

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

FOR AGENCY USE ONLY 100148	
Date Received	Repository <input type="checkbox"/>
08 NOV 2021	Reference No. 11439279

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	ZIP Code	
Chicago	IL	[REDACTED]	
Daytime Telephone Number	[REDACTED]		
Evening Telephone Number	[REDACTED]		
Email Address	[REDACTED]		

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		MAKE	Model Year
5N1CD22M2G1 [REDACTED]		NISSAN	2016
Date Purchased	Dealer's Name and Telephone Number	Engine No. Cylinders	Fuel Type
	Star Nissan 8476471555		
Original Owner <input type="checkbox"/>	Dealer's City/State	STATE	ZIP Code
		IL	60714
Transmission Type	<input type="checkbox"/> Anti-Lock Brakes	Powertrain	Multiple Failure
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			01 AUG 2021

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 103700 POWER TRAIN AUTOMATIC TRANSMISSION TORQUE CONVERTER, Y65000 STRUCTURE BODY, D60000 ENGINE (PWS)	Failure Mileage	Failure Speed
	45000 P	

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: DOTM1 ABCD236)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> After 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			
<i>(Please describe in detail the incident(s), failures, crashes, injuries.)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Tire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		Reported to Police N	

Narrative Description of Incident(s), Crash(es), 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):

The contact owns a 2016 Nissan Murano. The contact stated that water was leaking into the front driver's side of the vehicle. Additionally, the engine was making a grinding sound and vibrating while attempting to accelerate. The vehicle also had an oil leak from the transfer case. The contact took the vehicle to a dealer who replaced the transfer case however, the leak recurred approximately a month later. The repair was completed again however, the vehicle was still emitting an abnormal sound. The contact was also informed that the torque converter needed to be repaired. The contact was informed that the torque converter was not damaged enough to be replaced. The contact took the vehicle to a certified mechanic who diagnosed that the transaxle needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure. The approximate failure mileage was 45,000.

The vehicle feels like it is losing power when I am driving it. Between 15-50 MPH when the RPM are 1,000 I've included all receipts and car repairs papers. My vehicle has always been serviced at a certified Nissan dealer.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579: This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

The vehicle was under warranty when this issues happened. The manufacture Nissan was aware, since my warranty was expiring soon they waited for them not to fix my vehicle. The vehicle currently has 50k miles and still has issues of gears slipping, vibrating/shaking sensation in gear and makes a rattling noise coming from the back middle.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

- Water leak - water coming from sunroof.
- Transfer case was repaired twice within a couple of months

Now I am having transmission issues and Nissan refuses to acknowledge this issue. The vehicle is not safe to drive and I strongly ~~believe~~ believe there should be a CUV recall and investigation.

If further documentation is needed please email me to [redacted] or contact me via phone to [redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY [redacted]

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



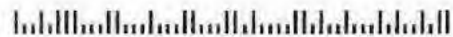
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



SETTLEMENT AGREEMENT AND RELEASE

[REDACTED] Chicago, IL [REDACTED] has agreed to the following Settlement Agreement and Release ("the "Release"):

1. [REDACTED] in consideration for a payment in cash in the amount of \$500.00 (Five Hundred Dollars), hereby releases and forever discharges Nissan North America, Inc., and all its associated or affiliated companies (including but not limited to Nissan, a division of Nissan North America, Inc., Nissan Motor Co. Ltd., Nissan Motor Acceptance Corporation, Nissan Motor Manufacturing Corporation), and all their associated and subsidiary companies, officers, agents, heirs, executors, administrators, successors, assigns, dealers, and each of them (collectively "Nissan"), from any and all claims, lawsuits, liens, debts, dues, damages, judgments, executions and demands of every kind, whether currently known or unknown, and whether arising in the past or present (collectively the "Claims"), which relate to the 2016 Nissan MURANO, VIN: 5N1AZ2MH3GN [REDACTED] (the "MURANO").

2. By signing this document [REDACTED] promises and warrants that she is the sole owner of the MURANO and that she and only she own any claims, lawsuits, liens, debts, dues, damages, claims, judgments, executions and demands relating to the MURANO. [REDACTED] [REDACTED] promises and warrants that she has not sold, assigned, transferred or lost her ownership interest in the MURANO or the claims to any other person(s) or company(ies). [REDACTED] [REDACTED] further agrees that if any dispute arises about how the settlement proceeds should be allocated or if a claim for attorney's fees is made, [REDACTED] agrees that Nissan will have no liability in that dispute and she will reimburse Nissan for each and every cost incurred by Nissan if it is called upon to participate in the resolution of that dispute, including Nissan's attorney's fees.

3. [REDACTED] expressly acknowledges that this settlement is the compromise of a claim that is disputed by Nissan and the payment made in consideration for this Release is not an admission of liability by Nissan, but rather is being made so that the parties can avoid a lengthy and costly lawsuit.

4. [REDACTED] expressly acknowledges and agrees that in the event that Nissan should repurchase the MURANO from [REDACTED] at a future date, the repurchase amount to be paid by Nissan will be offset or reduced by the \$500.00 paid in consideration for this Release.

NISSAN GROUP
OF NORTH AMERICA



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

5. Nissan North America, Inc. will continue to honor the terms of the MURANO's New Vehicle Limited Warranty.

6. Notwithstanding any other provision in this Release [REDACTED] does not waive any unrelated personal injury or breach of warranty claims or causes of action, which may arise after the execution of this Release.

7. [REDACTED] agrees to keep the terms of this settlement confidential and not share the amount of the payment received with any other person or company, except for as is absolutely necessary to obtain confidential legal, tax or financial advice, or to respond to an inquiry from any governmental entity or agency regarding a tax filing.

8. This Release is the entire agreement between the parties. Any other agreement between the parties relating to the MURANO or Case No. [REDACTED], whether written or oral, is hereby replaced by this Agreement. Further [REDACTED] acknowledges the terms of this Release are contractual and not a mere recital.

9. [REDACTED] agrees she was given the opportunity to review this Release with a lawyer of her choice, and acting on their behalf, she has read this Settlement Agreement and Release and fully understands it.

~~DATED: _____~~

~~BY: _____~~

~~[REDACTED]~~

Nissan wanted me to sign this paper but I refused.

COPY

Subscribed and sworn to before me this _____ day of _____, _____

Notary Public



January 24, 2022

Office of the Illinois Attorney General
100 West Randolph Street - 12 floor
Chicago, IL 60601
773-519-0334

Customer: [REDACTED]

AG Case: [REDACTED]

NNA Case: [REDACTED]

Vehicle: 2016 Nissan Murano / 5N1AZ2MH3GN [REDACTED]

Dear Madam or Sir:

The following information includes Nissan North America's (NNA) position in regard to the concerns listed on the Consumer Complaints Online Submission Form.

NNA respectfully requests a denial of the customer's request for repair assistance, as NNA does not believe the vehicle has been subject to an unreasonable number of repairs for any warrantable concerns that would substantially impair this vehicle within the Illinois established Lemon Law Presumptions.

The Nissan Murano was originally purchased by [REDACTED] on 1/14/17 at Al Piemonte Nissan of Melrose Park. The vehicle was purchase pre-owned by [REDACTED] on 6/2/21 at 51,277 miles.

On 9/2/21 [REDACTED] visited Piemonte Nissan and advised a rattle noise can be heard when accelerating. At this time her vehicle has 53,410 miles. The technician was able to hear the noise and verified that it is the torque converter lock up noise, which is normal. The technician indicated the vehicle is operating as designed, no warranty repairs were made.

On 9/18/21 [REDACTED] visited Star Nissan and advised there is a noise in the center console and it is difficult to press down the gas pedal. At this time her vehicle had 53,515 miles. The noise was verified and was a normal characteristic of the vehicle, no warranty repairs were made.

On 11/2/21 [REDACTED] visited Star Nissan and advised the vehicle was leaking water from the sunroof area when it rains. At this time her vehicle had 54,184 miles and was therefore out of Basic Coverage Warranty which expired on 1/14/20 & 36,000 miles, no warranty repairs were made. On this visit [REDACTED] also advised of an oil leak, the transfer case was replaced. On this visit, [REDACTED] also advised of a noise when accelerating, the vehicle was found to be operating in normal condition.

NISSAN GROUP
OF NORTH AMERICA



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

On 1/20/21 [REDACTED] visited Star Nissan to have a Dealer Technical Specialist (the "DTS") review her vehicle's concerns regarding the noise coming from the vehicle. The DTS reviewed the vehicle and stated the noise is a normal characteristic of the vehicle and no warranty repairs were recommended.

In total, [REDACTED] vehicle has been to the dealership 4 times for noise concerns, during each visit the noise was found to be a normal characteristic of the vehicle. No further warrantable repairs are recommended at this time.

NNA apologizes for the concerns [REDACTED] has experienced with the vehicle, on every complaint NNA has made a good faith effort to resolve the concerns.

To the knowledge of NNA, no evidence has been presented of any ongoing concerns in need of warrantable repairs. NNA does not believe the concerns presented by [REDACTED] significantly impair the use, safety, or value of the vehicle.

NNA humbly requests a repair assistance at this time. Thank you for your time and consideration. Nissan North America will continue to honor all applicable warranties.

Sincerely,

Kelli Anne Harrison
Arbitration Specialist
Dispute Resolution Program
Nissan North America, Inc.

Enclosure



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

January 25, 2022

[REDACTED]
Chicago, IL [REDACTED]

Re: Nissan North America
File No: [REDACTED]

Dear [REDACTED]:

Enclosed please find a copy of the company's response to your complaint.

Please review this response and contact the undersigned **in writing**, via email when possible, within ten (10) days of your receipt of this letter with your comments. Direct all correspondence to the Consumer Protection Division, Office of the Attorney General, 100 West Randolph Street, 12th floor, Chicago, IL 60601. Refer to the above mentioned file on all correspondence. If we do not receive written communication from you within this time, we will subsequently close your file.

