME OR NAMES) [REDACTED]		SOCIAL SECURITY NUMBER OR FEDERAL ID [REDACTED]	
STREET ADDRESS, CITY, STATE AND ZIP CODE [REDACTED] GARDEN GROVE CA [REDACTED]			

CUSTOMER MUST READ AND COMPLETE THIS SECTION:

Do not sign this claim form unless it is completely filled in. Please read this form thoroughly before signing and retain a copy of this claim form. Any inquiry regarding award payment must reference the claim number shown above.

IF "CUSTOMER CASH BACK" IS ELECTED, THEN PLEASE CHECK ONE:

☒ I issue the cash payment directly to me. ☐ I hereby assign the cash payment to the dealer.

- If I elect to assign the cash payment toward the purchase or lease of a new vehicle, and assign payment to the dealer, I hereby release Nissan North America, Inc. from any further claim or obligation concerning the "Customer Cash Back" on this vehicle.
- I acknowledge that the cash award is offered by, and will be funded by, Nissan North America, Inc., the manufacturer or distributor of the vehicle, either directly or by payment to the dealer (in the case of a college program).
- If I have been offered the choice of a special finance rate incentive in the alternative to the cash award, I hereby waive that finance rate incentive and acknowledge that any rate I pay in financing the purchase of the vehicle is the interest rate I have negotiated and does not represent a portion of the price of the vehicle.

IF A SPECIAL FINANCE RATE IS ELECTED IN ADDITION TO, OR IN LIEU OF "CUSTOMER CASH BACK," THEN PLEASE CHECK THIS BOX: ☐ Apply Special Finance Rate

- I accept a special finance rate incentive. I acknowledge that the cost of the incentive is to be funded by Nissan North America, Inc. and hereby release Nissan North America, Inc. from any further claim or obligation concerning the Special Finance Rate on this vehicle.
- If I have been offered the choice of a cash award incentive in the alternative to the special finance rate incentive, I hereby waive the cash award and acknowledge that any price I pay for the purchase of the vehicle is the price I have negotiated and does not represent a portion of the finance charge for the financing of the vehicle.

I acknowledge that Nissan North America, Inc. is not a finance company, creditor under any retail installment contract, or seller of retail installment contracts, and is not the provider of any financing on the vehicle.

CUSTOMER [REDACTED]

DATE 12/16/2016

pg 16
backdated
to make it appear to go to dealership



Dea ██████ + Stock ██████ / Ca F01146

GAP ADDENDUM #

12/16/2016

GAP ADDENDUM

CAM313

Customer / Borrower	██████████	Dealer / Creditor	BUENA PARK NISSAN
Address	GARDEN GROVE, CA	Address	6501 AUTO CENTER DRIVE
City, State, Zip	NISSAN SENTRA 2016	City, State, Zip	GARDEN GROVE, CA 92841-2219
Vehicle	12/16/2016	VIN	3N1AB7AP8GY ██████
Inception Date	NISSAN MTR ACPT CORP	Term of Gap	482.63
EMAIL	PO BOX 254648	Term of Financing	MSR/CANADA
Financial Institution/Lender	SACRAMENTO	Maximum Term of GAP	84 mos
Address	XX	Amount Financed	Maximum E
City	52	State	Zip
☐ Balloon ☐ Lease ☐ Financing Contract		For Administrative Purpose: CLASS	

☒ Basic GAP

☐ Commercial GAP

(Available for Vehicles up to 12,500 GVW)
900.00

The charge to You for this GAP Addendum is \$

This Guaranteed Automobile Protection Contract (GAP Addendum) amends the financing contract. This GAP Addendum is between the customer, borrower (I, you, your) and the dealer/creditor (we, us, our), or if assigned with the assignee. Although not required to do so, you have elected to participate in our GAP program. GAP coverage may not cancel or waive the entire amount owing at the time of loss. GAP does not take the place of insurance on the vehicle. You are responsible for maintaining collision and comprehensive insurance on and for the full value of the covered vehicle and any other insurance required by the financing contract or applicable law. You are responsible for all notifications or claims that are required to be filed with your automobile insurance company and with regard to the covered vehicle. We will not process or handle your insurance claims for you.

TERMINATION OF ADDENDUM: This GAP Addendum will terminate on the date that either of the following events occur: 1) the date your financing contract is scheduled to terminate; 2) upon payment in full of the financing contract; 3) expiration of any redemption period following the repossession or surrender of the covered vehicle; 4) in the event of a constructive total loss or theft of the covered vehicle; or 5) the date the financing contract is prepaid or the financing contract is refinanced. It is your responsibility to notify us, in writing, of your request to cancel this coverage and to request a refund/credit of the GAP charge.

ENROLLMENT IS AVAILABLE ONLY AT THE TIME THE FINANCING CONTRACT IS ORIGINALLY EXECUTED. BY YOUR SIGNATURE BELOW, YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED IN ORDER FOR YOU TO OBTAIN CREDIT, DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS, AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OF THIS VEHICLE. This coverage may decrease over the term of your financing contract and may not extend for the full term of your financing contract. You may wish to consult an alternative source to determine whether similar coverage may be obtained and at what cost. You also acknowledge that you have read and understand this GAP Addendum and its provisions. No other verbal representations have been made to you that differ from these written provisions. If you purchase this GAP Addendum from us, you understand that we retain all or a portion of the charge paid by You. This GAP Addendum contains a binding arbitration clause. You should carefully read the back of this GAP Addendum for additional information on eligibility, requirements, conditions and exclusions that could prevent you from receiving benefits under this GAP Addendum.

REPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR

Nation Safe Drivers, LLC/NIU, LLC • 800 Yamato Road, Suite 100 • Boca Raton, FL 33431 • (888) 684-9327

In the event of a constructive total loss to the covered vehicle, we agree to waive our rights against you for the amount due under a payable loss. In addition to the provisions of payable loss, you will remain responsible for payment of any items stated under Exclusions. All payable loss claims must be reported to us within ninety (90) days of receiving settlement from the primary carrier; or if no primary carrier coverage is in effect on the date of loss, within ninety (90) days of the accident or theft. No benefit for payable loss will be available if the claim is not reported within these stated time periods.

YOUR RIGHT TO CANCEL

You have the unconditional right to cancel this GAP Addendum for a refund/credit of the unearned portion of the charge for this GAP Addendum at any time. If you cancel this GAP Addendum within the first thirty (30) days, you will receive a full refund/credit of the GAP Addendum cost provided no loss has occurred. After thirty (30) days, you will receive a refund/credit of the GAP Addendum cost calculated by the pro rata method, or by the refund method as may be required by state or federal law, less a fifty dollar (\$50) cancellation fee. We will refund all charges to the financial institution/lender. To cancel this GAP Addendum and request a refund/credit, you must contact us, in writing, at the address shown above. If you do not receive the refund/credit within sixty (60) days of notice of cancellation/termination, contact the GAP Administrator stated above.

PRINT NAME	DATE	DEALER/CREDITOR NAME	DATE
██████████	12/16/16	BUENA PARK NISSAN	12/16/16
		RE SIGNATURE	DATE

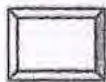
B1

Limited Guarantee Agreement

The terms and conditions for these Limited Guarantee Agreements are on the reverse side of this page. The buyer must purchase the Express Systems' product in order to receive the matching coverage for each product. **ADDITIONAL TERMS ON BACK.**



Express Care Paint
Premium Protection
5 Yrs New - 3 Yrs Used



Express Care Fabric
Premium Protection
5 Yrs New - 3 Yrs Used



Express Care Leather Vinyl
Premium Protection
5 Yrs New - 3 Yrs Used

(Single Purchase in UT) Total Purchase Price \$

Customer and Vehicle Information:

Name

Email

Address

City

State and ZIP

Phone

Year

Make

Model

Vehicle Identification Number

Miles

New or Used

Purchase / Effective Date

This Limited Guarantee Agreement is a Product Warranty and is not Insurance. Express Systems offers a Limited Guarantee to its customers in the event of a loss suffered due to a defect in material or workmanship of one of Express Systems' Express Care Products. In the event one of these products fails to perform as specified, we will provide reimbursement or repair according to the terms stated on the reverse side of this Limited Guarantee.

Issuing Dealership Information:

Name

Address

City

State and ZIP

Phone

ACCEPTANCE OF BENEFITS

I have read, fully understand and accept the terms and conditions, as set forth on the front and back of this LIMITED GUARANTEE for each of the protection packages purchased. I further declare that the information provided on this agreement form is true and correct.

Customer Signature

Date

Dealer Signature

Date

WAIVER OF BENEFITS

I acknowledge that by signing this waiver, I will not receive any guarantee or benefits either express or implied, for any of the above benefit packages.

Customer Signature

Date

Dealer Signature

Date

Deal [REDACTED] Stock [REDACTED]

CONTRACT NUMBER

CONTRACT INFORMATION

CONTRACT HOLDER [REDACTED]			EMAIL [REDACTED]
ADDRESS [REDACTED]		CITY, STATE, ZIP GARDEN GROVE, CA [REDACTED]	PHONE [REDACTED]
YEAR 2016	MAKE NISSAN	MODEL SENTRA	VIN 3N1AB7AP8G [REDACTED]
DEALERSHIP NAME BUENA PARK NISSAN			DATE OF SALE / EFFECTIVE DATE 12 / 16 / 16
DEALERSHIP ADDRESS 6501 AUTO CENTER DRIVE		CITY, STATE, ZIP BUENA PARK, CA 90621	SERVICE DEPT. TELEPHONE NUMBER (714) 739-0800
LIENHOLDER NAME NISSAN MTR ACPT CORP		LIENHOLDER ADDRESS PO BOX 254648, SACRAMENTO, CA 95865-4648	

TERM / OPTIONS

CHECK BOXES FOR: CLASS and EXPIRATION TERM

☒ Class 1 New Nissan Vehicles ☐ Class 2 Pre-owned Nissan Vehicles ☐ Class 3 Pre-owned (non-Nissan) Vehicles	☒ 2 Years	☐ 3 Years	Customer Cost: 963.00
	☐ 4 Years	☐ 5 Years	
	☐ 6 Years 6 Year term available on Class 1 ONLY		

ALL MAINTENANCE SERVICES COVERED BY THIS CONTRACT ARE TO BE PERFORMED AT THE DEALERSHIP LISTED ABOVE

EXCLUSIONS: The Plan will not cover: (1) Loss of use of the vehicle, loss of time, inconvenience, commercial loss, or consequential damages, (2) any services not performed by the selling dealer or its Affiliate, (3) any additional costs for services not specifically listed as covered by this contract, (4) any mechanical breakdown of the covered vehicle, (5) any synthetic oil, (6) diesel vehicles.

NOTE: Maintenance intervals and services may differ with those prescribed in your vehicle Owner's Manual. Services not listed as covered on this contract are not covered by the plan and are to be performed solely at the owner's expense. Severe driving habits may require additional services not covered under this Maintenance Plan. All inspections are done as prescribed by the issuing dealer.

CONTRACT COVERAGE TERM: Contract coverage begins on the Date of Sale shown above and terminates upon the expiration of the term selected above, or intervals associated with that term, whichever occurs first. Please refer to the Limits of Liability on the reverse side of this contract for additional information.

