

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#); [REDACTED]  
**Cc:** [NHTSA ODI CRD](#); [REDACTED]  
**Subject:** ODI-11439237  
**Date:** Friday, December 17, 2021 1:55:20 PM

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]  
**Subject:** [REDACTED] complaint  
**To:** [4me+nhtsa@telesishq.com](mailto:4me+nhtsa@telesishq.com)  
**Cc:** [REDACTED]

Attached is a bill for the above referenced complaint regarding replacing the timing chain and guides for our 2013 Infinity QX56 as the parts failed. Thank you for your assistance in this matter.

[REDACTED]

...  
 Sent from my iPhone

[REDACTED]  
 ASRC Federal Holding Company  
 Quality Control Analyst

[REDACTED]  
 7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
 [REDACTED] Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

AMOUNT

\$5180.77

CUSTOMER COPY

# ASIAN

## CONCEPTS

10649 McKinley Hwy  
Osceola, IN 46561  
574-675-9223

# PAID

CK. NO.  
DATE

### Invoice

R/O #:

Service Advisor: Edward Bosworth

R/O Opened: 10/26/2021

R/O Complete: 11/16/2021

Customer Information

Elkhart, IN

Primary:

### Vehicle Information

2013 INFINITI QX QX56 Sport Utility 4D

VIN: JN8AZ2NE9D9

Mileage: In:112,282 Out:112,315

License:

Color: Black

| Item No.    | Description                                                                                                                                                                                                                                                                                                                                                                                                           | Quantity | Price Per | Tax | Total      |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|-----|------------|
|             | *CONCERN: Check engine light is on and flashing. Customer states that they have seen a number of P0300 codes and several P0308 codes as well. The engine light will come on but then go off without clearing it.<br>*CAUSE: Engine misfire due to timing chain slack and tensioner guide rail failure.<br>*CORRECTION: Replaced all timing chains and timing set components.                                          |          |           |     |            |
|             | *CONCERN: Noise heard when first starting the vehicle and during acceleration. Customer is hearing a clicking sound during these times but it will go away after the vehicle has ran awhile. The customer did change the oil last month.<br>*CAUSE: Timing chains contacting each other due to excessive wear.<br>*CORRECTION: Replaced all engine timing components. Chain, tensioners, guide rails, sprockets, etc. |          |           |     |            |
|             | *CONCERN: Customer is aware that the rear passenger side door has a broken actuator, the customer will replace this himself.                                                                                                                                                                                                                                                                                          |          |           |     |            |
| LABOR       | MECHANICAL {RM-199}                                                                                                                                                                                                                                                                                                                                                                                                   | 33.000   | \$115.00  |     | \$3,795.00 |
| LABOR       | MAINTENANCE {RM-199}                                                                                                                                                                                                                                                                                                                                                                                                  | 1.500    | \$90.00   |     | \$135.00   |
| 152089e01a  | OIL FILTER                                                                                                                                                                                                                                                                                                                                                                                                            | 1.000    | \$3.99    | *   | \$3.99     |
| 5w30        | 5W30 SYNTHETIC OIL                                                                                                                                                                                                                                                                                                                                                                                                    | 7.000    | \$3.25    | *   | \$22.75    |
| PEAKYELLOW  | ANTIFREEZE YELLOW                                                                                                                                                                                                                                                                                                                                                                                                     | 1.000    | \$14.50   | *   | \$14.50    |
| 130211LA1A  | CRANKSHAFT SPROCKET                                                                                                                                                                                                                                                                                                                                                                                                   | 1.000    | \$63.72   | *   | \$63.72    |
| 130211CA0A  | TIMING CRANKSHAFT SPROCKET                                                                                                                                                                                                                                                                                                                                                                                            | 1.000    | \$71.85   | *   | \$71.85    |
| 130701LA2A  | TENSIONER                                                                                                                                                                                                                                                                                                                                                                                                             | 1.000    | \$118.47  | *   | \$118.47   |
| 130281LA6A  | TIMING CHAIN                                                                                                                                                                                                                                                                                                                                                                                                          | 1.000    | \$107.33  | *   | \$107.33   |
| 130851LA2A  | GUIDE RAIL                                                                                                                                                                                                                                                                                                                                                                                                            | 1.000    | \$27.27   | *   | \$27.27    |
| 130423HD0A  | SEAL                                                                                                                                                                                                                                                                                                                                                                                                                  | 6.000    | \$8.13    | *   | \$48.78    |
| 132311MC5E  | LIFTER                                                                                                                                                                                                                                                                                                                                                                                                                | 1.000    | \$25.05   | *   | \$25.05    |
| 130701CA2B  | TENSIONER                                                                                                                                                                                                                                                                                                                                                                                                             | 1.000    | \$58.47   | *   | \$58.47    |
| 130911LA2A  | TENSIONER GUIDE                                                                                                                                                                                                                                                                                                                                                                                                       | 1.000    | \$66.93   | *   | \$66.93    |
| 1309141CA1B | TIMING CHAIN                                                                                                                                                                                                                                                                                                                                                                                                          | 1.000    | \$68.93   | *   | \$68.93    |
| 130281CA6A  | TIMING CHAIN                                                                                                                                                                                                                                                                                                                                                                                                          | 1.000    | \$120.25  | *   | \$120.25   |
| 130851CA1B  | GUIDE RAIL                                                                                                                                                                                                                                                                                                                                                                                                            | 1.000    | \$26.98   | *   | \$26.98    |
| 150666N204  | SEAL                                                                                                                                                                                                                                                                                                                                                                                                                  | 2.000    | \$4.72    | *   | \$9.44     |
| 999MP1217HP | SEAL                                                                                                                                                                                                                                                                                                                                                                                                                  | 1.000    | \$15.99   | *   | \$15.99    |
| 15066AR020  | STRAINER                                                                                                                                                                                                                                                                                                                                                                                                              | 2.000    | \$21.97   | *   | \$43.94    |
| 15066ZL80A  | SEAL                                                                                                                                                                                                                                                                                                                                                                                                                  | 1.000    | \$5.30    | *   | \$5.30     |