Thank you for bringing this matter to our attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Virginia Luevano

Virginia Luevano
Citizen's Advocate
Consumer Protection Division
Virginia.Luevano@ilag.gov
773-519-0334

Enclosure



National Service History

Open Campaigns:	No Active Campaigns		
TSB:	98 Active TSB(s)	Warranty Information:	
Service Contract:	Active Service Contract(s)	Branded Title:	

Customer

Customer/ Company Name: [REDACTED]
 Address:
 City, State, Zip: CHICAGO, IL
 Home Phone Number:
 Work Number:
 Cell Phone Number:
 Email Address:
 Last updated on at

Warranty Exclusion Information

Repair Order Information

Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
[REDACTED]	12/27/2021	12/27/2021	STAR NISSAN, INC. / luigi, perfetti	55,024	2	N/A	N/A	N/A

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
1	Customer Pay			03NIZ3750D	DIAMOND 3750 MAINT	

Customer Complaint	Cause Description	Correction Statement
CLIENT REQUESTS DIAMOND 3750 MILE MAINTENANCE SERVICE PERFORM FULL SYNTHETIC OIL & FILTER CHANGE. PERFORM BATTERY TEST. ADJUST TIRE PRESSURES. TOP OFF FLUIDS. PERFORM WORLD CLASS INSPECTION.	REGULAR MAINTENANCE REQUIRED BY TIME OR MILEAGE	PERFORMED MAINTENANCE SERVICE

Part Number	Part Description	Part Quantity
15208		1
1520865F0E	OIL FILTER 15208-65F0E	1
11026JA00A	WASHER DRAIN 11026-JA00A	1

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
2	Customer Pay			14NIZWCI	MULTIPNT INSPECTION	

Customer Complaint	Cause Description	Correction Statement
PERFORM WORLD CLASS INSPECTION	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXX	WORLD CLASS INSPECTION COMPLETED

Repair	RO Open	RO Close	Dealer /	Odomet	Job	Customer	Warranty	Internal
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Order	Date	Date	Service Advisor	er	Lines	Pay Total	Pay Total	Pay Total
████████	12/06/2021	12/07/2021	STAR NISSAN, INC. / Rich, Pittman	54,685	1	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Customer Pay			80NIZ1	BODY ADJUSTMENTS			
Customer Complaint			Cause Description			Correction Statement		
CUSTOMER STATES OF A WATER LEAK OK TO FIX LEAK			CLEANED AND REPAIRED DRAIN LINES TO SUNROOF					
Part Number			Part Description			Part Quantity		
769135AA2A			GARNISH W/SHIELD 76913-5AA2A			1		
769145AA2A			GARNISH-CNTR PIL 76914-5AA2A			1		
769885AA1A			CLIP 76988-5AA1A			2		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
████████	11/24/2021	11/27/2021	STAR NISSAN, INC. / Rich, Pittman	54,520	1	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Internal Pay			80NIZ	BODY ADJUSTMENTS			
Customer Complaint			Cause Description			Correction Statement		
CLEAN OUT SUN ROOF DRAIN						CUSTOMER CALLING NISSAN FOR GOOD WILL		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
████████	11/02/2021	11/08/2021	STAR NISSAN, INC. / Rich, Pittman	54,184	9	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Warranty Pay			02NIZOTH ER1	OTHER DIAGNOSIS 1			
Customer Complaint			Cause Description			Correction Statement		
Customer states customer states oil leak was advised coming from rear dif advise			TRANSFER CASE POOR SEAL			REPLACE TRANSFER CASE ASSEMBLY NTB DOES NOT APPLY		
Part Number			Part Description			Part Quantity		
20695ED10E			BEARING SEAL, EX 20695-ED10E			1		
2422579902			CLIP WIRING HARN 24225-79902			2		
37120JD00B			BOLT-FIX PROPELL 37120-JD00B			4		



Part Number	Part Description	Part Quantity
37120JD01A	BOLT-FIX PROPELL 37120-JD01A	4
371717S00A	NUT-FIX PROPELLE 37171-7S00A	4
400730L700	PIN-COTTER 40073-0L700	2
402622Y00A	NUT-HEX 40262-2Y00A	2
46237A4600	GASKET-BRAKE HOS 46237-A4600	2
54588JA060	NUT 54588-JA060	2
206928H30A	GASKET-EXHAUST 20692-8H30A	1
331003KA0B		1
20692JF00C	GASKET-EXHAUST 20692-JF00C	1
4974501E00	O RING 49745-01E00	1
999MPA4100P	BRAKE FLUID (DOT 999MP-A4100P	1
999MPAG000P	POWER STEERING F 999MP-AG000P	1
999MP1XGPP0P	LIMITED SLIP OIL 999MP-1XGPP0P	1
331003KA0B	TRANSFER ASSY 33100-3KA0B	1
01125N0111	BOLT 01125-N0111	3
01223N0021	NUT 01223-N0021	3
0122500521	NUT 01225-00521	2
089213202A	PIN - COTTER, SP 08921-3202A	2
110261CA0A	WASHER 11026-1CA0A	1
2069151E01	GASKET-EXHAUST 20691-51E01	2

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
2	Internal Pay			14NIZWCI	MULTIPNT INSPECTION	

Customer Complaint	Cause Description	Correction Statement
PERFORM WORLD CLASS INSPECTION	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXX	WORLD CLASS INSPECTION COMPLETED

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
3	Customer Pay			02NIZOTH ER2	OTHER DIAGNOSIS 2	

Customer Complaint	Cause Description	Correction Statement
Customer states fuel gauge not reading accurately advise.	Customer states fuel gauge not reading accurately advise.	

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
3	Internal Pay			02NIZOTH ER2	OTHER DIAGNOSIS 2	

Customer Complaint	Cause Description	Correction Statement



Customer states fuel gauge not reading accurately advise.						
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
4	Internal Pay			02NIZOTHER5	OTHER DIAGNOSIS 5	
Customer Complaint			Cause Description		Correction Statement	
Customer states customer states vibration in the front and particularly noticeable and acceleration at low speed. I drove with customer heard a low range growling noise			VERIFY WITH WRITER AND TO K.G.V AND CHASIS EARS KGV SAME AS THIS VEHICLE DUE TO TCC LOCK UP FOR FUEL ECONOMY		PER T.L.D.B.S NORMAL OPERATING CONDITION	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
5	Internal Pay			00NIZRENTAL	RENTAL CAR	
Customer Complaint			Cause Description		Correction Statement	
CUSTOMER REQUESTS A RENTAL CAR DURING REPAIRS			VEHICLE IN FOR REPAIRS		PROVIDED RENTAL TO CUSTOMER DURING REPAIRS	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
6	Internal Pay			70NIZ	WATERLEAK/DUSTENTRY	
Customer Complaint			Cause Description		Correction Statement	
Customer states customer states water leak when raining from sunroof area			CUSTOMER DECLINED INSPECTION AT THIS TIME		NO WORK DONE	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
7	Warranty Pay			45NIZCONTROL	CONTROL ARMS	
Customer Complaint			Cause Description		Correction Statement	
ADD ON TECH FOUND CONTROL ARM BUSHING ARE SPLIT AND LEAKING			BOTH CONTROL ARMS FAILED		REPLACED BOTH LOWER CONTROL ARMS RENTAL VIN: 5N1AT3AB1MC [REDACTED] 3807-3861 MILES IN/OUT, 11/02/21-11/05/21 DATE	
Part Number			Part Description		Part Quantity	
545005AA0C			LINK COMPL-TRANS 54500-5AA0C		1	
545015AA0C			LINK COMPL-TRANS 54501-5AA0C		1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
7	Customer Pay			45NIZCONTROL	CONTROL ARMS	
Customer Complaint			Cause Description		Correction Statement	



ADD ON TECH FOUND CONTROL ARM BUSHING ARE SLPIT AND LEAKING	BOTH CONTROL ARMS FAILED	REPLACED BOTH LOWER CONTROL ARMS RENTAL VIN: 5N1AT3AB1MC [REDACTED] 3807-3861 MILES IN/OUT, 11/02/21-11/05/21 DATE
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Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
[REDACTED]	10/28/2021	10/29/2021	MARTIN NISSAN / DANIEL, HERRERA	53,991	3	N/A	N/A	N/A

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
1	Internal Pay	Y		62	MISC. REPAIR	NO REPAIRS PERFORMED. VEHICLE MUST GO BACK TO STAR NISSAN WHERE REPAIR WAS

Customer Complaint	Cause Description	Correction Statement
	PERFORMED TEST DRIVE WITH CUSTOMER. NOISE IS VERY FAINT. FOUND TRANSFER CASE LLEAKING. RECOMMENDED TO RESEAL TRANSFER CASE	NO REPAIRS PERFORMED. VEHICLE MUST GO BACK TO STAR NISSAN WHERE REPAIR WAS ORIGINALLY PERFORMED. RO [REDACTED] ON 09/09/2021

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
2	Internal Pay	Y		WASH	PERFORM VEHICLE CAR WASH	

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
3	Internal Pay	Y		MPI	PERFORMED NISSAN 35 POINT MULTI-POINT INSPECTION. YOUR SERVICE CONSULTANT WILL EXPLAIN THE FINDINGS	

Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
[REDACTED]	09/18/2021	09/23/2021	STAR NISSAN, INC. / KLAUDIUSZ, KOZAK	53,515	2	N/A	N/A	N/A

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
1	Internal Pay			02NIZOTH ER1	OTHER DIAGNOSIS 1	

Customer Complaint	Cause Description	Correction Statement



Customer states CUSTOMER STATES THERE IS A NOISE IN THE CENT ER CONSOLE WHEN AC IS ON AND FOOT IS ON GAS WHEN NOISE IS BE IMG HEARD GAS PEDEAL BECOMES HARDER TO PRESS DOWN NOISE CAN ALSO BE HEARD WHEN MAKING SHARP RIGHT TURN WILL BE HEARD ON RIGHT SIDE	VERIFIED CUSTOMERS CONCERN FOUND NOISE COMMON CHARACTERISTIC OF THE VEHICLE. VEHICLE OPERATING AS DESIGNED
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Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
2	Internal Pay			14NIZWCI	MULTIPNT INSPECTION	

Customer Complaint	Cause Description	Correction Statement
PERFORM WORLD CLASS INSPECTION	XXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXX	WORLD CLASS INSPECTION COMPLETED

Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
██████████	09/09/2021	09/17/2021	STAR NISSAN, INC. / Klaudiusz, Kozak	53,515	5	N/A	N/A	N/A

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
1	Customer Pay			14NIZWCI	MULTIPNT INSPECTION	

Customer Complaint	Cause Description	Correction Statement
PERFORM WORLD CLASS INSPECTION	XXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXX	WORLD CLASS INSPECTION COMPLETED

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
2	Customer Pay			09NIZXCOL	COOLANT DRAIN&FILL	

Customer Complaint	Cause Description	Correction Statement
PERFORM EXPRESS COOLANT FLUSH	DEGREDDATION OF COOLANT RECOMENDED BASED ON MILAGE/INSPECTION	REPLACEMENT OF DEGRADED COLLANT FLUID

Part Number	Part Description	Part Quantity
BLUE	BLUE CLNT FLUSH	1
VP005	COOLANT SERVICE VP005	1
999MPL25500P	NISSAN LONG LIFE 999MP-L25500P	1

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
3	Customer Pay			07NIZCVT	CVT FLUID EXCHANGE	

Customer Complaint	Cause Description	Correction Statement
PERFORM CVT TRANS FLUID EXCHANGE		SERVICE COMPLETED



Part Number			Part Description			Part Quantity
999MPCV0NS3			NS-3 CVT FLUID - 999MP-CV0NS3			4
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
4	Warranty Pay			02NIZOTH ER1	OTHER DIAGNOSIS 1	
Customer Complaint			Cause Description			Correction Statement
ADD ON- TECH FOUND TRANSFER CASE LEAKING			PER NTB17-00BB REPLACE SEALS, ALL BOLTS AND NUTS			PERFORMED ROAD TEST AND VERIFIED CAR IS DRIVING AS DESIGNED
Part Number			Part Description			Part Quantity
206928H30A			GASKET-EXHAUST 20692-8H30A			1
2069151E01			GASKET-EXHAUST 20691-51E01			2
384403KA0B			BEARING-DIFFEREN 38440-3KA0B			1
37120JD00B			BOLT-FIX PROPELL 37120-JD00B			8
371717S00A			NUT-FIX PROPELLE 37171-7S00A			4
01223N0021			NUT 01223-N0021			3
01225N0011			NUT 01225-N0011			4
54588JA005			NUT 54588-JA005			2
14036EA200			GASKET-EXHAUST M			1
110261CA0A			WASHER 11026-1CA0A			1
384403KA0A			BEARING-DIFFEREN 38440-3KA0A			1
331114BA0A			SEAL-OIL 33111-4BA0A			1
331184BA0B			SEAL O RING OIL 33118-4BA0B			1
331424BA0A			SEAL-OIL 33142-4BA0A			1
331424BA0C			SEAL OIL 33142-4BA0C			1
383424N500			SEAL-OIL,DIFFERE 38342-4N500			2
331144BA0A			SEAL-OIL,DRIVE P 33114-4BA0A			1
383433KA0B			SEAL - O RING 38343-3KA0B			2
402622Y00A			NUT-HEX 40262-2Y00A			2
400730L700			PIN-COTTER 40073-0L700			2
397803JA0A			BRACKET-BEARING 39780-3JA0A			1
01223N0021			NUT 01223-N0021			1
999MP1XGPP0P			LIMITED SLIP OIL 999MP-1XGPP0P			1
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
5	Customer Pay			52NIZFLU SH	EXCHANGE BRAKE FLUID	
Customer Complaint			Cause Description			Correction Statement



PERFORM BRAKE FLUID EXCHANE/FLUSH						PERFORMED BRAKE FLUSH		
Part Number			Part Description			Part Quantity		
608334			BRAKE FLUSH 608334			1		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
█	09/02/2021	09/02/2021	AL PIEMONTE NISSAN INC / JUAN CARLOS, RODRIGUEZ	53,410	3	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Customer Pay			15NIZZL	NOISE (EX BC,DD,ZM)			
Customer Complaint			Cause Description			Correction Statement		
CUSTOMER STATES RATTLE NOISE CAN BE HEARD WHEN ACCELERATING WITH AIR CONDITIONER ON ADVISE			tech was able to hear noise and verifid that it is torque convertor lock up noise which is normal.			operating as designed.		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
2	Customer Pay			03NIZ27P OINT	EXPRESS INSPECTION			
Customer Complaint			Cause Description			Correction Statement		
EXPRESS MULTI-POINT INSPECTION			M.P.I.			COMPLETE MULTI POINT INSPECTION AND REVIEW WITH CUSTOMER AT TIME OF PICK UP		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
3	Customer Pay			18NIMISB	BODY INT/EXT			
Customer Complaint			Cause Description			Correction Statement		
CUSTOMER STATES THAT A TICKING NOISE CAN BE HEARD FROM THE P ASSENGER SIDE REAR OF CAR NOISE CAN BE HEARD INSIDE OF CAR I N PARK ADVISE			unable to duplicate concern at this time.					
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
█	07/21/2021	07/21/2021	STAR NISSAN, INC. / Rich, Pittman	52,872	2	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Internal Pay			14NIZES	NISSAN MAINTENANCE			
Customer Complaint			Cause Description			Correction Statement		



Customer states BRAKES SEE RICH			XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXX			INSPECTION COMPLETED BENT BACKING PLATE		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
2	Internal Pay			14NIZWCI	MULTIPNT INSPECTION			
Customer Complaint			Cause Description			Correction Statement		
PERFORM WORLD CLASS INSPECTION			XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXX			WORLD CLASS INSPECTION COMPLETED		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
████████	06/10/2021	06/10/2021	AL PIEMONTE NISSAN INC / Julia, Rivas	51,842	2	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Customer Pay			03NIZESS YN	EXPRESS SYN LOF			
Customer Complaint			Cause Description			Correction Statement		
BASIC PACKAGE -- REPLACE ENGINE OIL & FILTER FULL SYNTHETIC OIL (UP TO 5 QUARTS)			MAINTENANCE SERVICE			COMPLETE SYNTHETIC OIL AND FILTER REPLACEMENT, TOP OFF ALL FLUIDS, SET TIRE PRESSURES		
Part Number			Part Description			Part Quantity		
0W20			0W20 SYN OIL CHANGE			1		
1520865F0E			OIL FILTER			1		
999PK000W20N			GEN NIS 0W20 QT			5		
11026JA00A			WASHER DRAIN			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
2	Customer Pay			03NIZ27P OINT	EXPRESS INSPECTION			
Customer Complaint			Cause Description			Correction Statement		
EXPRESS MULTI-POINT INSPECTION			M.P.I.			COMPLETE MULTI POINT INSPECTION AND REVIEW WITH CUSTOMER AT TIME OF PICK UP		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
████████	01/14/2021	01/14/2021	AL PIEMONTE NISSAN INC / OSCAR, BAUTISTA	48,521	2	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Customer Pay			10NIZQC	WELCOME BACK SPECIAL			
Customer Complaint			Cause Description			Correction Statement		



5757 W. TOUCHY AVE., NILES, IL 60714, (847) 647-1555

VISIT US @ starnissan.com

CELL: [REDACTED]

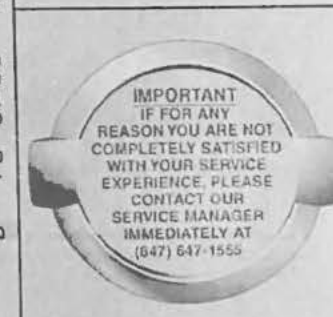
CUSTOMER NO. [REDACTED]	NAME: TALO PERFETTI	700435	SALE NO.	12/27/21	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	55,024	SALES TAX	7	STOCK NO.
[REDACTED]	16/NISSAN TRUCK/MURANO SL AWD/MURANO		DELIVERY DATE		DELIVERY MILES
[REDACTED]	VEHICLE ID NO. 5N1AZ2MH3GN [REDACTED]		SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE	12/27/21	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 55024		

JOB# 1 CHARGES

LABOR	DIAMOND 3750 MAINT	TECH(S):236	31.00		
CLIENT REQUESTS DIAMOND 3750 MILE MAINTENANCE SERVICE PERFORM FULL SYNTHETIC OIL & FILTER CHANGE. PERFORM BATTERY TEST, ADJUST TIRE PRESSURES. TOP OFF FLUIDS, PERFORM WORLD CLASS INSPECTION. REGULAR MAINTENANCE REQUIRED BY TIME OR MILEAGE PERFORMED MAINTENANCE SERVICE					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK1520B		9.99	9.99
	1	1520B-65FDE	OIL FILTER 1520B-65	****	****
	1	11026-3A00A	WASHER DRAIN 11026-	****	****
TOTAL - PARTS				9.99	
G.O.G. & SUPPLIES	S.2	SH30 SYNPOWER DRUM	@ 6.790 /UNIT		35.31
TOTAL - GOG					35.31
MISC	COOZ	DESCRIPTION	CONTROL NO.		
		COC COURTESY OIL CHANGE			-15.00
TOTAL - MISC					-15.00
JOB# 1 TOTALS				LABOR	31.00
				PARTS	9.99
				G.O.G.	35.31
				MISC	-15.00
JOB# 1 JOURNAL PREFIX NICS				JOB# 1 TOTAL	61.30

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Heretby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

✓ OUT OUR NEW LOWER PRICES ON MAINTENANCE PACKAGES



JOB# 2 CHARGES

LABOR	MULTIPNT INSPECTION	TECH(S):236	0.00		
PERFORM WORLD CLASS INSPECTION YXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX WORLD CLASS INSPECTION COMPLETED					
JOB# 2 TOTALS					
JOB# 2 JOURNAL PREFIX NICS				JOB# 2 TOTAL	0.00
MISC	CODE	DESCRIPTION	CONTROL NO.		
	COVCHRG	COVID BURCHARGE PPE			2.08
	DOCFEE	ELECTRONIC DOCUMENT STORAGE/SHRED			1.63
	FR	FREIGHT			0.49
	EPA	EPA WASTE REMOVAL			1.87
	SS	SHOP SUPPLIES			2.69
TOTAL - MISC					8.76

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
8:00 AM - 4:00 PM

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$90.00 (+TAX)