CONTRACT HOLDER: I UNDERSTAND THAT THIS CONTRACT IS BETWEEN ME AND THE SELLING DEALERSHIP AND ALL SERVICES MUST BE PERFORMED AT BUENA PARK NISSAN. I ALSO ACKNOWLEDGE THAT THIS EXPRESS CAREFREE MAINTENANCE PLAN IS NOT AN INSURANCE POLICY OR WARRANTY, NOR DOES IT PROVIDE SERVICES BEYOND THOSE OUTLINED WITHIN THIS CONTRACT. YOUR SIGNATURE MEANS THE PLAN AND THE ACTUAL SERVICES HAVE BEEN REVIEWED BY YOU AND THAT YOU ACCEPT ITS TERMS AND CONDITIONS.

[REDACTED]

12/16/16
DATE

DEALERSHIP REPRESENTATIVE'S SIGNATURE

12/16/16
DATE

1. Express Systems Limited Guarantee Agreement

The terms and conditions for this Limited Guarantee Agreement are on the reverse side of this page. The buyer must purchase the Express Systems' product in order to receive the matching coverage.

ADDITIONAL TERMS ON BACK.



Express Code/Etch
\$2,500 (3 Years)

Product Purchase Price:

350.00

Deal

Stock

2. Customer and Vehicle Information:

Name

Email

Address

GARDEN GROVE, CA

City

State and ZIP

Phone

2016

NISSAN

SENTRA

3N1AB7AP8GY

Year

Make

Model

Vehicle Identification Number

52

NEW

12/16/2016

Miles

New or Used

Express Code/ Etch Number

Purchase / Effective Date

This Limited Guarantee Agreement is a Product Warranty and is not insurance. It is not subject to state insurance laws but is subject to state law concerning warranties. Express Systems offers a Limited Guarantee to its customers in the event of a loss suffered due to a failure of the Express Code or Express Etch. In the event of unrecovered theft of the vehicle within 30 days of the theft (by law enforcement, customer or insurance company) we will pay the Customer according to the terms stated on the reverse side of this Limited Guarantee. Obligations of the warrantor under this vehicle protection product are insured under a reimbursement insurance policy. The purchase of this product is voluntary and is not required to obtain credit.

3. Issuing Dealership Information:

BUENA PARK NISSAN

Name

6501 AUTO CENTER DRIVE

Address

BUENA PARK, CA 90621

(714) 739-0800

City

State and ZIP

Phone

ACCEPTANCE OF BENEFITS

I have read, fully understand and accept the terms and conditions, as set forth on the front and back of this LIMITED GUARANTEE for the protection package purchased. I further declare that the information provided on this agreement form is true and correct.

Customer Signature

12/16/2016

Date

12/16/2016

Dealer Signature (Not required in WA)

Date

WAIVER OF BENEFITS

I acknowledge that by signing this waiver, I will not receive any guarantee or benefits either express or implied, for any of the above benefit packages.

Customer Signature

Date



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PRE-DELIVERY INSPECTION CHECKLIST

Model SENTRA	Model Year 2011	R.O. Number [REDACTED]
Vehicle Identification Number [REDACTED]		R.O. Date 02/05/15

Instructions:

Check ☐ if item is normal. Check ☐ if item needs attention. Upon completion of service required, place an X in ☐ and initial.

Mechanical Checks

Body / Exterior:

- ☐ Install antenna mast and ensure it is tightened to proper torque (if so equipped).
- ☐ Check/Set Tire Pressure:
 - Immediate Sales Inventory: Placard
 - Long Term Storage (Anywhere Not Test Driven): Placard +5 psi
- ☐ Specification Setting: _____ psi
- ☐ IMPORTANT: Consult with Sales Department. Install front license plate mounting hardware/bracket at customer request. Otherwise, place hardware in vehicle for future installation.

Interior / Operation Systems:

- ☐ Push in extended storage switch or install storage fuse (if so equipped).
Leave BCM in Transit Mode (if so equipped). Refer to NTB10-124.
Note: Some features listed below may not fully function when in BCM Transit Mode.
Remove fuse or pull out storage switch after PDI inspection.
- ☐ Do not start engine until after battery check.
- ☐ Check audio function, radio, and CD (if so equipped).
- ☐ Check operation of the Voice Recognition System (if so equipped).
- ☐ Check wiper/washer operation.
 - Wipe off windshield to remove all dust and debris.
 - Check wiper performance under wet conditions. DO NOT operate wipers on dry windows.
- ☐ Check operation of lights as follows:
 - ☐ headlights.
 - ☐ tail lights.
 - ☐ signals.
 - ☐ stop and back-up lights.
 - ☐ sun visor vanity mirror lights (if so equipped).
 - ☐ overhead and map courtesy lights.
- ☐ Confirm all vehicle fob functions (Lock/Unlock, Trunk Release, Panic Alarm).
- ☐ Check Intelligent Key system (if so equipped).
 - Separate fobs and confirm hands free functions.
- ☐ Check door and trunk operation.
- ☐ Check the immobilizer function by checking that each key will start the vehicle.
- ☐ Set clock to proper time
- ☐ Install navigation mapping disc/SD card (if so equipped).
- ☐ Calibrate compass (if so equipped).
- ☐ Check heated seats (if so equipped).
- ☐ Check rear center shoulder belt connector tongue is latched (if so equipped).
- ☐ Check function of any interior shades (if so equipped).
- ☐ Check sun visor operation both fold down/up and side movement.
- ☐ Check that all bins/storage compartments open/close/function properly including overhead sunglass compartment.

Engine Compartment:

- ☐ Check 12V battery using GR8 or EXP800 tool. Record Battery Test Code **100 100 100 100**
(Keep printout in vehicle records). Refer to NTB09-022.
- ☐ Check windshield washer solvent level is full.

Road Test:

- ☐ Check brakes function including parking brake.
- ☐ Check A/C & heater functions.
- ☐ Check moonroof operation (if so equipped).
- ☐ Check Power Window one-touch auto-up/down operation (if so equipped).
- ☐ Check horn operation.
- ☐ Check cruise control operation (if so equipped).
- ☐ Check steering wheel alignment. Refer to NTB08-097.
- ☐ Check for abnormal noises/vibration.
- ☐ Confirm all dash warning lights are off.
- ☐ Check rear view monitor system (if so equipped).
- ☐ Confirm Navigation system is tracking local roads (if so equipped).
- ☐ Ensure TCU is activated (if so equipped). Reference TSB NTB 15-049a for assistance.
- ☐ Connect CONSULT to vehicle.
 - ☐ Perform "Diagnosis (All Systems)" with engine running and verify no DTCs are present.
- ☐ Reset trip computer and fuel economy.

Cosmetic Checks

Leave Paint Guard Film (PGF) and wheel masks on vehicles in storage. Leave Bumper, Door Protectors and all driver's area protective devices in place. Refer to NTB01-032, NTB10-112 and the Nissan Assurance Products Resource Manual for details.
Do Not remove any CONSUMER information labels or tags.

Exterior:

- ☐ Remove PGF and clean PGF residue lines.
- ☐ Remove rear hatch finisher protection.
- ☐ Wash exterior of vehicle using methods described in the Assurance Products Resource Manual.
- ☐ Check for scratches, chips, dents, or damage on exterior panels, bumpers, and glass. Repair immediately.
- ☐ Leave wheel masks intact. Refer to NTB10-112.

Interior:

- ☐ Keep floor protection, door panel, seat covers, sill plate and steering wheel protection devices installed until sale.
- ☐ Remove all labels from glass except consumer information labels or tags. Clean glass after removing stickers.
- ☐ Check for soiling and damage. Repair/clean immediately.
- ☐ Check that shift lock plug is installed.
- ☐ Install cargo net (if so equipped).

I hereby certify that all operations have been completed and this vehicle has been prepared in line with NISSAN specifications. In addition, I have also rechecked all items requiring attention AFTER the items have been serviced, in line with NISSAN quality control standards and procedures.

TECHNICIAN NAME

TECHNICIAN SIGNATURE

QUALITY CONTROL INSPECTOR NAME

QUALITY CONTROL INSPECTOR SIGNATURE



NEW VEHICLE SALES DEPARTMENT

(PERFORM WITH CUSTOMER)

NEW VEHICLE DELIVERY CHECKLIST

Owner's Name (Principal Driver):

VIN:

Day Phone:
()

Evening Phone:
()

Email Address:

Delivery Date:

Pre-Delivery Preparations:

- ☐ Ensure extended storage switch is pushed in and the Body Control Module transit mode is deactivated.
- ☐ Ensure all protective devices are removed (protective film from transmission shifter indicator, paint guard film, wheel masks, bumper/door protectors and driver's area protection).
- ☐ Check tire pressure of all tires and adjust to placard (refer to TSB NTB11-027).
- ☐ Install wheel trim/center caps.

1. Review Owner's Manual:

- ☐ Seats, restraints, and supplemental air bag systems.
- ☐ Instruments and controls.
- ☐ In case of emergency.
- ☐ Appearance and care.
- ☐ Technical and consumer information.

2. Review "Service and Maintenance Guide", and "Warranty Information Booklet":

A. Maintenance Requirements

- ☐ Recommended maintenance, 5,000 miles or every 6 months

B. Warranty Information

- ☐ Summarize terms of warranty using page 1 of Warranty Information Booklet.

3. Review "Customer Care/Lemon Law Information Booklet":

- ☐ Overview section.
- ☐ Applicable state information.

4. Vehicle Registration Information:

- ☐ Any questions contact: _____
phone: _____
- ☐ Provide customer with state-required pre-sale disclosure notice.
- ☐ State inspection (if applicable).

5. Tour The Dealership:

- ☐ Location of Service and Parts Departments/hours of operation.
- ☐ Introduction to service representative.
- ☐ Attach business/appointment reminder card.
- ☐ Dealership appointment policy.
- ☐ First maintenance: Date: _____ Time: _____
- ☐ Offer One To One Rewards Card.

6. Conduct Exterior Inspection:

- ☐ Vehicle exterior is clean and in showroom new condition.
- ☐ IMPORTANT: Ask if owner prefers front license plate bracket attached at delivery or to return at a later date. Advise that hardware is in the vehicle.

7. Conduct Interior Inspection:

- ☐ Vehicle interior is clean and in showroom new condition.

8. Provide Customer With A Full Tank Of Fuel:

- ☐ Vehicle has a full tank of fuel.

9. Product Operation:

- ☐ Explain/demonstrate key vehicle features using the attached Delivery Checklist and printed Quick Reference Guide (QRG).

10. Orientation Drive (Optional):

- ☐ Demonstrate instruments and controls.
- ☐ Review ABS operation.
- ☐ Explain Transmission operation (Xtronic CVT and transmission fluid).
- ☐ Explain Vehicle Dynamic Control (VDC) operation.

NOT Filled out

Customer Approval

I have inspected the vehicle and acknowledge all items on the Pre-Delivery Inspection Checklist, New Vehicle Delivery Checklist, and printed Quick Reference Guide have been reviewed with me, including verifying that I have received the full tank of gas and the state required pre-sale disclosure information. I have thoroughly inspected the entire vehicle and verified that the interior and exterior of the vehicle are in showroom condition.

Customer's Signature

Salesperson Acknowledgement

I have inspected the vehicle, reviewed the Pre-Delivery Inspection Checklist, New Vehicle Delivery Checklist, and printed Quick Reference Guide with the customer, and verified that the actions checked have been performed, including providing the customer with a full tank of gas and the state required pre-sale disclosure information. I understand that Nissan is relying upon this acknowledgement as evidence for reimbursement of my dealership for the cost of the full tank of gas.