# ASIAN CONCEPTS

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Osceola, IN 46561  
574-675-9223

## Invoice

R/O #: [REDACTED]

Service Advisor: Edward Bosworth

R/O Opened: 10/26/2021

R/O Complete: 11/16/2021

### Customer Information

[REDACTED]  
Elkhart, IN [REDACTED]

Primary: [REDACTED]

### Vehicle Information

2013 INFINITI QX QX56 Sport Utility 4D

VIN: JN8AZ2NE9D9 [REDACTED]

Mileage: In:112,282 Out:112,315

License:

Color: Black

| Item No.   | Description                  | Quantity | Price Per | Tax | Total    |
|------------|------------------------------|----------|-----------|-----|----------|
| 15066AR010 | SEAL                         | 1.000    | \$17.60   | *   | \$17.60  |
| 135101LA0A | SEAL                         | 1.000    | \$16.38   | *   | \$16.38  |
| 130811LA0A | OIL JET                      | 1.000    | \$25.67   | *   | \$25.67  |
| 13081AR010 | OIL JET                      | 1.000    | \$25.80   | *   | \$25.80  |
| LABOR      | ALIGN4W {RM-199}             | 1.500    | \$90.00   |     | \$135.00 |
| FEE        | Hazardous Disposal/Materials | 1.000    | \$40.00   |     | \$40.00  |

Sub-Total Parts \$1,005.39

Sub-Total Labor \$4,065.00

Sub-Total Other \$40.00

Sub-Total \$5,110.39

Tax 7.000% \$70.38

Invoice Total **\$5,180.77**

VSC Approved \$0.00

Customer Paid \$0.00

Customer Due **\$5,180.77**

Customer Signature: X

**WARRANTY INFORMATION-** The only warranties applying to any part(s) are those which may be offered by the part's manufacturer. We hereby expressly disclaim all warranties, either express or implied for merchantability or fitness for a particular purpose, and neither will we assume nor authorize any other person to assume for it any liability in connection with the sale of any part(s) and/or service. You shall not be entitled to recover from the damages to property, damages for loss of use, loss of profits, time, or income, or any other incidental damages. **TO OUR CUSTOMERS:** Our usual charges for labor are not based on additional mechanic's time, but are simply our prices for particular jobs. I understand any costs quoted heretofore are an estimate only. If we discover that different or actual repairs are indicated, you will be contacted for your advance approval of a revised estimate. Items not covered by warranty will be customers responsibility including diagnostic charges.

**VEHICLES CANNOT BE RELEASED AFTER  
SERVICE DEPARTMENT HOURS**

M-F: 8:00 AM - 6:00 PM

Sat: Closed

Sun: Closed

**THANK YOU FOR YOUR BUSINESS**

The above described property has been received and after having examined the work done and material furnished, both the work and material has been found to be satisfactory.

All parts will be discarded unless otherwise instructed

☐ Save

☐ Discard

Customer Signature: X