CUSTOMER COPY [CONTINUED ON NEXT PAGE] 09:17am



5757 W. TOURAY AVE., NILES, IL 60714, (847) 647-1555

VISIT US @
starnissan.com

CELL: [REDACTED]

NAME	ITALO PERFETTI	700435	DATE	12/27/21
LABOR RATE	[REDACTED]	RELEASE	55,024	STOCK NO
YEAR/MAKE/MODEL	16/NISSAN TRUCK/MURANO SL AWD/MURANO		DELIVERY DATE	DELIVERY MILE
VEHICLE ID NO.	S N 1 A Z 2 M H 3 G N		SELLING DEALER NO	PRODUCTION DATE
DATE NO	P.O. NO	R.O. DATE	12/27/21	

RESIDENCE PHONE BUSINESS PHONE COMMENTS MO: 55024

08423M44:0135642 created 2021-12-27 07:02:59am taken by Luigi Per
FACTS

 THANK YOU FOR SERVICING WITH US HERE AT *
 STAR NISSAN *
 847.647.1555 *
 IF YOU HAVE QUESTIONS REGARDING THE SERVICING OF YOUR *
 VEHICLE, PLEASE CONTACT OUR SERVICE DIRECTOR, *
 BILL SUMNER @ 847-647-1555 *
 PARTS DEPT 7:00AM TO 7:00PM MONDAY THOUGH FRIDAY *
 SERVICE DEPARTMENT HOURS *
 7:00AM TO 7:00PM MONDAY THOUGH FRIDAY *
 PARTS AND SERVICE OPEN 8:00AM TO 4:00PM ON SATURDAY *
 OUR DEALERSHIP IS CLOSED ON SUNDAY BUT PLEASE *
 VISIT US AT WWW.STARNISSAN.COM *

TOTAL LABOR.... 31.00
 TOTAL PARTS.... 9.99
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 35.31
 TOTAL MISC CHG. 8.76
 TOTAL MISC DISC -15.00
 TOTAL TAX..... 5.13
TOTAL INVOICE \$ 75.19

The Factory Warranty Covers All Of The
 Warranties With Respect To The Sale Of This
 Item/Items. The Seller Hereby Expressly DISCLAIMS
 All Warranties, Either Express Or Implied,
 Including Any Implied Warranty Of Merchantability
 Or Fitness For A Particular Purpose, And The
 Seller Neither Assumes Nor Authorizes Any Other
 Person To Assume For It Any Liability In
 Connection With The Sale Of This Item/Items.

**✓ OUT OUR NEW
 LOWER PRICES
 ON MAINTENANCE
 PACKAGES**



SERVICE DEPT. HOURS:
 MONDAY - FRIDAY
 7:00 AM - 7:00 PM
 SATURDAY
 8:00 AM - 4:00 PM

CUSTOMER SIGNATURE

CUSTOMER COPY

END OF INVOICE | 09:17am

RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ 0.00.
4.99 %	\$ 3893.21	\$ 48642.79	\$ 49636.88	\$ 56636.88

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
83	\$ 579.88	monthly beginning 4/14/2017
N/A	\$ N/A	N/A

Security: You are giving a security interest in the goods being purchased and in any moneys, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is late (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

No. [REDACTED]

Itemization of Amount Financed

- Cash Price \$ 48636.44
 Less Cash Downpayment \$ 1000.00
 Less Other Downpayment (describe) \$ 4000.00
 Value of Trade-in \$ 0.00
 Trade \$ 0.00
 Lien Payoff \$ N/A
 Net Trade \$ 0.00
- Total Downpayment \$ 5000.00
 (If negative enter "7" and see "Unpaid Balance Due on Trade-In" below)
- Unpaid Balance of Cash Price \$ 32536.44
 Amount Paid to Others for You
 *WE MAY BE RETAINING A PORTION OF THIS AMOUNT
 Unpaid Balance Due on Trade-In \$ N/A
 Year, Make, Model of Buyer's Trade-In (Paid to) /A

Insurance Companies:

N/A	\$	N/A
N/A	\$	N/A
N/A	\$	N/A

Public Officials (Licenses, Title & Taxes) \$ 824.20
 *Paid to ERT Service Provider for Optional ERT Fee \$ 25.88
 Other Charges (describe):

- SECURITY PLU \$ 3198.88
- ERT ALL CORP \$ 595.88
- DOC FEE \$ 172.15
- N/A \$ N/A
- N/A \$ N/A
- N/A \$ N/A
- N/A \$ N/A

4. Total Other Charges & Amount Paid to Others for You \$ 7886.95
 5. Amount Financed (3 + 4) \$ 48642.79

Buyer: [REDACTED] CHICAGO IL [REDACTED]
 (City) (State) (Zip)

Buyer's Address: [REDACTED] CHICAGO IL [REDACTED]
 (Address) (City) (State) (Zip)

Seller: AL PIERONTE NISSAN, INC.
 (Corporate Firm or Trade Name)
 1800 W NORTH AVE WELROSE PARK IL 60168
 (Business Address) (City) (State) (Zip)

Seller hereby sells and Buyer of Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment price and on the terms set forth in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle. The vehicle will be used primarily for personal, family, household or agricultural purposes. However, if the following box is checked the vehicle will be used primarily for business or commercial purposes.

New or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Vehicle Identification Number	Body Color	Odometer	Key No.
NEW	2016	NISSAN	MURANO	4DR AWD S	N/A	5N1AZ2MH3C [REDACTED]	ILL S	22	[REDACTED]

Buyer promises to pay to the order of Seller, at the offices of: **BANK OF THE WEST** (Assignee) located in **WANA, NE**
 the Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of 4.99 % per annum from date until maturity in 83 installments of \$ 579.88 each and a final installment of \$ 579.88 beginning on APRIL 14th 2017 and continuing on the same day of each successive month thereafter until fully paid. All payments shall be applied first to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the assumption that all scheduled installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer named herein. Herein, Holder means the motor vehicle retail Seller, sales finance agency, or any other Assignee that purchases or makes a loan upon the security of this retail installment contract.

SECURITY INTERESTS: Seller is granted a purchase-money security interest in the motor vehicle described above and all accessories under the Illinois Uniform Commercial Code until the Total of Payments and all other indebtedness for taxes, title, repairs and insurance premiums advanced by Holder hereunder are paid in full. Buyer grants assignee the right of set-off or lien on any moneys, credits or other property of Buyer in possession of the Assignee, on deposit or otherwise, excepting IRA or similar deposits. Seller is also granted a security interest in any premium rebates for insurance or service contracts, if any, that may be received by Buyer or any other party in connection with the motor vehicle and in the proceeds of any credit life and/or accident and health insurance financed hereunder, until all amounts due hereon have been paid in full.

REPOSSESSION: If Buyer shall default in the payment of any installment of the Total of Payments or any other indebtedness due hereon, or (2) Buyer shall fail to keep the motor vehicle fully insured for the entire term of this contract, or (3) Buyer shall fail to keep the motor vehicle fully insured for the entire term of this contract, the Holder may declare all unpaid installments of the Total of Payments and all other indebtedness secured hereby immediately due and payable, without notice or demand, subject to right of reinstatement, if applicable.

PREPAYMENT: THE BUYER MAY PREPAY IN FULL OR IN PART THE UNPAID BALANCE OF THE CONTRACT AT ANY TIME WITHOUT PENALTY.

DELINQUENCY CHARGE: If any payment is late (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less. In addition, Buyer agrees to pay reasonable attorneys' fees, costs and expenses incurred in the collection or enforcement of the debt or in realizing on the collateral. Buyer agrees to pay Finance Charges after maturity of the final installment, or after acceleration upon default, at the Annual Percentage Rate stated herein so long as there exists any unpaid debt hereunder, all without relief from valuation or appraisal laws.

INSURANCE AGREEMENT: Motor Vehicle Damage or Loss Insurance is required by Seller. (Buyer may choose the person through whom the insurance is to be obtained) If such insurance is to be obtained through Seller, the cost for a term of _____ months will be \$ _____.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT

Credit insurance is not required by Seller nor is it a factor in approval of the extension of credit. No credit insurance is to be provided unless the Buyer signs the appropriate authorization below. Group Credit Insurance is available for the term of the credit upon acceptance by insurer at the following costs:

Credit Life Insurance \$ N/A Credit Disability Insurance \$ N/A

I desire Credit Disability Insurance. I DO NOT want Credit Life or Disability Insurance.

On 10/11/2021 I decided to get another opinion and take it to a different mechanic (not Nissan). The mechanic informed me the issue was the transaxle and it would cost me about \$4,439.00.

I called Nissan consumer affairs to inform them of everything that was going on. They advised me to take it to another dealer if I wished to. I decided to take it to Martin Nissan in Skokie on 10/28/2021. Martin Nissan identified an additional issue they found which was that the transfer case was leaking and needing resealing. Star Nissan on 9/09/21 supposedly stated they fixed the leak which appeared to have been a lie. Martin Nissan advised me to take it back to Star Nissan for them to fix it since they previously worked on the transfer case less than a month ago.

I took it back to Star Nissan on 11/02/2021. Star Nissan replaced the transfer case again. I once again continued to tell them about the noise I originally took it for.

When I took it back to Star Nissan, I had a different service advisor name Charles Guild. I received a rental, but the tire had low pressure when I receive the vehicle. Charlie let the shop person to put air but 3 days later I had to put air on the tire again. I called the dealer and I had to come in during my lunch break for them to check the tire. By this time, I asked for Charlie and I was informed he no longer worked there. Now another new service advisor, Rich Pittman, told me the tire had a nail stuck. They fixed it and returned the rental back to me and the next day I picked up my vehicle.

I also informed them of a water leak in the vehicle. The service advisor told me he believed it was a manufacturing issue due for the moon roof and that he had 5 vehicles in that day with the same issue.

At this point I don't know what else to do. I simply want my car to be fixed and stop having these constant headaches of bringing my vehicle every few weeks to the dealer. Every dealer I have gone to have identified a different reason for the noise issues I continue to have. None of these dealers have taken ownership of the issue or taken accountability. It is also extremely concerning that not only has the noise not been fixed, but every time I've taken the car in more problems pile up (vehicle leakage, scratches). I have already missed a lot of work due to constantly having to take my vehicle in to fix the noise. The dealers stating that the noise is normal, or that it was not "severe" enough to warrant a fix is simply unacceptable.