Print Sales Consultant Name _____

Sales Consultant Signature _____

Dealer Representative Signature _____

Balance	\$579	\$616	\$396	\$391	\$413	\$0
Scheduled Payment	\$46	\$46	\$29	\$29	\$29	
Amount Paid	\$50	\$55	\$29	\$29	\$0	\$0
Past Due	\$0	\$0	\$0	\$0	\$0	\$0
High Balance	\$656	\$656	\$418	\$413	\$413	\$0
Rating	7F	7H	7C	7K	7K	7H

WEBBANK/FRESHSTART # [REDACTED] ****

6250 RIDGEWOOD ROA
SAINT CLOUD, MN 56303
(855) 734-0342

Date Opened: 12/05/2016
Responsibility: Individual Account
Account Type: Installment Account

Date Updated: 03/26/2017
Payment Received: \$94
Last Payment Made: 03/26/2017

Pay Status: Current; Paid or Paying as Agreed
Terms: \$0 per month, paid Monthly for 8 months
Date Closed: 03/26/2017

Loan Type: INSTALLMENT SALES CONTRACT

High Balance: High balance of \$152 from 01/2017 to 03/2017
Remarks: CLOSED

	12/2016	01/2017	02/2017
Balance	\$0	\$109	\$124
Scheduled Payment	\$0	\$17	\$17
Amount Paid	\$94	\$17	\$30
Past Due	\$0	\$0	\$0
Rating	7K	7K	7K

Regular Inquiries

Regular Inquiries are posted when someone accesses your credit information from TransUnion. The presence of an inquiry means that the company listed received your credit information on the dates specified. These inquiries will remain on your credit file for up to 2 years.

BBMC MORTGAGE VIA CREDIT PLUS

31550 WINTERPLACE PKWY
SALISBURY, MD 21804
(800) 258-3488
Requested On: 05/19/2018
Inquiry Type: Individual
Permissible Purpose: CREDIT TRANSACTION

TD AUTO FINANCE

PO BOX 9223
FARMINGTON HILLS, MI 48333
(800) 556-8172
Requested On: 12/16/2016
Inquiry Type: Individual

CBCBUENA PARK NISSAN

6501 AUTO CENTER DR
BUENA PARK, CA 90621
Phone number not available
Requested On: 12/16/2016
Inquiry Type: Individual
Permissible Purpose: CREDIT TRANSACTION

CHASE AUTO

PO BOX 901003
FORT WORTH, TX 76101
(800) 336-6675
Requested On: 12/16/2016
Inquiry Type: Joint

COMPASS BANK INDIRECT

PO BOX 11830
BIRMINGHAM, AL 35202
(205) 297-6720
Requested On: 12/16/2016
Inquiry Type: Participant

GENEVA FINANCIAL LL VIA UNIVERSAL CREDIT SERVICES

370 REED ROAD SUITE 100
BROOMALL, PA 19008
(610) 284-1000
Requested On: 11/15/2016
Inquiry Type: Individual
Permissible Purpose: CREDIT TRANSACTION

The companies listed below received your name, address and other limited information about you so they could make a firm offer of credit or insurance. They did not receive your full credit report. These inquiries are not seen by anyone but you and do not affect your score.

TRANSUNION CONSUMER INTE

100 CROSS STREET
SAN LUIS OBISPO, CA 93401
(805) 782-8282
Requested On: 06/10/2018, 05/10/2018, 04/11/2018, 03/12/2018, 12/10/2017

TransUnion

1

The listing of a company's inquiry in this section means that they obtained information from your credit file in connection with an account review or other business transaction with you. These inquiries are not seen by anyone but you and will not be used in scoring your credit file (except insurance companies may have access to other insurance company inquiries, certain collection companies may have access to other collection company inquiries, and users of a report for employment purposes may have access to other employment inquiries, where permitted by law).

TRANSUNION INTERACTIVE IN

100 CROSS ST
STE 202
SAN LUIS OBISPO, CA 93401
(844) 580-6816
Requested On: 08/05/2018, 08/04/2018

SUZANNE THOMAS VIA TRANSUNION INTERACTIVE

100 CROSS STREET 202
SAN LUIS OBISPO, CA 93401
(800) 493-2392
Requested On: 07/29/2018, 07/22/2018, 07/09/2018, 07/01/2018, 06/08/2018, 05/14/2018, 05/06/2018, 04/24/2018, 04/10/2018, 03/22/2018, 03/06/2018, 02/16/2018, 02/02/2018, 01/16/2018, 12/16/2017, 11/16/2017, 10/02/2017, 09/16/2017, 08/16/2017, 07/16/2017, 06/16/2017, 05/16/2017, 04/16/2017, 03/16/2017
Permissible Purpose: CONSUMER REQUEST

GETTINGTON**SUZANNE THOMAS VIA TRANSUNION INTERACTIVE**

100 CROSS STREET 202
SAN LUIS OBISPO, CA 93401
(844) 580-6816
Requested On: 08/04/2018
Permissible Purpose: CONSUMER REQUEST

318984904 VIA TRANSUNION INTERACTIVE

100 CROSS STREET 202
SAN LUIS OBISPO, CA 93401
(800) 493-2392
Requested On: 05/20/2018, 04/14/2017
Permissible Purpose: CREDIT MONITORING

TRANSUNION CONSUMER INTE

COPY

Deal [REDACTED] Stock [REDACTED]

CONTRACT INFORMATION

CONTRACT HOLDER [REDACTED]				EMAIL [REDACTED]	
ADDRESS [REDACTED]			CITY, STATE, ZIP GARDEN GROVE, CA [REDACTED]		PHONE [REDACTED]
YEAR 2016	MAKE NISSAN	MODEL SENTRA	VIN 3N1AB7AP8GY [REDACTED]		
DEALERSHIP NAME BUENA PARK NISSAN				DATE OF SALE / EFFECTIVE DATE 12 / 16 / 16	
DEALERSHIP ADDRESS 6501 AUTO CENTER DRIVE		CITY, STATE, ZIP BUENA PARK, CA 90621		SERVICE DEPT. TELEPHONE NUMBER (714) 739-0800	
LIENHOLDER NAME NISSAN MTR ACPT CORP		LIENHOLDER ADDRESS PO BOX 254648, SACRAMENTO, CA 95865-4648			

TERM / OPTIONS

CHECK BOXES FOR: CLASS and EXPIRATION TERM

☒ Class 1 New Nissan Vehicles ☐ Class 2 Pre-owned Nissan Vehicles ☐ Class 3 Pre-owned (non-Nissan) Vehicles	☒ 2 Years ☐ 3 Years ☐ 4 Years ☐ 5 Years ☐ 6 Years 6 Year term available on Class 1 ONLY	Customer Cost: 963.00
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ALL MAINTENANCE SERVICES COVERED BY THIS CONTRACT ARE TO BE PERFORMED AT THE DEALERSHIP LISTED ABOVE

EXCLUSIONS: The Plan will not cover: (1) Loss of use of the vehicle, loss of time, inconvenience, commercial loss, or consequential damages, (2) any services not performed by the selling dealer or its Affiliate, (3) any additional costs for services not specifically listed as covered by this contract, (4) any mechanical breakdown of the covered vehicle, (5) any synthetic oil, (6) diesel vehicles.

NOTE: Maintenance intervals and services may differ with those prescribed in your vehicle Owner's Manual. Services not listed as covered on this contract are not covered by the plan and are to be performed solely at the owner's expense. Severe driving habits may require additional services not covered under this Maintenance Plan. All inspections are done as prescribed by the issuing dealer.

CONTRACT COVERAGE TERM: Contract coverage begins on the Date of Sale shown above and terminates upon the expiration of the term selected above, or intervals associated with that term, whichever occurs first. Please refer to the Limits of Liability on the reverse side of this contract for additional information.

CONTRACT HOLDER: I UNDERSTAND THAT THIS CONTRACT IS BETWEEN ME AND THE SELLING DEALERSHIP AND ALL SERVICES MUST BE PERFORMED AT BUENA PARK NISSAN. I ALSO ACKNOWLEDGE THAT THIS EXPRESS CAREFREE MAINTENANCE PLAN IS NOT AN INSURANCE POLICY OR WARRANTY, NOR DOES IT PROVIDE SERVICES BEYOND THOSE OUTLINED WITHIN THIS CONTRACT. YOUR SIGNATURE MEANS THE PLAN AND THE ACTUAL SERVICES HAVE BEEN REVIEWED BY YOU AND THAT YOU ACCEPT ITS TERMS AND CONDITIONS.

12/16/16

DATE



 DEALERSHIP REPRESENTATIVE'S SIGNATURE

12/16/16

DATE

DUE BILL

EMAIL

Service Hours

Service Phone Number

Sales Manager

EXT CLOUD WHITE

INT CHARCOAL

HIROAKI SAYAMA

Identification of Parties

Buyer				Phone		
GARDEN GROVE, CA		State	Zip	Contract Date		
				12/16/16		
Dealership ("dealer")				Salesperson		
JULIA PARK NISSAN				THADDSOTH P.		

Identification of Vehicle ("Vehicle")

Year	Make	Model	VIN	Stock Number
2016	NISSAN	SENTRA	3N1AB7AP8G1	

Section A: Acknowledgment of Work

You acknowledge that the work described in this Section A, if any, is the only work that you are entitled to have performed at no additional charge. If you request any additional work, dealer will provide you with an estimate of charges for your approval prior to performing the additional work.

A.1. NOTHING ELSE PROMISED

A.2.

A.3.

A.4.

A.5.

Section B: Acknowledgment of Accessories

You acknowledge that the charges for the accessories described in this Section B, if any, were disclosed to you and included in the retail installment sale or lease contract you entered into for the purchase or lease of the Vehicle with your consent. These accessories are the only accessories that you are entitled to have installed at no additional charge. If you request additional accessories, dealer will provide you with an estimate of charges for your approval prior to installation of such accessories.

B.1. GS-DING DEFENDER

B.2. GS-EXPRESS CODE

B.3. GS-PLATINUM FINISH INT

B.4. GS-PROTECH

B.5.

PLEASE NOTE THAT LOANER CARS WILL NOT BE AVAILABLE WHILE THE WORK/INSTALLATION IS BEING PERFORMED
PLEASE CONTACT OUR SERVICE DEPARTMENT AS SOON AS POSSIBLE TO SCHEDULE AN APPOINTMENT

12/16/16

Date

Co-buyer's Signature

12/16/16

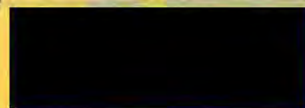
Date

Dealer Representative's Signature

LAW

FORM NO. LAWCA-4120 (REV. 7/13)

© 2013 The Reynolds and Reynolds Company. TO ORDER: www.reynolds.com; 1-800-344-0996; fax 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR
FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.



Limited Guarantee Agreement

The terms and conditions for these Limited Guarantee Agreements are on the reverse side of this page. The buyer must purchase the Express Systems' product in order to receive the matching coverage for each product. **ADDITIONAL TERMS ON BACK.**



Express Care Paint
Premium Protection
5 Yrs New – 3 Yrs Used



Express Care Fabric
Premium Protection
5 Yrs New – 3 Yrs Used



Express Care Leather Vinyl
Premium Protection
5 Yrs New – 3 Yrs Used

(Single Purchase in UT) Total Purchase Price \$

Customer and Vehicle Information:

Name			Email
Address			
City	State and ZIP		Phone
Year	Make	Model	Vehicle Identification Number
Miles	New or Used		Purchase / Effective Date

This Limited Guarantee Agreement is a Product Warranty and is not Insurance. Express Systems offers a Limited Guarantee to its customers in the event of a loss suffered due to a defect in material or workmanship of one of Express Systems' Express Care Products. In the event one of these products fails to perform as specified, we will provide reimbursement or repair according to the terms stated on the reverse side of this Limited Guarantee.

