INFORMATION REDACTED PURSUANT TO THE FREEDOM

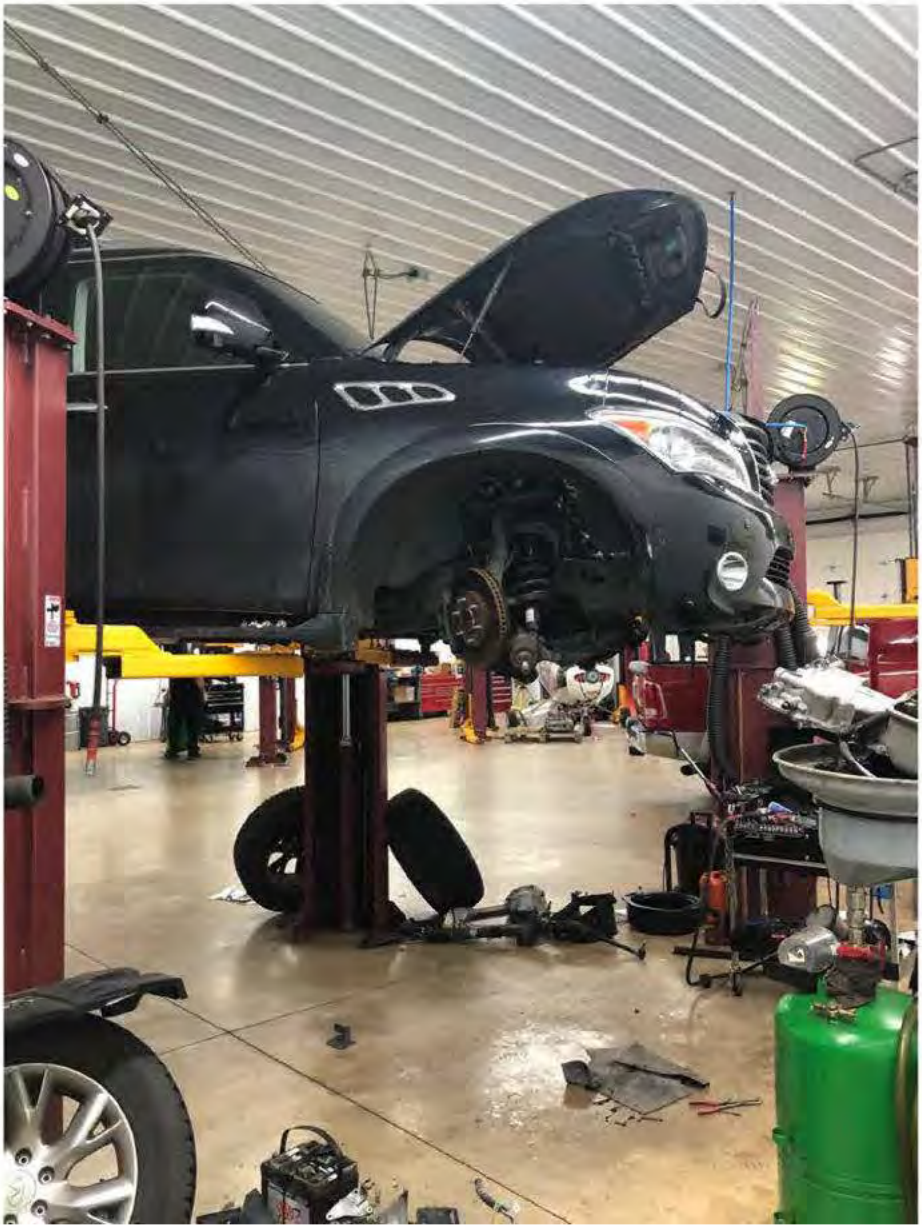
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

F om
To
Subject
Date

From
Sent F day, Feb uw y 25, 2022 3 :25 PM
To
Subject Refe ence No: 11439237

CAUTION This email o g nated f om outside of the Depa tment of T ansp tat on (DOT). Do not cl ck on links o open attachments unless you ecognize the sende and know the content is safe.

He e a e Photos of the damage (below) and the subsequent epai invoice (attached). Let me know if you have any othe questions f om us.
Thanks!



[redacted]

[redacted]

[redacted]

I you a e not he intended ec pien o he message (including at achments) o i you have eceived th s message n e o immediately no i y us and delete it and any at achmen s
I you do not wish to eceive any email messages [redacted] excluding administ at ve communica ons, please ema l this equest [redacted] on the email add ess you w sh to unsubsc be
o mpo tant add t onal in o ma ion elated o this ema l vis [redacted] W ou W [redacted] All gh s ese ved

ASIAN CONCEPTS

10649 McKinley Hwy
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]

[redacted]
Elkhart, IN [redacted]
Primary: [redacted]

Vehicle Information [redacted]
2013 INFINITI QX QX56 Sport Utility 4D
VIN: JN8AZ2NE9D90[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

$5180.77

CUSTOMER COPY

ASIAN CONCEPTS

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

PAID
CK. NO. _____
DATE _____

Invoice
R/O #: [redacted]

Invoice
R/O #: [redacted]

Service Advisor: Edward Bosworth
R/O Opened: 10/26/2021
R/O Complete: 11/16/2021

Customer Information [redacted]
[redacted]
Elkhart, IN [redacted]
Primary: [redacted]

Vehicle Information [redacted]
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
	*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. *CAUSE: Engine misfire due to timing chain slack and tensioner guide rail failure. *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. *CAUSE: Timing chains contacting each other due to excessive wear. *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	STRAINER	1.000	$15.99	*	$15.99
15066AR020	SEAL	2.000	$21.97	*	$43.94
15066ZL80A	SEAL	1.000	$5.30	*	$5.30

Printed on 11/16/2021 3:23:32PM [redacted]