I want Nissan to identify and fix the noise that the car is making. A vibrating, growling noise can heard when driving the car, mainly when accelerating between 15-50MPH. I have taken the car to multiple dealers and although they identify different issues, each issue they have identified has to do with the transmission. My vehicle either needs a new transmission, torque converter, transaxle or a new engine/engine mount. I want to have a rental meanwhile my vehicle is being repaired and since it under 60,000 miles, I want Nissan to be responsible for the charges of the repairs and the rental fee.

I wanted to go ahead and review everything that I have been going through.

The car first started having issues during the first week of August. I called Al Piemonte Nissan to schedule an appointment and they were booked. I was able to book an appointment on 09/02/2021. I brought the vehicle in and was told the issue was the torque converter, but Nissan would not consider it "severe enough" to warrant a fix.

I left the vehicle at the dealer for about 8 hours and they provided me a rental. When picking up the vehicle I was charged for the rental in the amount of \$58.24. This is when I called Nissan the 1800Nissan1 to file a complaint.

In the form provided to me by Al Piemonte Nissan they wrote "tech was able to identify the noise and stated that it was the torque converter lock up noise which is normal, operating as designed."

I then decided to take the car to Star Nissan in Niles on 09/09/2021 to receive another look at the noise. I spoke with the service advisor Klaudiusz Kozak who had me drive the car with him to identify the noise, to which he did indeed acknowledge the noise I was referring to. At Star Nissan they had suggested some additional services to do that I agreed. The services agreed on doing were the transmission fluid flush, coolant flush and brake fluid flush. Star Nissan informed me they found an oil leak coming from the transfer case and needed to be repaired but was covered under warranty.

On 09/18/2021 I went to the dealer to pick up the vehicle and was told everything was fixed and the car was ready to be picked up. When I went to pick up the car, I noticed scratches on my car that were not previously there. I let the service advisor Klaudiusz Kozak know about the scratches. He told me they would check the cameras and get back to me at a future date, which they never did. Once I picked up the car, as I was driving away from the dealer, I noticed the vibrating/growling noise was still present. I decided to take it back to the dealer right away within 5-10 minutes of initially picking up the car. I informed them that the car was not fixed, was still making the same noise. The dealer agreed to take back the vehicle and provided me a rental.

On 09/22/21 I received a call from a different service advisor named Luigi who told me to come in the dealer to show them which noise I was referring too. I let them know the service advisor Klaudiusz was in the vehicle with me and he heard the noise. They informed me that the service advisor no longer worked at the dealer. I proceeded to go to the dealer during my lunch break and drove the vehicle with a dealer employee named Eric, who acknowledged the noise and stated they would work on identifying the issue.

I picked up my vehicle on 09/29/2021 - I remember the date because it is my mother's birthday. We were supposed to have dinner after I picked up the car from the dealer. Star Nissan provided me paperwork that stated "verified customer's concern and found noise common characteristic of the vehicle. Vehicle operating as designed." The dealer kept my vehicle for nearly 3 weeks to return it back and tell me the noise is normal, they completely dismissed the noise the vehicle was making. When I picked up the car, I had a different service advisor (Peter) tell me I would be contacted by Bill Sumner their service manager regarding the scratches on the car. I was never contacted; I had to email Bill and BCC their superior for a response. The scratches are still present on the vehicle, with no accountability on their end.

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 11/09/21
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Chicago	State: IL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Nissan	Model: Murano	Year: 2016	Current mileage: 54250
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Alpie Monte Nissan, Melrose Park, IL			
Primary Servicing dealer/city/state: STAR NISSAN, INC.,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 01/14/17		Mileage at purchase/lease:	
First repair attempt date: 08/01/21 09/02/21		First repair attempt mileage: 45000-50,000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Is the vehicle in your possession?		Date of accident:	
Has this vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer wants the transmission replaced.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 5N1A2ZMH36N [REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: [REDACTED]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<i>Example:</i>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Growling & vibrating when driving		3		yes
Vehicle leaks water on driverside		3		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) [REDACTED]

Date 11/09/21

Printed Name of Titled Owner(s) [REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
1676 International Drive, Suite 550
McLean VA, 22102
Fax: 703-247-9700

page 2

I want Nissan to identify and fix the noise that the car is making. A vibrating, growling noise Can heard when driving the car, mainly when accelerating between 15-50MPH. I have taken the car to multiple dealers and although they identify different issues, each issue they have identified has to do with the transmission. My vehicle either needs a new transmission, torque converter, transaxle or a new engine/engine mount. I want to have a rental meanwhile my vehicle is being repaired and since it under 60,000 miles, I want Nissan to be responsible for the charges of the repairs and the rental fee.

I wanted to go ahead and review everything that I have been going through.

The car first started having issues during the first week of August. I called Al Piemonte Nissan to schedule an appointment and they were booked. I was able to book an appointment on 09/02/2021. I brought the vehicle in and was told the issue was the torque converter, but Nissan would not consider it "severe enough" to warrant a fix.

I left the vehicle at the dealer for about 8 hours and they provided me a rental. When picking up the vehicle I was charged for the rental in the amount of \$58.24. This is when I called Nissan the 1800Nissan1 to file a complaint.

In the form provided to me by Al Piemonte Nissan they wrote "tech was able to identify the noise and stated that it was the torque converter lock up noise which is normal. operating as designed."

I then decided to take the car to Star Nissan in Niles on 09/09/2021 to receive another look at the noise. I spoke with the service advisor Klaudiusz Kozak who had me drive the car with him to identify the noise, to which he did indeed acknowledge the noise I was referring to. At Star Nissan they had suggested some additional services to do that I agreed. The services agreed on doing were the transmission fluid flush, coolant flush and brake fluid flush. Star Nissan informed me they found an oil leak coming from the transfer case and needed to be repaired but was covered under warranty.

On 09/18/2021 I went to the dealer to pick up the vehicle and was told everything was fixed and the car was ready to be picked up. When I went to pick up the car, I noticed scratches on my car that were not previously there. I let the service advisor Klaudiusz Kozak know about the scratches. He told me they would check the cameras and get back to me at a future date, which they never did. Once I picked up the car, as I was driving away from the dealer, I noticed the vibrating/growling noise was still present. I decided to take it back to the dealer right away within 5-10 minutes of initially picking up the car. I informed them that the car was not fixed, was still making the same noise. The dealer agreed to take back the vehicle and provided me a rental.

On 09/22/21 I received a call from a different service advisor named Luigi who told me to come in the dealer to show them which noise I was referring too. I let them know the service advisor Klaudiusz was in the vehicle with me and he heard the noise. They informed me that the service advisor no longer worked at the dealer. I proceeded to go to the dealer during my lunch break and drove the vehicle with a dealer employee named Eric, who acknowledged the noise and stated they would work on identifying the issue.

I picked up my vehicle on 09/29/2021 - I remember the date because it is my mother's birthday. We were supposed to have dinner after I picked up the car from the dealer. Star Nissan provided me

paperwork that stated "verified customers concern and found noise common characteristic of the vehicle. Vehicle operating as designed." The dealer kept my vehicle for nearly 3 weeks to return it back and tell me the noise is normal, they completely dismissed the noise the vehicle was making. When I picked up the car, I had a different service advisor (Peter) tell me I would be contacted by Bill Sumner their service manager regarding the scratches on the car. I was never contacted; I had to email Bill and BCC their superior for a response. The scratches are still present on the vehicle, with no accountability on their end.

On 10/11/2021 I decided to get another opinion and take it to a different mechanic (not Nissan). The mechanic informed me the issue was the transaxle and it would cost me about \$4,439.00.

I called Nissan consumer affairs to inform them of everything that was going on. They advised me to take it to another dealer if I wished to. I decided to take it to Martin Nissan in Skokie on 10/28/2021. Martin Nissan identified an additional issue they found which was that the transfer case was leaking and needing resealing. Star Nissan on 9/09/21 supposedly stated they fixed the leak which appeared to have been a lie. Martin Nissan advised me to take it back to Star Nissan for them to fix it since they previously worked on the transfer case less than a month ago.

I took it back to Star Nissan on 11/02/2021. Star Nissan replaced the transfer case again. I once again continued to tell them about the noise I originally took it for.

When I took it back to Star Nissan, I had a different service advisor name Charles Guild. I received a rental, but the tire had low pressure when I receive the vehicle. Charlie let the shop person to put air but 3 days later I had to put air on the tire again. I called the dealer and I had to come in during my lunch break for them to check the tire. By this time, I asked for Charlie and I was informed he no longer worked there. Now another new service advisor, Rich Pittman, told me the tire had a nail stuck. They fixed it and returned the rental back to me and the next day I picked up my vehicle.

I also informed them of a water leak in the vehicle. The service advisor told me he believed it was a manufacturing issue due for the moon roof and that he had 5 vehicles in that day with the same issue.

At this point I don't know what else to do. I simply want my car to be fixed and stop having these constant headaches of bringing my vehicle every few weeks to the dealer. Every dealer I have gone to have identified a different reason for the noise issues I continue to have. None of these dealers have taken ownership of the issue or taken accountability. It is also extremely concerning that not only has the noise not been fixed, but every time I've taken the car in more problems pile up (vehicle leakage, scratches). I have already missed a lot of work due to constantly having to take my vehicle in to fix the noise. The dealers stating that the noise is normal, or that it was not "severe" enough to warrant a fix is simply unacceptable.