Issuing Dealership Information:

Name		
Address		
City	State and ZIP	Phone

ACCEPTANCE OF BENEFITS

I have read, fully understand and accept the terms and conditions, as set forth on the front and back of this LIMITED GUARANTEE for each of the protection packages purchased. I further declare that the information provided on this agreement form is true and correct.

Customer Signature _____ Date _____

Dealer Signature _____ Date _____

WAIVER OF BENEFITS

I acknowledge that by signing this waiver, I will not receive any guarantee or benefits either express or implied, for any of the above benefit packages.

Customer Signature _____ Date _____

Dealer Signature _____ Date _____

LIMITED GUARANTEE AGREEMENT

1. DEFINITIONS

- Administrator** - refers to Express Systems, Inc., 25541 Commercentre Dr., Suite 100, Lake Forest, CA 92630 (800)-705-4001.
- Guarantor / Warrantor** - Refers to Express Systems, Inc. 25541 Commercentre Dr., Suite 100, Lake Forest, CA 92630 (800)-705-4001.
- Limited Guarantee / Limited Warranty** - Refers to the Limited Guarantee / Warranty Agreement(s) that is(are) selected on the front of this form.
- New Vehicles** - Any vehicle that is previously untitled, current model year vehicles that have less than 7,500 miles and factory/program vehicles that have less than 20,000 miles.
- Used Vehicles** - Any vehicle that is four model years old or less, has less than 75,001 miles and does not qualify as a New Vehicle as described above.
- Vehicle** - This refers to the non-commercial private passenger automobile, truck or van that is rated as less than one ton and is described on the front of this form.
- We, Us and Our** - Refers to Express Systems, Inc. who is the guarantor/warrantor.
- You and Your** - Refers to the consumer that signs this agreement and is listed under the Customer and Vehicle Information section of this form.

2. WHAT IS COVERED

- PAINT** - When properly applied, Express Systems' Paint Sealant is warranted for a period of 60 months on New Vehicles or 36 months on Used Vehicles. We will repair any paint defect that is caused by oxidation, fading or dullness in appearance, pollution, water spotting, industrial fallout, insects, salts and harsh detergents, when your vehicle has been regularly cleaned and properly maintained. In addition we will warrant against damage caused by bird droppings or tree sap up to \$1,000. It is understood that the surface must be cleaned of any droppings or sap as soon as reasonably possible to avoid deterioration of the painted surface.
- FABRIC** - When properly applied, Express Systems' Fabric Sealant, is warranted for a period of 60 months on New Cars or 36 months on Used Cars. We will repair any non-corrosive stain to the interior fabric, when your vehicle interior has been regularly cleaned and properly maintained.
- RLV** - When properly applied, Express Systems' Leather, Vinyl Sealant is warranted for a period of 60 months on New Cars or 36 months on Used Cars. We will repair any non-corrosive stain to the interior leather or vinyl, when your vehicle interior has been regularly cleaned and properly maintained.

3. WHAT IS NOT COVERED

The following events and circumstances are not covered by this limited Guarantee Agreement.

- PRE-EXISTING DAMAGE IS NOT COVERED.**
- ANY AREA THAT WAS NOT TREATED BY THE PRODUCTS IS NOT COVERED.**
- APPEARANCE OR TRIM PARTS:** This Limited Guarantee Agreement does not cover the failure of unpainted appearance or bright trim parts of your vehicle. The Limited Guarantee does not cover damage caused by bird droppings or tree sap in excess of \$1,000.
- VEHICLE EXTERIOR:** The Agreement does not cover painted exterior areas of the vehicle that have defective, flaking, peeling, spotting, chipping, scratched, cracking or separating paint. Damage caused by sand/stone abrasions and dents and dings are also not covered. Bumpers, hinges, decals, graphic designs and the insides of truck beds and tailgates are not covered.
- VEHICLE INTERIOR:** The Agreement does not cover damage to the vehicle that was caused by corrosive substances, blood, bleach, acid, dye, ink, tar, paint or gum that cause staining or fading, defects in the vehicle's manufacturing materials or imperfections causing staining or fading; burned, torn or ripped materials subject to vandalism or mishandled by vehicle owner, or failure to exercise reasonable care by any vehicle occupant; alterations or modifications of fabric or leather surfaces causing fading or staining; odor removal of cushions; and staining from water is not covered.
- NORMAL MAINTENANCE:** Your vehicle's finish must be cleaned and checked regularly as recommended by the vehicle manufacturer. This is normal maintenance and not covered.
- IMPROPER USE:** Damage caused by abnormal use of your vehicle is not covered. This would include damage caused by, without limitation: continuing to use your vehicle once a defect has been identified, not performing proper, normal maintenance as recommended by the vehicle manufacturer, or negligence or misuse of your vehicle.
- DAMAGES OR FAILURES BEYOND OUR CONTROL:** Damages or failures due to things beyond our control are not covered. This would include without limitation: collision, accident, vandalism, fire, submersion, improper repairs, corrosion, contamination or chemical damage.
- INCIDENTAL OR CONSEQUENTIAL DAMAGES:** Your vehicle is not covered for incidental or consequential expenses such as loss of time or use, inconvenience, commercial loss, personal injury or property damage.
- DELAYS OF PERFORMANCE:** Your vehicle is not covered, nor are we liable for delays in performance or failure to perform in whole or in part under the terms of this Limited Guarantee Agreement due to labor dispute, strike, shortages, acts of war, civil commotion, accident, vandalism, fire, flood, acts of God or other causes beyond our control.
- MANUFACTURER'S WARRANTY:** Your vehicle is not covered where the manufacturer's warranty or recall shall take precedent.
- NON-REGISTERED GUARANTEES:** Your vehicle is not covered for claims on guarantees that have not been submitted to us by the selling dealer. **YOU MAY VERIFY YOUR COVERAGE BY CALLING (800) 705-4001.**
- N.A.D.A. VALUE:** Claims under this Guarantee cannot exceed the current N.A.D.A. wholesale book value for the covered vehicle.

4. WHAT TO DO IF YOU HAVE A CLAIM OR QUESTIONS

You may initiate a claim by visiting our website at <http://claims.portfolioco.com/>. If you cannot return your vehicle to the issuing dealership listed on the front of this contract, please contact Administrator for assistance. (Claims are not subject to a deductible. Non-manufacturer parts will not be leveraged for repair.) (No prior approval required in UT, see state provisions below.)

EXPRESS SYSTEMS CLAIMS DEPARTMENT - 25541 Commercentre Dr., Suite 100, Lake Forest, CA 92630 (877) 705-4001; Fax (480) 897-7507

If you have a claim, you must notify Express Systems and take your vehicle back to the original Dealer if possible (see above). In addition, you will also need to:

- Give the repair shop a copy of this Limited Guarantee Agreement.
- Allow the repair shop to inspect the vehicle to determine the cause of complaint and the full extent of the damage.
- Provide a photograph of the damage for all Paint, Fabric and Leather Vinyl claims.
- Have the repair shop call to report the claim prior to the start of any repairs. The repair shop will need to receive an approval number in order to receive payment for the cost of repairs. (No prior approval required in UT, see State Provisions below)
- A copy of the repair order, photograph and Limited Guarantee must be sent to the administrator for payment to be made. We reserve the right to inspect your vehicle before any repairs are made.

5. DISCLAIMER AND LIMITATION OF GUARANTEES

- THE OBLIGATIONS DESCRIBED ABOVE ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU AND SUCH OBLIGATION IS IN LIEU OF ALL OTHER GUARANTEES; ANY IMPLIED GUARANTEE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THE VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THIS LIMITED GUARANTEE AGREEMENT. IN ADDITION, WE SHALL NOT BE LIABLE OR RESPONSIBLE FOR ANY INCIDENTAL, CONSEQUENTIAL, COMMERCIAL OR EXEMPLARY LOSSES OR DAMAGES RESULTING FROM:**
 - THE BREACH OF THIS LIMITED GUARANTEE AGREEMENT OR
 - ANY IMPLIED GUARANTEE
- Limitations on how long an implied guarantee will last or the exclusion of incidental or consequential damages are applicable by state, so the above limitations or exclusions may not apply to you.
- This Limited Guarantee Agreement gives you specific legal rights and you may also have other rights that vary from State to State.
- No representative, employee, dealer, or agent of Express Systems or of Issuing Dealership, is authorized to alter, extend, amend or modify the Limited Guarantee whatsoever.

1. **WHAT IS COVERED:** EXPRESS CODE/ETCH \$2,500 - If, during the first 36 months from the purchase date on the Express Code/Etch-A-Glass Vehicle Marking System, the vehicle is stolen and not recovered, by the owner of the vehicle or their insurance company, within 30 days from the date of the police report, we will pay the registered vehicle owner \$2,500.

2. **WHAT IS NOT COVERED:** This Limited Guarantee Agreement does not cover the following events and circumstances. **A)** That is not a direct loss from theft of Covered Vehicle. **B)** That occurs after the expiration of the term of the Limited Warranty/Product Guarantee. **C)** That resulted from theft by any person who had access to the Covered Vehicle's keys, or any person related to the Registered Customer by blood, marriage or adoption including wards and fosters. **D)** Vehicle theft that occurs when the vehicle is left unlocked or with keys left in the vehicle. **E)** To any vehicle used for commercial purposes or emergency services. **F)** In which the Registered Customer fails to report the theft of Covered Vehicle to the police w/ in 24 hours of discovery of theft. **G)** On Covered Vehicles that do not have a Primary Insurance Carrier providing comprehensive coverage on the Covered Vehicle. **H)** In which the Registered Customer failed to take reasonable precautions against theft (include but not limited to: left keys in Covered Vehicle, gave Covered Vehicle to thief or otherwise left keys in thief's possession. **I)** Where the Primary Insurance Carrier providing comprehensive coverage insurance for the Covered Vehicle has not yet paid or refuses to pay any monies for the theft of the Covered Vehicle. **J)** If Covered Vehicle is recovered within 30 days of the date of the police report. **K)** If the Registered Customer has not submitted to the administrator prior to 45 days from the date of theft, the info referred to in the claims procedures section. **L)** That occurs outside the continental U.S or Canada. **M)** Occurring after repossession, confiscation or surrender. **N)** The vehicle is not covered for incidental or consequential expenses such as loss of time or use, inconvenience, commercial loss, personal injury or property damage. **O)** Resulting from fraudulent acts, illegal acts or material misrepresentation of the Registered Customer, whether acting alone or w/ others. **P)** Resulting from war, terrorism, invasion, civil war, insurrection, rebellion or revolution, nuclear reaction, nuclear radiation or radioactive contamination. **Q)** Resulting from earthquake, explosion, falling objects, fire or smoke, flood or acts of God. **R)** Delays of performance or failure to perform due to labor dispute, strike, shortages, acts of war, civil commotion, accident, fire, flood, acts of God or other causes beyond control.

NON-REGISTERED GUARANTEES: Your vehicle is not covered for claims on guarantees that have not been submitted to us by the selling dealer. **YOU MAY VERIFY YOUR COVERAGE BY CALLING (800) 705-4001.**

THIS LIMITED GUARANTEE AGREEMENT IS A PRODUCT WARRANTY AND MAY NOT BE CANCELED, ASSIGNED OR TRANSFERRED.