5757 W. TOLUHY AVE., NILES, IL 60714. (847) 647-1555

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	NAME RICH PITTMAN	SALES NO. 5941	WORK DATE 11/06/21
[REDACTED]	LABOR RATE [REDACTED]	USAGE 54,184	COLOR /
CHICAGO, IL [REDACTED]	YEAR MAKE/MODEL 16/NISSAN TRUCK/MURANO SL AWD/MURANO	DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. 5N1AZ2MH3GN [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/02/21
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 54184

SUBLET-----JOB#-----VEND IN#-INV. DATE-DESCRIPTION-----
 173795 22181 11/02/21 FILL FUEL TANK

31.81
 31.81
 31.81
 31.81

Tot Factory Warranty Covers All Of The Warranties With Respect To The Sale Of The Item Items. The Seller Hereby Expressly Declines All Warranties, Either Express Or Implied Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

JOB# 3 TOTALS-----
 SUBLET

JOB# 3 CHARGES-----
 JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL

LABOR-----
 JOB# 4 02NIZOTHERS OTHER DIAGNOSIS 5 TECH(S):236
 Customer states customer states vibration in the front and p
 articularly noticeable and acceleration at low speed. I drov
 e with customer heard a low range growling noise
 VERIFY WITH WRITER AND TO K.G.V AND CHASIS EARS KGV SAME AS
 THIS VEHICLE DUE TO TCC LOCK UP FOR FUEL ECONOMY
 PER T.L.D.B.S NORMAL OPERATING CONDITION

INTERNAL

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 ON MAINTENANCE
 PACKAGES

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL

JOB# 5 CHARGES-----
 0.00

LABOR-----
 JOB# 5 0CNIZRENTAL RENTAL CAR TECH(S):236
 CUSTOMER REQUESTS A RENTAL CAR DURING REPAIRS
 VEHICLE IN FOR REPAIRS
 PROVIDED RENTAL TO CUSTOMER DURING REPAIRS

INTERNAL

IMPORTANT
 IF FOR ANY
 REASON YOU ARE NOT
 COMPLETELY SATISFIED
 WITH YOUR SERVICE
 EXPERIENCE, PLEASE
 CONTACT OUR
 SERVICE MANAGER
 IMMEDIATELY AT
 (847) 647-1555

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 RENTAL DEALERSHIP RENTAL \$40.00 PER DAY

WARRANTY
 0.00

JOB# 5 TOTALS-----
 JOB# 5 JOURNAL PREFIX NICS JOB# 5 TOTAL

JOB# 6 CHARGES-----
 0.00

LABOR-----
 JOB# 6 70NIZ WATERLEAK/DUSTENTRY TECH(S):236
 Customer states customer states water leak when raining from
 sun/roof area
 CUSTOMER DECLINED INSPECTION AT THIS TIME
 NO WORK DONE

INTERNAL

SERVICE DEPT. HOURS:
 MONDAY - FRIDAY
 7:00 AM - 7:00 PM
 SATURDAY
 8:00 AM - 4:00 PM

JOB# 6 TOTALS-----
 JOB# 6 JOURNAL PREFIX NICS JOB# 6 TOTAL

JOB# 7 CHARGES-----
 0.00

LABOR-----
 JOB# 7 45NIZCONTROL CONTROL ARMS TECH(S):236
 NOB ON TECH FOUND CONTROL ARM BUSHING ARE SLEPT AND
 LEAKING

WARRANTY

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VISIT US @ starnissan.com

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	TECH RICH PITTMAN	5941	SALE NO		INVOICE NO	11/06/21	[REDACTED]
SEARCH RATE	[REDACTED]	SALES TAX	54,184	COLOR		STOCK NO		
DEAN MAKE MODEL	16/NISSAN TRUCK/MURANO SL AWD/MURANO	DELIVERY DATE		DELIVERY MILE				
VEHICLE ID NO	5N1AZ2MH3GN	SELLING DEALER NO		PRODUCTION DATE				
F.T.E. NO		F.O. NO		R.O. DATE	11/02/21			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS						MO: 54184

LABOR CHARGES

JOB# 1 OTHERS OTHER DIAGNOSIS 1 TECH(S):236
Customer states customer states oil leak was advised coming from rear dif advise
TRANSFER CASE POOR SEAL
REPLACE TRANSFER CASE ASSEMBLY NTB DOES NOT APPLY

WARRANTY

PARTS

QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE
1	PK331003KAOB		
1	20692-3F00C	GASKET-EXHAUST 2069	
1	49745-01E00	O RING 49745-01E00	
1	9999P-A4100P	BRAKE FLUID (DOT 99	
1	9999P-AC000P	POWER STEERING F 99	
1	9999P-1XCPPOP	LIMITED SLIP OIL 99	
1	33100-3KAOB	TRANSFER ASSY 33100	
3	01225-N0121	BOLT 01225-N0121	
3	01223-N0023	NUT 01223-N0023	
2	01225-00521	NUT 01225-00521	
2	08921-32C2A	PIN - COTTER, 5P 08	
1	11026-1CA0A	WASHER 11026-1CA0A	
2	20692-3F00C	GASKET EXHAUST 2069	
1	20695-E219E	BEARING SEAL, EX 20	
2	24225-7990Z	CLIP WIRING HARN 24	
4	37120-3000B	BOLT-FIX PROPELL 37	
4	37120-3001A	BOLT-FIX PROPELL 37	
4	37171-7500A	NUT-FIX PROPELLE 37	
2	40073-0L700	PIN-COTTER 40073-0L	
2	40262-2Y00A	NUT-NEX 40262-2Y00A	
2	46237-A4600	GASKET-BRAKE HOS 46	
2	54588-3A060	NJT 54588-3A060	
1	20692-BH30A	GASKET-EXHAUST 2069	
TOTAL - PARTS			0.00

The Factory Warranty Conditions All Of The Warranties With Respect To The Sale Of The new/used. The Seller hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Vehicle.

✓ OUT OUR NEW LOWER PRICES ON MAINTENANCE PACKAGES



SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
8:00 AM - 4:00 PM

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

LABOR CHARGES

LABOR

JOB# 2 OTHERS MULTIPNT INSPECTION TECH(S):236
PERFORM WORLD CLASS INSPECTIO
WORLD CLASS INSPECTION COMPLETED

INTERNAL

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

LABOR CHARGES

LABOR

JOB# 3 OTHERS OTHER DIAGNOSIS 2 TECH(S):236
Customer states customer states oil gauge not reading accurately advise.

INTERNAL



5757 W. TOUHY AVE., NILES, IL 60714, (847) 647-1555

VISIT US @
starnissan.com

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	OWNER	RICH PITTMAN	TAG NO	5941	INVOICE DATE	11/06/21
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE	54,184	COLOR	[REDACTED]
CHICAGO, IL	[REDACTED]	YEAR / MAKE / MODEL	16 / NISSAN TRUCK / MURANO SL AWD / MURANO		DELIVERY DATE	DELIVERY MILES	
[REDACTED]	[REDACTED]	VEHICLE ID. NO.	5 N 1 A Z 2 M H 3 G N [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	[REDACTED]	F.T.E. NO.	[REDACTED]	P.O. NO.	[REDACTED]	R.O. DATE	11/02/21
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 54184			

BOTH CONTROL ARMS FAILED
REPLACED BOTH LOWER CONTROL ARMS

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	54500-5AA0C	LINK COMPL-TRANS 54		WARRANTY
	1	54501-5AA0C	LINK COMPL-TRANS 54		WARRANTY
				TOTAL - PARTS	0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
	NWD	NISSAN SECURITY PLUS DEDUCTIBLE		683920	100.00
				TOTAL - MISC	100.00
JOB# 7 TOTALS				MISC	100.00
JOB# 7 JOURNAL PREFIX NICS				JOB# 7 TOTAL	100.00

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

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PACKAGES**

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$575.95 (+TAX)
COMMENTS
Created 2021-10-29 01:14:00pm taken by Charles Guld
TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	31.81
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	100.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 131.81



SERVICE DEPT. HOURS:

MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
8:00 AM - 4:00 PM

CUSTOMER SIGNATURE

The information on this invoice is computer generated. If you have any questions, please contact our service manager at (847) 647-1555.



5757 W. TOURY AVE., NILES, IL 60714, (847) 647-1555

VISIT US @ starnissan.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	SALES REP. RICH PITTMAN	SALES NO. 5941	DATE 12/08/21
LABOR RATE [REDACTED]	SALES TAX 5.4, 685	SALES TAX NO. [REDACTED]	SALES TAX NO. [REDACTED]
ADDRESS [REDACTED]	VEHICLE MAKE MODEL 16/NISSAN TRUCK/MURANO SL AWD/MURANO	DELIVERY DATE [REDACTED]	DELIVERY MILES [REDACTED]
PHONE [REDACTED]	VEHICLE ID NO. 5N1AZ2MH3GN [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
BUSINESS PHONE [REDACTED]	FILE NO. [REDACTED]	REG. NO. 12/06/21	MO: 54685
RESIDENCE PHONE [REDACTED]	COMMENTS		

LABOR	DESCRIPTION	TECH(S)	PRICE	
700.00	BODY ADJUSTMENTS	236		
	CUSTOMER STATES OF A WATER LEAK OK TO FIX LEAK CLEANED AND REPAIRED DRAIN LINES TO SUNROOF			
PARTS	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	76913-5AA2A	CARNISH W/SHIELD 76	100.60	
1	76914-5AA2A	CARNISH-CNTR PZL 76	100.60	
2	76988-5AA1A	CLIP 76988-5AA1A	14.91	
TOTAL - PARTS			231.02	
SUBLET	POW	VEND INV#-INV.DATE-DESCRIPTION	PRICE	
90.00	174096	12/08/21 INSIDE DETAIL	90.00	
TOTAL - SUBLET			90.00	
TOTALS	LABOR		700.00	
PARTS		231.02		
SUBLET		90.00		
JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL			1021.02	
MISC	COJF	DESCRIPTION	CONTROL NO	PRICE
1.87	FR	FREIGHT		11.39
26.97	EPA	EPA WASTE REMOVAL		
40.23	SS	SHOP SUPPLIES		
TOTAL - MISC			40.23	

The Factory Warranty Consists As Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly DISCLAIMS All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

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IMPORTANT
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SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
8:00 AM - 4:00 PM

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$500.00 (+TAX)

TOTALS

TOTAL LABOR....	700.00
TOTAL PARTS....	231.02
TOTAL SUBLET....	90.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	40.23
TOTAL MISC DISC....	0.00
TOTAL TAX.....	26.44
TOTAL INVOICE \$	1087.69