3. **WHAT TO DO IF YOU HAVE A CLAIM OR QUESTIONS:**

You will need to contact our Warrantor, Express Systems, Inc., to report a claim: EXPRESS SYSTEMS CLAIMS DEPT. - 25541 Commercentre Dr., Suite 100, Lake Forest, CA 92630 (877) 705-4001. Obligations of the warrantor under this vehicle protection product are insured under a reimbursement insurance policy. The purchase of this product is voluntary and is not required to obtain credit. If a covered service is not provided by the Warrantor before the 61st day after the date the consumer provides proof of loss, the consumer may apply for reimbursement directly to the reimbursement insurance policy provider, Virginia Surety Company, Inc. 175 W. Jackson, Chicago, IL 60604, (800) 209-6206.

IF YOU HAVE A THEFT CLAIM:

1. Report the theft to the police (within 24 hours of discovery) and your primary insurance carrier.
2. After 30 days if your vehicle has not been recovered, you must notify the selling dealer and send Warrantor the following items by registered mail. All documents must be received within 60 days of primary insurance settlement. If documents are not received, the claim will be void:
 - a. Copy of this Limited Guarantee Agreement.
 - b. Copy of the police report.
 - c. Copy of your final insurance settlement. The primary insurance information must include the date of loss and the type of loss.
 - d. If your system required active arming you must also return all sets of keys, remotes or activating devices before any claim will be authorized.
 - e. Any other documents reasonably requested.
3. Upon inspection of the vehicle and/or documents and within 30 days of receipt of said documents, Express Systems will determine the validity of the claim and authorize the appropriate remedy for authorized claims. Express Systems reserves the right to remit claim payments directly to the authorized dealer.

4. **DISCLAIMER AND LIMITATION OF GUARANTEE**

- A. THE OBLIGATIONS DESCRIBED ABOVE ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU AND SUCH OBLIGATION IS IN LIEU OF ALL OTHER GUARANTEES; ANY IMPLIED GUARANTEE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THE VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THIS LIMITED GUARANTEE AGREEMENT. IN ADDITION, WE SHALL NOT BE LIABLE OR RESPONSIBLE FOR ANY INCIDENTAL, CONSEQUENTIAL, COMMERCIAL OR EXEMPLARY LOSSES OR DAMAGES RESULTING FROM: (1) THE BREACH OF THIS LIMITED GUARANTEE AGREEMENT OR (2) ANY IMPLIED GUARANTEE
- B. Some States do not allow limitations on how long an implied guarantee will last or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
- C. This Limited Guarantee Agreement gives you specific legal rights and you may also have other rights that vary from State to State.
- D. No representative, employee, dealer, or agent of Express Systems or of Issuing Dealership, is authorized to alter, extend, amend or modify the guarantee whatsoever.

STATE SPECIFIC DISCLOSURES

California: To be eligible for this warranty, the warranty holder must have comprehensive insurance coverage on the vehicle that is protected by the anti-theft device.

Hawaii: Unresolved complaints concerning a warrantor or questions concerning the regulation of the warrantor may be addressed to the Hawaii Insurance Division, Department of Commerce & Consumer Affairs, P.O. Box 3614, Honolulu, Hawaii 96811-3614, 808-586-2790.

Indiana: Your proof of payment to the issuing dealer for this Contract shall be considered proof of payment to the insurance company which backs Our obligations to You, providing such Coverage was in effect at the time You purchased this Contract. This service contract is not insurance and is not subject to Indiana insurance law.

Louisiana: Per LSA-R.S. 32:1276(3), the Non-Registered Guarantees clause above shall be deleted for the purposes of this contract on any contract purchased in Louisiana.

New Jersey: THIS AGREEMENT IS A PRODUCT WARRANTY, NOT INSURANCE, AND IS UNDER THE PURVIEW OF THE DIVISION OF CONSUMER AFFAIRS. Questions about this warranty may be directed to the Division of Consumer Affairs, 124 Halsey St, Newark, NJ 07101, (973) 504-6200, www.niconsumeraffairs.gov; and questions about the warranty reimbursement insurance policy may be directed to the Department of Banking and Insurance, 20 West State Street, P.O. box 325, Trenton, NJ 08625 (800) 446-7467, www.state.nj.us/dobi/index.html.

Ohio: This vehicle protection product Guarantee is not subject to the insurance laws of this state, contained in Title XXXIX of the Ohio Revised Code. This Guarantee may not include all of the benefits or protections of an insurance policy that includes theft coverage issued by an insurer authorized to do business in Ohio.

Oklahoma: Per OSC 36 § 6656: If the vehicle protection product fails to prevent loss, reimbursement under this contract shall be given for incidental costs in the fixed amount of \$2,500.

Oregon: Consumers may address unresolved complaints concerning a warrantor or questions concerning a warrantor or questions concerning the regulation of a warrantor to the Department of Consumer and Business Services, Insurance Division - 2, P.O. Box 14480, Salem, OR 97309-0405, 888-877-4894.

Texas: In Texas unresolved complaints concerning a registered warrantor or questions concerning the regulation of a warrantor may be addressed to the Texas Department of Licensing and Regulations at P.O. Box 12157, Austin, TX 78711, (512) 463-6599.

Utah: Coverage under this contract is not guaranteed by the Property & Casualty Guaranty Association. This service contract or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint contact the Utah Insurance department.



RENTAL AGREEMENT FACE PAGE

DEALER INFORMATION		
BUENA PARK NISSAN		
6501 AUTO CENTER DR		
BUENA PARK	CA	90621
714-739-0800	JULIO CASTANEDA	

RO#		Unit#	R#
CUSTOMER INFORMATION			
Cus			
Home			
City	GARDEN GROVE		State CA
Driver's License No.	State CA		Expires
Birth Date	Home Telephone		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

Additional Driver's Name NONE	Birth Date
Driver's License No.	State CA
Expires	
Additional Driver's Name NONE	Birth Date
Driver's License No.	State CA
Expires	

RENTAL VEHICLE INFORMATION	
Date and Time IN	10/26/2017 12:05 PM
Date and Time OUT	09/27/2017 12:37 PM
Date and Time DUE IN	10/20/2017 12:37 PM
Vehicle VIN Plate #/State	3N1AB7AP6H CA
Vehicle Description	2017 NISSAN SENTRA SUPER BLACK
Mileage IN	2961
Mileage OUT	2420
Miles Driven	541
Miles Allowed	0
Chargeable Miles	541

CUSTOMER INSURANCE INFORMATION	
Insurer FARMERS	Agent
Policy No.	Expiration Date
	Telephone

DAMAGE DESCRIPTION	
Condition Out:	
Condition In:	
☐ PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.	

RATES DO NOT INCLUDE FUEL		RENTAL CHARGES
HOURS: 0 @ \$ 9.28 PER HOUR		0:00
DAYS: 2 @ \$ 27.84		55:68
WEEKS: 0 @ \$ 0.00		0:00
MILES: 541 @ 0.00 PER MILE		0:00
TOTAL TIME & MILEAGE CHARGES		807:36
TAXABLE FUEL 4.95 GAL @ \$7.00		34:65
VEH. LIC. COST REC. FEE		842:01
ESTIMATED TOTAL CHARGES		
TAXABLE SUB-TOTAL		842:01
TAX @ 7.75 %		65:26
NON-TAXABLE FUEL GAL @ \$		
VEH. LIC. COST REC. FEE		
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER		
SUB-TOTAL		907:27
TOTAL CHARGE		907:27
METHOD OF PAYMENT		
☐ CHECK		REFUNDED
☐ AMEX ☐ MC		0.00
☐ VISA ☐ OTHER		
#		CUSTOMER INITIALS
☐ CARD VERIFIED		X

Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement.

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ _____ plus fuel @ \$7.00 per gallon.

\$500 Already Paid 10/19/17
CC

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate payment card voucher in your name for all Charges, including Tolls and Violations and to release your billing/rental information to third parties for billing/processing and other legitimate purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement; agree that we may contact you about this rental by calling or texting you (including by pre-recorded/artificial voice or automatic dialing system) at the mobile telephone number you provided above; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our final audit. ALL CHARGES SUBJECT TO FINAL AUDIT.

Customer

California Rental Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions.** "Agreement" means all terms and conditions found on the "Face Page" and in these Terms and Conditions. "You" or "your" means the person identified as the Customer on the Face Page, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "We," "us" or "our" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "Vehicle" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair ("Service Replacement Vehicle"). "Authorized Driver" means: (a) the Customer and the Customer's spouse; (b) additional drivers listed by us in this Agreement; (c) if the Customer is a business entity, Customer employees who are permissible drivers on the business entity's auto insurance policy; and (d) the Customer's employer and co-workers, if engaged in business activity with the Customer. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must possess a valid driver's license. If the Vehicle is a Service Replacement Vehicle, and the Customer is the title owner of that vehicle, then the Customer and the Customer's spouse must be at least age 18. All other Authorized Drivers must be at least age 21. "Charges" means the fees and charges that are incurred under this Agreement. "Vehicle License Recovery Fee" means a charge to recover vehicle license and vehicle registration fees as permitted under California law. "Rental Period" means the period between the time you take possession of the Vehicle until the Vehicle is either returned to or recovered by us and checked in by us.

2. **Rental; Consideration; Indemnity and Warranties.** This is a contract for rental of the Vehicle offered to you. Your signature on the Face Page is acceptance of this offer and acknowledgment that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; financial benefits we receive from others for the service/repair work. Financial benefits we receive from others to obtain and use this Vehicle as a Service Replacement Vehicle; a fee you pay us; and/or the rights and obligations of this Agreement. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. You agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle. **We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

3. **Inspection; Condition and Return of Vehicle.** You must return the Vehicle to our office on the date and time specified on the Face Page with at least as much fuel as when rented, unless we offer, and you purchase, pre-paid fuel. You will check and maintain Vehicle fluid levels. You may extend the Rental Period for up to 1 week if you obtain our consent before the date due, and we may require you to return the Vehicle to our rental office for inspection. The total Rental Period may not exceed 30 days under any circumstances. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of it until we inspect it on reopening for business, and all Charges may continue to accrue. You must obtain our prior written approval before servicing the Vehicle or replacing parts or accessories. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during this rental.

4. **Responsibility for Damage or Loss; Reporting to Police.** You are responsible for all damage to and loss of the Vehicle caused by collision. Your responsibility includes: (a) all physical and mechanical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle calculated in accordance with California law; (ii) if we determine that the Vehicle is repairable, the reasonable estimated retail value or actual cost of repair; (b) an administrative fee as permitted by California law; (c) our actual charges for towing, storage, and impound; and (d) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You are responsible for loss due to theft of the Vehicle and any damage caused by vandalism that occurs in connection with a theft if you fail to exercise ordinary care while in possession of the Vehicle. You are responsible for damage due to vandalism not associated with theft of the Vehicle up to a maximum of \$500. You are responsible for replacing missing equipment and Vehicle documents and keys. You must report all Vehicle accidents or incidents of theft and vandalism to us and the police upon discovery.

5. **Prohibited Uses.** The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol, prescription or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a crime; (e) to carry persons or property for hire; (f) to tow an object in excess of the 2,000 pounds, unless specifically approved by notation on the Face Page, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) if applicable, by anyone who lacks experience driving a vehicle with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; or (p) by anyone sending or reading an electronic message, including text (SMS) messages or emails, while operating the Vehicle. **Smoking is prohibited in the Vehicle. PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).**

6. **Insurance.** You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this rental agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; (c) Uninsured/underinsured ("UM"/"UIM") coverage where required; and (d) Comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. Engaging in a Prohibited Use described in paragraph 5 or any other material breach of this Agreement will void any insurance coverage.

7. **Charges.** You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer. You will pay us all Charges, including: (a) taxes and surcharges; (b) a return check fee if you pay us with a check returned unpaid; (c) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (d) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a late fee on all Charges that are not paid when due; (f) a reasonable fee not to exceed \$350 to clean the Vehicle if it is returned substantially less clean than when rented; (g) fuel and a refueling fee if you return the Vehicle with less fuel than when rented; (h) applicable time and mileage fee; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee of up to \$500 if you lose the keys or toll transponder to the Vehicle; and (l) a late fee if you do not return the Vehicle as specified on the Face Page. **All Charges are subject to our final audit.**

8. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are responsible for paying the charging authorities directly all tolls ("Tolls") traffic violations; parking citations; fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("Processor") of our choosing an administrative fee of up to \$50 for each such notification. You authorize us to release your rental and payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all payments, service fees and administrative fees to the payment card you used in connection with this rental.

9. **Personal Information; Telematic Devices; Communications.** You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement and for other legitimate business purposes. **The Vehicle may be equipped with global positioning satellite technology or another telematics system, and/or an event data recorder.** Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems to the extent permitted by California law. This remote monitoring may include collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, and other elements we may deem necessary. You should have no expectation of privacy related to your use of this Vehicle. The Vehicle also may be equipped with devices that permit you to pair your own mobile devices, and which may download your personal contacts, communications, location or other digital data. You should delete all personal information from the Vehicle's systems before returning it. To service your account or recover amounts you owe, you agree that we or our assignee may contact you by calling or sending text messages or emails to any email address or telephone number you provide us, including wireless telephone numbers, which could result in additional charges to you. You represent that you are either the owner or primary user of the number(s) and email address you provided. Methods of contact may include pre-recorded/artificial voice messages and/or use of an automatic dialing device. You may revoke your consent at any time by contacting us in writing at the address on the Face Page.

10. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose. **UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH THIS TRANSACTION OR THE RESERVATION OR USE OF A VEHICLE.** If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

**TRANSPORTATION/NEW VEHICLE DELIVERY SECTION 6
FORMS/EXHIBITS**

EX 5 

6.4: Vehicle Storage Checklist



VEHICLE STORAGE CONTROL CHECKLIST

3N1A37AP8G

RCOAL*CLOU

SENT
NISS
16
B16

Model _____ Year _____
VIN _____
First Storage Date _____
PDI Date 02/06/16

Initial Storage Check Items	YES	NO	Comments
Was the vehicle washed?			
Clearance around the vehicle adequate?			
Vehicle parked away from trees, power lines, and signs?			
Door edge protectors are in place and properly positioned?			
All lights and accessories are turned off?			
All doors and windows are completely closed?			
Floor, seat, and steering wheel protectors in proper position?			
Driver's door panel and sill plate protectors in proper position.			
Vents closed and control in "Recirc" position?			
Keys out of ignition?			
PGF in good condition (no tears or loose film)?			
Was tire pressure adjusted to 40 P.S.I (NV to 80 P.S.I)?			
Was PGF removed 6 months after build date?			

Initial check performed I _____ Date: _____

Storage Check Items (every 30 days)

Storage time	30 days	60 days	90 days	120 days
Maintenance date				
1. Is the vehicle clean?				
2. Does the paint show any signs of damage?				
3. Are clearances around the vehicle adequate?				
4. Is vehicle parked away from trees, power lines, and signs.				
5. Are door edge protectors properly positioned?				
6. Are floor, seat, and steering wheel protectors in place?				
7. Are driver's door panel and sill plate protectors in proper position?				
8. Are all vents closed & control in "Recirc"?				
9. Start engine, run for 30 minutes with A/C and accessories OFF?				
10. Was vehicle moved forward or back 12"?				
11. Are Doors, windows, sunroofs closed?				
12. Is tire pressure set to 40 P.S.I (NV to 80 P.S.I)?				
13. Battery Test Result				
Performed by (Inspectors name):				

This Form Should be Photocopied and
Placed in All Vehicles

870015

A handwritten signature in black ink on a white background. The signature consists of the letters 'L', 'O', 'R', and 'H' written in a cursive, flowing style. The 'L' and 'O' are connected, as are the 'R' and 'H'. The 'H' has a long, sweeping tail that extends downwards and to the right.



NEW VEHICLE SALES DEPARTMENT
(PERFORM WITH CUSTOMER)

ATT 5

SALES

NEW VEHICLE DELIVERY CHECKLIST

Owner's Name (Principal Driver):

VIN:

Day Phone:
()

Evening Phone:
()

Email Address:

Delivery Date:

Pre-Delivery Preparations:

- ☐ Ensure extended storage switch is pushed in and the Body Control Module transit mode is deactivated.
- ☐ Ensure all protective devices are removed (protective film from transmission shifter indicator, paint guard film, wheel masks, bumper/door protectors and driver's area protection).
- ☐ Check tire pressure of all tires and adjust to placard (refer to TSB NTB11-027).
- ☐ Install wheel trim/center caps.

1. Review Owner's Manual:

- ☐ Seats, restraints, and supplemental air bag systems.
- ☐ Instruments and controls.
- ☐ In case of emergency.
- ☐ Appearance and care.
- ☐ Technical and consumer information.

2. Review "Service and Maintenance Guide", and "Warranty Information Booklet":

A. Maintenance Requirements

- ☐ Recommended maintenance:
5,000 miles or every 6 months

B. Warranty Information

- ☐ Summarize terms of warranty using page 1 of Warranty Information Booklet.

3. Review "Customer Care/Lemon Law Information Booklet":

- ☐ Overview section.
- ☐ Applicable state information.

4. Vehicle Registration Information:

- ☐ Any questions contact: _____
phone: _____
- ☐ Provide customer with state-required pre-sale disclosure notice.
- ☐ State inspection (if applicable).

5. Tour The Dealership:

- ☐ Location of Service and Parts Departments/hours of operation.
- ☐ Introduction to service representative.
- ☐ Attach business/appointment reminder card.
- ☐ Dealership appointment policy.
- ☐ First maintenance: Date: _____ Time: _____
- ☐ Offer One To One Rewards Card.

6. Conduct Exterior Inspection:

- ☐ Vehicle exterior is clean and in showroom new condition.
- ☐ IMPORTANT: Ask if owner prefers front license plate bracket attached at delivery or to return at a later date. Advise that hardware is in the vehicle.

7. Conduct Interior Inspection:

- ☐ Vehicle interior is clean and in showroom new condition.

8. Provide Customer With A Full Tank Of Fuel:

- ☐ Vehicle has a full tank of fuel.

9. Product Operation:

- ☐ Explain/demonstrate key vehicle features using the attached Delivery Checklist and printed Quick Reference Guide (QRG).

10. Orientation Drive (Optional):

- ☐ Demonstrate instruments and controls.
- ☐ Review ABS operation.
- ☐ Explain Transmission operation (Xtronic CVT and transmission fluid).
- ☐ Explain Vehicle Dynamic Control (VDC) operation.

Customer Approval

I have inspected the vehicle and acknowledge all items on the Pre-Delivery Inspection Checklist, New Vehicle Delivery Checklist, and printed Quick Reference Guide have been reviewed with me, including verifying that I have received the full tank of gas and the state required pre-sale disclosure information. I have thoroughly inspected the entire vehicle and verified that the interior and exterior of the vehicle are in showroom condition.

Customer's Signature _____

Salesperson Acknowledgement

I have inspected the vehicle, reviewed the Pre-Delivery Inspection Checklist, New Vehicle Delivery Checklist, and printed Quick Reference Guide with the customer, and verified that the actions checked have been performed, including providing the customer with a full tank of gas and the state required pre-sale disclosure information. I understand that Nissan is relying upon this acknowledgement as evidence for reimbursement of my dealership for the cost of the full tank of gas.

Print Sales Consultant Name _____

Sales Consultant Signature _____

Dealer Representative Signature _____



NEW VEHICLE SALES DEPARTMENT
(PERFORM WITH CUSTOMER)

SALES

NEW VEHICLE DELIVERY CHECKLIST

Owner's Name (Principal Driver):

VIN:

Day Phone:
()

Evening Phone:
()

Email Address:

Delivery Date:

Pre-Delivery Preparations:

- ☐ Ensure extended storage switch is pushed in and the Body Control Module transit mode is deactivated.
- ☐ Ensure all protective devices are removed (protective film from transmission shifter indicator, paint guard film, wheel masks, bumper/door protectors and driver's area protection).
- ☐ Check tire pressure of all tires and adjust to placard (refer to TSB NTB11-027).
- ☐ Install wheel trim/center caps.

1. Review Owner's Manual:

- ☐ Seats, restraints, and supplemental air bag systems.
- ☐ Instruments and controls.
- ☐ In case of emergency.
- ☐ Appearance and care.
- ☐ Technical and consumer information.

2. Review "Service and Maintenance Guide", and "Warranty Information Booklet":

A. Maintenance Requirements

- ☐ Recommended maintenance:
5,000 miles or every 6 months

B. Warranty Information

- ☐ Summarize terms of warranty using page 1 of Warranty Information Booklet.

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Print Sales Consultant Name _____

Sales Consultant Signature _____

Dealer Representative Signature _____



NEW VEHICLE SALES DEPARTMENT

(PERFORM WITH CUSTOMER)

NEW VEHICLE DELIVERY CHECKLIST

SALES

Owner's Name (Principal Driver):

VIN:

Day Phone:
()

Evening Phone:
()

Email Address:

Delivery Date:

Pre-Delivery Preparations:

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- ☐ Ensure all protective devices are removed (protective film from transmission shifter indicator, paint guard film, wheel masks, bumper/door protectors and driver's area protection).
- ☐ Check tire pressure of all tires and adjust to placard (refer to TSB NTB11-027).
- ☐ Install wheel trim/center caps.

1. Review Owner's Manual:

- ☐ Seats, restraints, and supplemental air bag systems.
- ☐ Instruments and controls.
- ☐ In case of emergency.
- ☐ Appearance and care.
- ☐ Technical and consumer information.

2. Review "Service and Maintenance Guide", and "Warranty Information Booklet":

A. Maintenance Requirements

- ☐ Recommended maintenance:
5,000 miles or every 6 months

B. Warranty Information

- ☐ Summarize terms of warranty using page 1 of Warranty Information Booklet.

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- ☐ Overview section.
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Print Sales Consultant Name: _____

Sales Consultant Signature _____

Dealer Representative Signature _____

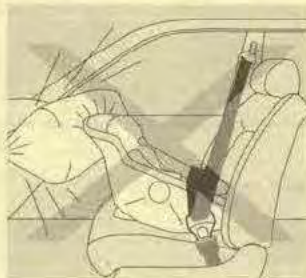
Air Bags and Seatbelts

CONCERN FOR YOUR SAFETY

Nissan urges you to always use your available seat belt restraint system whenever you drive, even if your vehicle is equipped with supplemental air bags. Please ask all of your passengers to buckle up, too. For children, make sure they're secured in an appropriate child restraint or booster seat. Seat belts do save lives.

WHENEVER THERE IS A CHILD IN YOUR VEHICLE

The risk of serious or fatal injury to children in automobile accidents can be reduced with a properly installed child restraint. Before you install a child restraint in your vehicle, please consult the vehicle owner's manual and the child restraint manufacturer's instructions for proper installation.



Never install a rear-facing child restraint in the front passenger seat. An inflating front passenger air bag could seriously injure or kill your child. According to accident statistics, children are safer when properly restrained in the rear seat than in the front seat. Nissan and the federal government recommend that children 12 and under should ride in the rear seat, properly secured in child

restraints, booster seats, or seat belts, according to their size.