THANK YOU FOR SERVICING WITH US HERE AT
STAR NISSAN
847 647 1555
IF YOU HAVE QUESTIONS REGARDING THE SERVICING OF YOUR VEHICLE, PLEASE CONTACT OUR SERVICE DIRECTOR, BILL SUMNER @ 847-647-1555
PARTS DEPT 7:00AM TO 7:00PM MONDAY THROUGH FRIDAY
SERVICE DEPARTMENT HOURS
7:00AM TO 7:00PM MONDAY THROUGH FRIDAY
PARTS AND SERVICE OPEN 8:00AM TO 4:00PM ON SATURDAY
OUR DEALERSHIP IS CLOSED ON SUNDAY BUT PLEASE VISIT US AT WWW.STARNISSAN.COM

CUSTOMER SIGNATURE _____

1 PAGE OF 1 CUSTOMER COPY

[END OF INVOICE] 04:11pm

[REDACTED] CELL: [REDACTED]
 [REDACTED] RICH PITTMAN 5941 01/06/22 [REDACTED]
 [REDACTED] 55,138 /
 CHICAGO, IL [REDACTED] 16/NISSAN TRUCK/MURANO SL AWD/MURANO
 [REDACTED] 5 N 1 A Z 2 M H 3 G N [REDACTED]
 [REDACTED] 01/06/22
 MO: 55138

RECEIPT

RECEIPT DATE: 01/06/22
 CUSTOMER NUMBER: [REDACTED]
 CUSTOMER NAME: [REDACTED]
 DATE/TIME: 2022-01-06 09:19:18 CARD:VISA XXXXXXXXXXXX [REDACTED]
 APP:061910
 PAY TYPE:CREDIT CARD
 APPROVED TOTAL:\$278.72 ORDER ID:1441463036

CARDHOLDER AUTHORIZATION

[REDACTED]
[REDACTED]
CHICAGO, IL [REDACTED]
[REDACTED]

RICH PITTMAN 5941
ZV53760 54,184 /
16/NISSAN TRUCK/MURANO SL AWD/MURANO
5 N 1 A Z 2 M H 3 G N [REDACTED]

CELL: [REDACTED]
11/06/21 [REDACTED]
11/02/21
MO: 54184

RECEIPT

RECEIPT DATE: 11/06/21
CUSTOMER NUMBER: [REDACTED]
CUSTOMER NAME: [REDACTED]

DATE/TIME: 2021-11-06 09:06:17 CARD: VISA XXXXXXXX [REDACTED]
APP: 060610
PAY TYPE: CREDIT CARD
APPROVED TOTAL: \$131.81 ORDER ID: 899461825

CARDHOLDER AUTHORIZATION

[REDACTED]
 [REDACTED]
 CHICAGO, IL [REDACTED]
 [REDACTED]

RICH PITTMAN 5941
 [REDACTED] 54,685 /
 16/NISSAN TRUCK/MURANO SL AWD/MURANO
 S N 1 A Z 2 M H 3 G N [REDACTED]

CELL: [REDACTED]
 12/08/21 [REDACTED]
 12/06/21
 MO: 54685

R E C E I P T

RECEIPT DATE: 12/08/21
 CUSTOMER NUMBER: [REDACTED]
 CUSTOMER NAME: [REDACTED]

DATE/TIME: 2021-12-08 17:17:26 CARD: Visa XXXXXXX [REDACTED]
 APP: 051718
 PAY TYPE: CREDIT CARD
 APPROVED TOTAL: \$1087.69 ORDER ID: 1193332735

CARDHOLDER AUTHORIZATION



5757 W TORRY AVE. NILES, IL 60714, (847) 647-1555

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44643197

CELL: [REDACTED]

CUSTOMER NO	KLADDIUSZ KOZAK 1032250	SALE NO	[REDACTED]
LABOR RATE	131.85	MILEAGE	53,515
CHICAGO, IL	16/NISSAN TRUCK/MURANO SL AWD/MURANO	DELIVERY DATE	
	5 N 1 A Z 2 M H 3 G N	DELIVERY MILES	
		SELLER DEALER NO	
		PRODUCTION DATE	
		R.C. DATE	09/09/21
		REPRINT#	1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 53515

JOB# 1 CHARGES

LABOR

J# 1 14NIZWCI MULTIPNT INSPECTION TECH(S):236 0.00
 PERFORM WORLD CLASS INSPECTION
 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 WORLD CLASS INSPECTION COMPLETED

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 09NIZXCOOL COOLANT DRAIN&FILL TECH(S):236 115.00
 PERFORM EXPRESS COOLANT FLUSH
 DEGRADATION OF COOLANT RECOMMENDED BASED ON MILEAGE/INSPECTION
 REPLACEMENT OF DEGRADED COLLANT FLUID

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	PKBLUF	BLUE CLNT FLUSH	34.95	34.95
1	VPO05	COOLANT SERVICE VPO	****	****
1	999MP-L25500P	NISSAN LONG LIFE 99	****	****
TOTAL - PARTS			34.95	34.95

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 149.95

JOB# 3 CHARGES

LABOR

J# 3 07NIZCVT CVT FLUID EXCHANGE TECH(S):236 161.99
 PERFORM CVT TRANS FLUID EXCHANGE
 SERVICE COMPLETED

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
4	999MP-CV0NS3	NS-3 CVT FLUID - 99	21.99	87.96
TOTAL - PARTS			87.96	87.96

MISC

CODE	DESCRIPTION	CONTROL NO	
CHECK50	20% OFF UP TO \$50 CHECK		-50.00
CHECK50	20% OFF UP TO \$50 CHECK		-25.00
TOTAL - MISC			-75.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 174.95

The Factory Warranty Consists All Of The Warranties With Respect To The Sale Of This Item. The Seller Herby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Service.

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SERVICE DEPT. HOURS:
 MONDAY - FRIDAY
 7:00 AM - 7:00 PM
 SATURDAY
 8:00 AM - 4:00 PM

The Reynolds and Reynolds Company 80401745 0 (08/18) CC023965 0



5757 W. TOUCHY AVE. NILES, IL 60714, (847) 647-1555

VISIT US @
starnissan.com

CELL: [REDACTED]

CUST/CARRIER# [REDACTED]		NAME: RLAADUSZ KOZAK 1032250		REG NO:	REGISTRATION: 09/18/21
[REDACTED]		LAKE: 131 85	[REDACTED]	MILEAGE: 53,515	MODEL:
CHICAGO, IL [REDACTED]		TO: NISSAN TRUCK/MURANO SL AWD/MURANO			
[REDACTED]		VIN: 5N1AZ2MH3GN [REDACTED]		DELIVERY DATE:	DELIVERY MILE:
[REDACTED]		FILE NO:		SELLING DEALER NO:	PRODUCTION DATE:
RESIDENCE PHONE:	BUSINESS PHONE:	COMMENTS:	MO: 53515		

LABOR: 3# 4OZHIZOTHER1 OTHER DIAGNOSIS-1 TECH(S):236
 ADD ON- TECH FOUND TRANSFER CASE LEAKING
 PER NTB17-00BB REPLACE SEALS, ALL BOLTS AND NUTS
 PERFORMED ROAD TEST AND VERIFIED CAR IS DRIVING AS DESIGNED

WARRANTY
 The Factory Warranty Covers All Of The
 Warranties With Respect To The Sale Of The
 New Vehicle. The Seller hereby Expressly Declines
 All Warranties, Express Or Implied,
 Including Any Implied Warranty Of Merchantability
 Or Fitness For A Particular Purpose. And The
 Seller Neither Assumes Nor Authorizes Any Other
 Person To Assume For It Any Liability In
 Connection With The Sale Of This Vehicle.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	1	33111-4BA0A	SEAL-OIL 33111-4BA0		WARRANTY
1	1	33118-4BA0B	SEAL O RING OIL 331		WARRANTY
1	1	33142-4BA0A	SEAL-OIL 33142-4BA0		WARRANTY
1	1	33142-4BA0C	SEAL OIL 33142-4BA0		WARRANTY
2	2	38342-4N500	SEAL OIL,DIFFERE 38		WARRANTY
1	1	33114-4BA0A	SEAL-OIL,DRIVE P 33		WARRANTY
2	2	38343-3KA0B	SEAL - O RING 38343		WARRANTY
2	2	40262-2Y00A	NUT-HEX 40262-2Y00A		WARRANTY
2	2	40073-0L700	PIN-COTTER 40073-0L		WARRANTY
1	1	39780-3JA0A	BRACKET-BEARING 397		WARRANTY
1	1	20692-8H30A	GASKET-EXHAUST 2069		WARRANTY
2	2	20691-51E01	CASKET-EXHAUST 2069		WARRANTY
3	3	01223-N0021	NUT 01223-N0021		WARRANTY
4	4	01225-N0011	NUT 01225-N0011		WARRANTY
2	2	54588-3A005	NUT 54588-3A005		WARRANTY
1	1	14036-EA200	CASKET-EXHAUST M		WARRANTY
1	1	11026-1CA0A	WASHER 11026-1CA0A		WARRANTY
1	1	38440-3KA0A	BEARING-DIFFEREN 38		WARRANTY
1	1	38440-3KA0B	BEARING-DIFFEREN 38		WARRANTY
8	8	37120-3D00B	BOLT-PIX PROPELL 37		WARRANTY
4	4	37171-7500A	NUT-FIX PROPELLE 37		WARRANTY
1	1	01223-N0021	NUT 01223-N0021		WARRANTY
1	1	999MP-1XGPOP	LIMITED SLIP OIL 99		WARRANTY
				TOTAL - PARTS	0.00

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PACKAGES**



SERVICE DEPT. HOURS:
 MONDAY - FRIDAY
 7:00 AM - 7:00 PM
 SATURDAY
 8:00 AM - 4:00 PM

JOB# 4 TOTALS: JOB# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES: [REDACTED]

LABOR: 3# 5#5ZHTZFLUSH EXCHANGE BRAKE FLUID TECH(S):236 110.00
 PERFORM BRAKE FLUID EXCHANGE/FLUSH
 PERFORMED BRAKE FLUSH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	1	608334	BRAKE FLUSH 608334	39.99	39.99
				TOTAL - PARTS	39.99