If you must install a forward-facing child restraint in the front passenger seat, move the passenger seat to the rearmost position. See the vehicle owner's manual for details and additional important information.

THE NISSAN ADVANCED AIR BAG SYSTEM

Most Nissan vehicles are equipped with the Nissan Advanced Air Bag System (AABS) for the driver and front passenger seats. Typically, this system monitors information from several crash sensors: the seat belt buckle sensors, and the occupant classification system.

FASTER THAN THE EYE CAN BLINK

In an accident, a lot can happen in just one second. Generally, at 0.01 seconds an air bag begins to inflate. At 0.04 seconds it is fully inflated. And by 0.1 seconds it has done its job and is deflating. Considering the speed of these events, it's not surprising that many people involved in a frontal collision do not realize that their air bags did inflate.

THE MOST IMPORTANT PART OF AN AIR BAG: YOUR SEAT BELT

Your chances of surviving a collision will improve greatly if one simple piece of advice is followed: **Always wear your seat belt.** Don't count on just the air bags for crash safety; they are merely a *supplemental* restraint system. Seat belts help to protect the occupants of your vehicle during collisions in which the air bags aren't designed to activate. And, in situations where the air bags are activated, seat belts enhance their effectiveness and can help reduce the risk of injury from an inflating air bag. Seat belts will also help protect the occupants of your vehicle during multiple-impact collisions, while the air bags only work one time if a collision is severe enough to activate them.

HOW AND WHEN FRONT AIR BAGS WORK

While the inner workings of a supplemental front air bag system are complicated, understanding what makes the front air bags deploy is

rather easy. The vehicle's front air bag sensor system is designed to detect rapid deceleration, usually associated with moderate to severe frontal collisions within a limited range of angles. The vehicle's deceleration rate is related to various factors, such as speed of the vehicles involved, the weight and stiffness of the vehicles/objects involved, contact locations, and the angle of impact, to name a few. Once the sensor system is activated, the front air bags inflate with a harmless gas almost instantly. The front air bags will not usually activate in side-impact collisions, rear-end collisions, rollover accidents, while driving on rough roads, or during hard braking. However, deceleration rates in some situations can be similar to those found in frontal impacts and may result in front air bag activation.

WHEN THE FRONT AIR BAGS INFLATE

Please remember, for the supplemental front air bags to be most effective, you must always buckle up and sit a suitable distance back to allow room for the air bags to inflate. For the front air bags to do their job, they must inflate with great force. This may cause serious or even fatal injury if, for example, you're sitting or leaning too close to the steering wheel or dashboard during inflation. Even when seated properly, there is a possibility of injury from an inflating front air bag. This usually consists of minor skin abrasions or burns, but may be more serious. Overall, these injuries are minimal compared to the injuries the front air bags are designed to prevent. After the front air bags have inflated, you may notice a light smoke within the cabin. This is a normal by-product of the rapid chemical reaction necessary to inflate the front air bags and, although harmless, it may cause minor irritations.

SIDE-IMPACT, CURTAIN SIDE-IMPACT, AND CURTAIN SIDE-IMPACT/ROLLOVER AIR BAG SYSTEMS (if so equipped)

Most Nissan vehicles are equipped with supplemental side-impact air bags and curtain side-impact air bags. Side-impact air bags are located on the side of the seatbacks of the front seats. Curtain side-impact air bags and curtain side-impact/rollover air bags are located in the left and right side roof rails or in the top of the front door trim.

Side-impact air bags and curtain side-impact air bags are designed to inflate in higher-severity side collisions, on the side where the vehicle is impacted. However, they may inflate if the forces in another type of collision are similar to those of a higher-severity side-impact. Curtain side-impact/rollover air bags are designed to inflate in certain types of side-impact and rollover collisions.

Side-impact air bags and curtain side-impact air bags, along with the use of seat belts, help to cushion the impact force to the head and chest of the front occupants. In most Nissan vehicles, curtain side-impact air bags also help to cushion the impact force to the head of rear outboard-seated occupants. These air bags can help save lives and reduce serious injury. However, an inflating side-impact air bag, curtain side-impact air bag, or curtain side-impact/rollover air bag may cause abrasions or other injuries.

DRIVER SUPPLEMENTAL KNEE AIR BAG (if so equipped)

Certain Nissan vehicles are equipped with a driver supplemental knee air bag. The knee air bag is located in the knee bolster, and is designed to inflate in higher-severity frontal collisions. The knee air bag, along with the use of the seat belt, helps cushion the impact force to the driver's lower extremities.

See your Nissan Owner's Manual for other important information.

Anti-lock Brake System (ABS) Operation

ANTI-LOCK BRAKE SYSTEM

The ABS controls the brakes at each wheel so the wheels will not lock when braking abruptly or when braking on slippery surfaces. This helps the driver to maintain steering while braking.

USING THE SYSTEM

Depress the brake pedal and hold it down. **Do not pump the pedal.** Doing so may result in increased stopping distances.

SELF-TEST FEATURE

Each time you start your vehicle, you may hear a "clunk" noise or feel a "pulsation" in the pedal. This is the ABS self-test feature. It is normal.

NORMAL OPERATION

While the actuator is working, you may feel a pulsation in the brake pedal and hear a noise or vibration from the actuator under the hood. This is normal and indicates that the anti-lock system is working properly. However, the pulsation may indicate that road conditions are hazardous and extra care is required while driving.

Please refer to your Nissan Owner's Manual for more information.

2016 Sentra Delivery Checklist

NISSAN

PLEASE DEMONSTRATE OR EXPLAIN THE FOLLOWING KEY FEATURES:



NAVIGATION SYSTEM (if so equipped)

- ☐ Operate the touch-screen and/or scrolling dial
- ☐ Add a home location
- ☐ Set a destination
- ☐ Search for nearby places
- ☐ SiriusXM Travel Link
- ☐ SiriusXM Traffic
- ☐ Turn the display off
- ☐ Navigation updates are available at the dealership

NISSANCONNECTSM SERVICES (if so equipped)

- ☐ Overview of features
- ☐ Ensure TCU is active (Car icon is visible on map screen)
- ☐ Assist with enrollment (via NNA.net.com)
- ☐ Download the NissanConnect Services companion app from the App Store
- ☐ Locate and describe SOS button
- ☐ Locate and describe headset button
- ☐ Move NissanConnect Services icon to home screen

NISSANCONNECTSM MOBILE APPS (if so equipped)

- ☐ Registration and vehicle pairing
- ☐ Download the NissanConnect Mobile Apps companion app from the App Store
- ☐ Overview of functionality
- ☐ Bluetooth[®] pairing for Android[®]
- ☐ USB pairing for iPhone[®] when equipped with navigation, Bluetooth[®] pairing for iPhone[®] when equipped with display audio

HANG TAGS AND PLACARDS

- ☐ Explain all installed hang tags and placards

ELECTRONIC QUICK REFERENCE GUIDE (EQRG)

- ☐ View instructional video examples on phone or tablet



FRONT AUDIO/ ENTERTAINMENT SYSTEM

- ☐ On/off/volume/tune features
- ☐ Store an FM/AM radio station in a preset
- ☐ SiriusXM[®] Satellite Radio (if so equipped)
 - Store a SiriusXM Satellite Radio station in a preset
- ☐ Plug in audio device using AUX or USB
- ☐ Streaming audio via Bluetooth[®] (if so equipped)

CLOCK

- ☐ Set/adjust clock



STORAGE

- ☐ Console box operation (include slide function - if so equipped)
- ☐ Front seat storage pouches (driver's and passenger's side)
- ☐ Door map pockets (driver's and passenger's side)
- ☐ Sunglasses holder
- ☐ Center console pocket
- ☐ Glove compartment
- ☐ Cup holders (front and rear armrests and doors)
- ☐ Seat back pockets (driver's and passenger's side) (if so equipped)
- ☐ Console rear storage trays



To view detailed instructional videos, go to www.nissanownersinfo.mobi/2016/sentra or snap this barcode with an appropriate barcode reader.

DEMONSTRATION CHECKLIST (if so equipped)

- ☐ Push-button start
- ☐ Lights (interior dome/exterior/hazards)
- ☐ Exterior light controls
- ☐ Turn signals (2 motion)
- ☐ Power window and lock operation
- ☐ Door/child safety locks
- ☐ Remote keyless entry
- ☐ Valet key and valet lock location
- ☐ Vehicle Security System
- ☐ NISSAN Vehicle Immobilizer
- ☐ Moonroof operation
- ☐ Power outlets (quantity, locations and maximum specification 12V, 120W)
- ☐ Routine check items (engine oil, engine coolant, etc.)
- ☐ Low level fuel light
- ☐ Tilt/telescopic adjustment of steering wheel/column
- ☐ RearView Monitor
- ☐ NISSAN Advanced Air Bag System/front air bags/rear curtain air bags
- ☐ Anti-locking brake system operation
- ☐ Traction control feature
- ☐ Heated front seats
- ☐ Back door check - link operation at full open position
- ☐ Fuel-filler door, fuel cap and hood operation
- ☐ Front ripple hooks
- ☐ Location/access of spare tire, jacking tool and tire extension tool

2016 Sentra Delivery Checklist



PLEASE DEMONSTRATE OR EXPLAIN THE FOLLOWING KEY FEATURES:



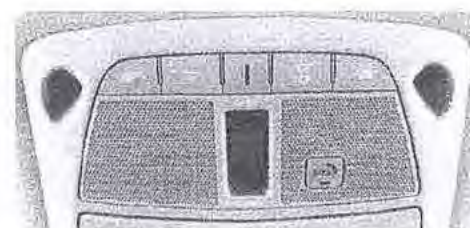
BLUETOOTH® HANDS-FREE PHONE SYSTEM

- ☐ Connect customer's phone
- ☐ Download customer's phonebook
- ☐ Voice tagging
- ☐ Identify microphone location
- ☐ Voice dialing a phonebook contact
- ☐ Dialing a number
- ☐ Receiving and ending a call
- ☐ Voice prompt interrupt
- ☐ Alternate command mode/Minimize voice feedback
- ☐ Hands-free text messaging assistant
- ☐ Siri® Eyes Free (if so equipped)



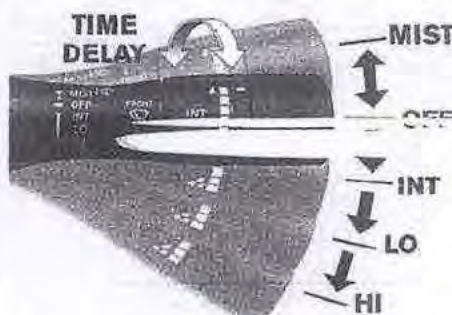
HEATER AND AIR CONDITIONER (automatic) (if so equipped)

- ☐ **AUTO** and **DUAL** modes (if so equipped)
- ☐ Fan speed control
- ☐ **MODE** control
- ☐ **A/C** function
- ☐ Defrost and defog operation
 - * Include air recirculation button
 - * Include side vent orientation (Align right and left side vents to direct the airflow towards the front and side windows.)



INTERIOR/PERSONAL/ MAP LIGHTS

- ☐ Location of interior/personal/map light buttons
- ☐ Interior/personal/map light operation



WIPER AND WASHER SWITCH

WIPER AND WASHER

- ☐ **MIST** (one sweep) function
- ☐ Intermittent (**INT**) wiper function
- ☐ Time delay adjustment ring
- ☐ Low (**LO**) speed wiper function
- ☐ High (**HI**) speed wiper function
- ☐ Washer function
- ☐ Service position for wiper arms



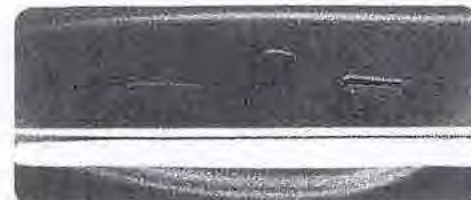
TIRE PRESSURE MONITORING SYSTEM (TPMS)

- ☐ TPMS icon in meter cluster
- ☐ Warning message location in vehicle information display
- ☐ TPMS reset procedure
- ☐ Effects of low ambient temperatures on tire pressure
- ☐ Easy-Fill Tire Alert (if so equipped)



DRIVE MODES

- ☐ **ECO** mode and **SPORT** mode



FRONT/REAR SEAT CONTROLS

- ☐ Move front seat forward or backward
- ☐ Recline front seat
- ☐ Seat lifter adjustment (if so equipped)
- ☐ Fold rear seats
- ☐ Front storage pockets in front seats (if so equipped)



TRIP COMPUTER/ TWIN TRIP ODOMETER

- ☐ Mode select/reset
- ☐ Odometer/twin trip odometer display and reset
- ☐ Eco pedal
- ☐ Instant fuel economy
- ☐ Distance to empty
- ☐ Average fuel economy and reset
- ☐ Average speed and reset



OUTSIDE MIRRORS

- ☐ Mirror control switch location
- ☐ Left or right position selection
- ☐ Mirror position adjustment
- ☐ Neutral position
- ☐ Heated outside mirrors (if so equipped)



ATT 6

NEW VEHICLE DELIVERY SYSTEM

STORAGE

Wholesale Receipt Date:	Checked-in by:	Deviations Noted on Delivery Document:
VIN:		

Items to be checked in this section should be done at initial storage and performed every 30 days.

Perform all operations listed below and check ☐ as each item is completed.

Check ☐ if item needs additional attention. Upon completion of service required, place an X in ☐ and initial.

If the vehicle stays in storage over 90 days, please copy a blank STORAGE sheet, place it in the folder, and continue documentation.

Exterior/Underhood:

- Check that windows, doors, trunk and hood are fully closed.
- Check exposed exterior surfaces for fallout, scratches, chips and damage. Document and repair as necessary.
- Check/Set Tire Pressure:
 - Immediate Sales Inventory: Placard
 - Long Term Storage (Anywhere Not Test Driven): Placard +5 psi
- Move the vehicle so that the tires rotate 90°, in one direction only, to prevent tire flat spots from developing.
- Check battery condition. Battery voltage must be maintained to at least 12.5 volts as checked with either the Midtronics EXP-800 in inventory mode or the Midtronics GR-8 Essential Tools. Refer to Nissan Technical Bulletin NTB09-022.
 - Document battery voltage:
 - Document Battery Test ID (15 digits):
- Charge using the Midtronics GR-8 (recommended).

HEV ONLY: - Start engine once a month and allow to idle for 10 minutes with A/C off.
- In cases of more than 90 days storage, vehicle should be driven for three (3) minutes in addition to the idle monthly maintenance outlined above.

Interior:

- Inspect all interior surfaces and clean or repair as needed.
- Check operation of A/C.
- Wash vehicles using de-ionized water at least once a week to reduce the incidence of water spotting. In medium or high acid rain risk areas, rinse immediately following a rainfall or at least twice weekly if no rainfall occurs.

30 Day	60 Day	90 Day
☐ ☐	☐ ☐	☐ ☐
☐ ☐	☐ ☐	☐ ☐
☐ ☐	☐ ☐	☐ ☐
_____ psi	_____ psi	_____ psi
☐ ☐	☐ ☐	☐ ☐
☐ ☐	☐ ☐	☐ ☐
_____ Volts	_____ Volts	_____ Volts
_____ ID	_____ ID	_____ ID
☐ ☐	☐ ☐	☐ ☐
☐ ☐	☐ ☐	☐ ☐
☐ ☐	☐ ☐	☐ ☐
Performed by:	Performed by:	Performed by:
Date Performed:	Date Performed:	Date Performed:

For Long Term Vehicle Storage:

- Keep wheel masks (if equipped) in place to protect against rotor rust. Refer to Nissan Technical Service Bulletin NTB10-112.
- Leave parking brake lever released.
- Do not leave PGF or the wheel masks (if equipped) on the vehicle for longer than 6 months.

NOTES:

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number 12/16/2016 Contract Number R.O.S. Number Stock Number

Buyer Name and Address (Including County and Zip Code) <u>GARDEN GROVE, CA</u> <u>ORANGE</u>	Co-Buyer Name and Address (Including County and Zip Code) <u>N/A</u>	Seller-Creditor (Name and Address) <u>BUENA PARK NISSAN</u> <u>6501 AUTO CENTER DRIVE</u> <u>BUENA PARK, CA 90621</u>
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You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
MSV	2016	NISSAN SENTRA	52	3N1AB7AP20	☒ Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
14.01 %	\$ 11465.69 (e)	\$ 23283.67 (e)	\$ 34749.36 (e)	\$ 35249.36 (e)
(e) means an estimate				

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71	482.63	Monthly beginning 01/30/2017
N/A	N/A	N/A
One final payment	482.63	12/30/2022

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay early, you may be charged a minimum finance charge.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 18124.00 (A)
1. Cash Price Vehicle	\$ 17974.00
2. Cash Price Accessories	\$ 150.00
3. Other (Nontaxable)	\$ N/A
Describe	\$ N/A
Describe	\$ N/A
B. Document Processing Charge (not a governmental fee)	\$ 50.00 (B)
C. Emissions Testing Charge (not a governmental fee)	\$ N/A (C)
D. (Optional) Theft Deterrent Device(s)	
1. (paid to)	\$ 350.00 (D1)
2. (paid to)	\$ 995.00 (D2)
3. (paid to)	\$ N/A (D3)
E. (Optional) Surface Protection Product(s)	
1. (paid to)	\$ 500.00 (E1)
2. (paid to)	\$ N/A (E2)
F. EV Charging Station (paid to)	\$ N/A (F)
G. Sales Tax (on taxable items in A through F)	\$ 1603.92 (G)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
\$ <u> </u> Ded. Comp., Fire & Theft	<u> </u> Mos.	\$ <u> </u>
\$ <u> </u> Ded. Collision	<u> </u> Mos.	\$ <u> </u>
Bodily Injury \$ <u> </u> Limits	<u> </u> Mos.	\$ <u> </u>
Property Damage \$ <u> </u> Limits	<u> </u> Mos.	\$ <u> </u>
Medical <u> </u>	<u> </u> Mos.	\$ <u> </u>
<u> </u>	<u> </u> Mos.	\$ <u> </u>
Total Vehicle Insurance Premiums		\$ <u> </u>

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not

Buyer
Co-Buyer
Seller

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. NATION'S SAFETY
Debt Cancellation Agreement

I want to buy
Buyer Signs

OPTIONAL SERVICE CONTRACT. purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L.

I1 Company	Term	Mos. or	Miles
I2 Company	Term	Mos. or	Miles
I3 Company	Term	Mos. or	Miles
I4 Company	Term	Mos. or	Miles
I5 Company	Term	Mos. or	Miles

B. Registration/Transfer/Titling Fees \$ 101.00 (B)
 C. California Tire Fees \$ 8.75 (C)
 D. Other \$ 0.00 (D)
Total Official Fees (A through D) \$ 238.75 (2)

3. **Amount Paid to Insurance Companies**
 (Total premiums from Statement of Insurance) \$ N/A (3)

4. ☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee** \$ 0.00 (4)

5. **Subtotal (1 through 4)** \$ 23783.67 (5)

6. **Total Downpayment**

A. **Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)):** \$ N/A (A)
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A

B. **Total Less Prior Credit or Lease Balance (e)** \$ N/A (B)
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A

C. **Total Net Trade-In (A-B) (indicate if negative number)** \$ N/A (C)
 Vehicle 1 \$ N/A Vehicle 2 \$ N/A

D. **Deferred Downpayment Payable to Seller** \$ N/A (D)

E. **Manufacturer's Rebate** \$ 500.00 (E)

F. **Other** \$ N/A (F)

G. **Cash, Cash Equivalent, Check, Credit Card, or Debit Card** \$ N/A (G)

Total Downpayment (C through G) \$ 500.00 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1J above)

7. **Amount Financed (5 less 6)** \$ 23283.67 (7)

Being Traded-In (a-b) \$ N/A
 d. **Prior Credit or Lease Balance** \$ N/A
 e. **Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity)** \$ N/A

Total Agreed Value of Property
Being Traded-In (1c+2c) \$ N/A
Total Prior Credit or Lease
Balance (1d+2d) \$ N/A
Total Net Trade-In (1e+2e) \$ N/A
 (*See item 6A-6C in the Itemization of Amount Financed)

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year N/A
SELLER'S INITIALS N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information.

Buyer Signs [Redacted]
Co-Buyer Signs [Redacted]

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s) to the lienholder or lessor of the trade-in vehicle(s), or its designee. If the actual payoff amount is more than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature X **Co-Buyer Signature X**

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:** N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it.

Buyer Signs X **Co-Buyer Signs X**

SELLER'S RIGHT TO CANCEL: If Buyer and Co-Buyer sign more than one Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a finance company, the Seller may cancel this contract.

Buyer X **Co-Buyer X**

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE FOLLOWING ARE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X **X**

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X **Co-Buyer Signature X**

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

- How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed. Seller - Creditor may receive part of the Finance Charge.
- How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.
- How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
- You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) \$25 if the original Amount Financed does not exceed \$1,000, (2) \$50 if the original Amount Financed is more than \$1,000 but not more than \$2,000, or (3) \$75 if the original Amount Financed is more than \$2,000.

2. YOUR OTHER PROMISES TO US

- If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

GAP LIABILITY NOTICE

In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional debt cancellation agreement for coverage of the gap amount may be offered for an additional charge.

- Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
- Security interest.** You give us a security interest in:
 - The vehicle and all parts or goods put on it;
 - All money or goods received (proceeds) for the vehicle;
 - All insurance, maintenance, service, or other contracts we finance for you; and
 - All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract as the law allows. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.
- Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this

- We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle. We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the Annual Percentage Rate shown on the face of this contract, not to exceed the highest rate permitted by law, until you pay.
- What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. WARRANTIES SELLER DISCLAIMS

If you do not get a written warranty, and the Seller does not enter into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

- Used Car Buyers Guide.** The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

6. SERVICING AND COLLECTION CONTACTS

You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You agree that you will within a reasonable time notify us of any change in your name, address, or employment.

7. APPLICABLE LAW

Federal law and California law apply to this contract. If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

8. WARRANTIES OF BUYER

You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract.

payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.

- b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once, subject to any right the law gives you to reinstate this contract.

Default means:

- You do not pay any payment on time;
- You give false, incomplete, or misleading information on a credit application;
- You start a proceeding in bankruptcy or one is started against you or your property;
- The vehicle is lost, damaged or destroyed; or
- You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

- c. **You may have to pay collection costs.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed \$15 if any check you give to us is dishonored.
- d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.
- e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem the vehicle.

when your disability claim is made or if a senior mortgage holder is foreclosing.

If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given.

If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

Seller's Right to Cancel

- a. Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take some time for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.
- b. Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.
- c. If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.
- d. While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage to the vehicle until the vehicle is returned to Seller.

ARBITRATION PROVISION

PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

- 1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.**
- 2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
- 3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as individual injunctive relief. Any court