JOB# 5 TOTALS: LABOR 110.00 PARTS 39.99

JOB# 5 JOURNAL PREFIX NICS JOB# 5 TOTAL 149.99

MISC: CODE DESCRIPTION CONTROL NO.
 JOB # A COVIDFEE COVID SURCHARGE PPE 2.08
 JOB # A DOCFEE ELECTRONIC DOCUMENT STORAGE/SHRED 1.63



5757 W TOUBAY AVE., NILES, IL 60714 (847) 647-1555

VISIT US @
starnissan.com

RESIDENCE PHONE: [REDACTED] BUSINESS PHONE: [REDACTED] CELL: [REDACTED]

NAME: KLAUDIUSZ KOZAK 1032250

LABOR RATE: 131.85 SALES TAX: 53.515

CHICAGO, IL [REDACTED]

VEHICLE: 16/NISSAN TRUCK/MURANO SL AWD/MURANO

VIN: 5N1AZ2MH3GN [REDACTED]

REGISTRATION DATE: 09/09/21 REPRINT# 1

MISC CODE	DESCRIPTION	CONTROL NO.	AMOUNT
JOB # A	FR FREIGHT		8.01
JOB # A	EPA EPA WASTE REMOVAL		1.87
JOB # A	SS SHOP SUPPLIES		26.97
TOTAL - MISC			40.58

MO: 53515

The Factory Warranty Consists of 3 Year/50,000 Miles. The Seller Hereby Expressly Disclaims All Warranties, Other Express or Implied, Including Any Implied Warranty of Merchantability or Fitness For A Particular Purpose. And The Seller Hereby Assumes Not Assume Any Other Person to Assume For A Any Liability In Connection With The Sale Of This Vehicle.

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$399.90 (+TAX)

COMMENTS-----
WATT created 2021-09-03 10:20:00am taken by Brenda Engullo Canacho
10% Off Recommended Services

TOTALS-----

THANK YOU FOR SERVICING WITH US HERE AT	TOTAL LABOR.....	386.99
STAR NISSAN	TOTAL PARTS.....	162.90
847.647.1555	TOTAL SUBLET...	0.00
IF YOU HAVE QUESTIONS REGARDING THE SERVICING OF YOUR VEHICLE, PLEASE CONTACT OUR SERVICE DIRECTOR, BILL SUMNER @ 847-647-1555	TOTAL C.O.G.....	0.00
PARTS DEPT 7:00AM TO 7:00PM MONDAY THOUGH FRIDAY	TOTAL MISC CHG.	40.58
SERVICE DEPARTMENT HOURS	TOTAL MISC DISC	-75.00
7:00AM TO 7:00PM MONDAY THOUGH FRIDAY	TOTAL TAX.....	16.09
PARTS AND SERVICE OPEN 8:00AM TO 4:00PM ON SATURDAY	TOTAL INVOICE \$	531.56
OUR DEALERSHIP IS CLOSED ON SUNDAY BUT PLEASE VISIT US AT WWW.STARNISSAN.COM		

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CUSTOMER SIGNATURE

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
8:00 AM - 4:00 PM



5757 W. TOLSON AVE. NILES, IL 60714, (847) 647-1555

VISIT US @
starnissan.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]		KLAUDIUSZ KOZAK 1032250		SALE NO. [REDACTED]		NEW [REDACTED]	
[REDACTED]		LARK 131.85	[REDACTED]	PACKAGE 53,515	W/LOA	STOCK NO.	
CHICAGO, IL [REDACTED]		16/NISSAN TRUCK/MURANO SL AWD/MURANO				DELIVERY DATE	DELIVERY MILES
[REDACTED]		5'N 1' A Z 2 M H 3 G N [REDACTED]				SELLING DEALER'S	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		R.O. NO. 09/09/21	REPRINT# 1
						MO: 53515	

RECEIPT

RECEIPT DATE: 09/18/21
CUSTOMER NUMBER: [REDACTED]
CUSTOMER NAME: [REDACTED]

PAY TYPE: CREDIT CARD DATE/TIME: 2021-09-18 13:32:13 CARD: VISA XXXXXXXX [REDACTED]
EM: Contactlessicc AC: ARQC F522F003932186 ATC: 0047 AID: A0000000031010 VISA DEBIT
RC: 00 / Approved APP: 073214 TRN: 10-241909
APPROVED TOTAL: \$531.56 ORDER ID: [REDACTED] PIN VERIFIED

CARDHOLDER AUTHORIZATION

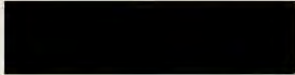
The Factory Warranty Complete All Of The Warranties With Record To The Sale Of This Item/Item. The Seller Heretofore Expressly DISCLAIMS All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchandisability Or Fitness For A Particular Purpose. And The Seller Heretofore Assumes No Responsibility Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Item.

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MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
8:00 AM - 4:00 PM

The Niles and Bensenville Company, Subsidiary, C0622905 Q (09/18)



ILLINOIS

Vehicle Inspection Report
and Compliance Certificate
Overall Result: **PASS**



Next Test Required Between October 2023 and January 2024

Congratulations, the vehicle listed below has passed and meets Illinois testing standards. The emission test requirement for renewal of the vehicle's registration has been satisfied and Registration Renewal Authorized. Thanks for helping clean our air! This test was performed in accordance with 35 Ill Admin Code Parts 246 and 276. Your vehicle may be covered under warranty pursuant to Section 207 of the Clean Air Act.

VEHICLE INFORMATION

Make: NISSAN Odometer: 54000
Model: MURANO Vehicle Type: T
Model Year: 2015 VLT Row ID: 65768
VIN #: 5N1AC2MH0G
Plate: [REDACTED]

OBD TEST INFORMATION

SYSTEM MONITORS		DIAGNOSTIC TROUBLE CODES (DTC)	
ENGINE MISFIRE:	READY	OXYGEN SENSOR:	READY
FUEL SYSTEM:	READY	SECONDARY AIR SYSTEM:	NOT SUPPORTED
COMPREHENSIVE COMP:	READY	A/C REFRIGERANT:	NOT SUPPORTED
CATALYTIC CONVERTER:	READY	EGR FLOW:	READY
EVAPORATIVE SYSTEM:	READY	HEATED CATALYST:	NOT SUPPORTED
HEATED O2 SENSOR:	READY	OBD VOLTAGE:	13.98
		MIL COMMAND STATUS: OFF	
		DTCs: 0	

TEST / FACILITY INFORMATION

Test Date/Time: 12/22/2021 12:01:27 PM Inspector ID: IN007601 Compliance Certificate Expiration: 10/1/2023
Facility #: 12 Wait Time: 09:04 Test By Date: 1/31/2024
Lane: 5-3 Test #: 1 Readiness Reject #: 0
Facility Address: 3555 Jarvis Ave. Skokie, 60076 Test Type: OBD II

IMPORTANT TEST RESULT INFORMATION

This vehicle received an On-Board Diagnostic (OBD) system check and passed. The OBD test checks for the illumination of the Malfunction Indicator Lamp/Light (MIL), also known as the Check Engine Light; Diagnostic Trouble Codes (DTCs) stored in the vehicle's computer system; vehicle specific system monitors; and the status of the data link connector (DLC). At this time, the vehicle passed the Illinois vehicle emissions testing standards. Please keep in mind if the Check Engine Light comes on and stays illuminated before your next test is due, we recommend you have your vehicle looked at by a recognized repair technician, and together we can help clean the air we breathe! However if the light flashes, we strongly encourage you to seek immediate repair.

For more information visit www.IllinoisAirTeam.com, call (844) 258-9071, or scan this QR code.



This test is authorized by the Vehicle Emissions Inspection Law of 2005 (625 ILCS 5/13C)



5757 W. TOURY AVE. NILES, IL 60714 (847) 647-1555

VISIT US @ starnissan.com

CELL: [REDACTED]

DEALER NO. [REDACTED]	AGENT RICH PITTMAN	5941	INVOICE NO. 11706/21	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	SALES TAX [REDACTED]	SALES TAX 54,184	SALES TAX [REDACTED]
CHICAGO, IL [REDACTED]	STAR/MAKE/MODEL 18/NISSAN TRUCK/MURANO SL AWD/MURANO	DELIVERY DATE	DELIVERY MILE	
[REDACTED]	VEHICLE ID NO. 5N1AZ2MH3GN [REDACTED]	SELLER/DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.L. NO.	P.D. NO.	R.O. DATE 11/02/21	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 54184	

LABOR
 JOB # 02NIZDTHRS OTHER DIAGNOSIS 1 TECH(S):236 WARRANTY
 "stone" states customer states oil leak was advised contng
 from rear oil adv.se
 TRANSFER CASE POOR SEAL
 REPLACE TRANSFER CASE ASSEMBLY NTB DOES NOT APPLY

QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
4	PK331003K408	GASKET-EXHAUST 2069		WARRANTY
3	20692-3F00C	D RING 49745-01E00		WARRANTY
1	49745-01E00	BRAKE FLUID (DOT 99		WARRANTY
1	959MP-M4100P	POWER STEERING F 99		WARRANTY
1	959MP-AC000P	LIMITED SLIP OIL 99		WARRANTY
1	959MP-1XC00P	TRANSFER ASSY 33100		WARRANTY
3	33100-3K408	BOLT 01125-M0111		WARRANTY
2	01125-M0111	NUT 01223-M0021		WARRANTY
2	01223-M0021	NUT 01225-00521		WARRANTY
2	01225-00521	PIN - COTTER, SP 08		WARRANTY
2	08921-3202A	WASHER 11026-1C40A		WARRANTY
3	11026-1C40A	GASKET-EXHAUST 2069		WARRANTY
2	20691-51E01	REAR/ING SEAL, EX 20		WARRANTY
1	20695-0310E	CLIP WIRING HARN 24		WARRANTY
2	24225-7990Z	BOLT-FIX PROPELL 37		WARRANTY
4	37120-3000B	BOLT-FIX PROPELL 37		WARRANTY
4	37120-3001A	NUT-FIX PROPELL 37		WARRANTY
4	37175-7500A	PIN-COTTER 40073-0L		WARRANTY
2	40073-0L700	NUT-HEX 40262-2Y00A		WARRANTY
2	40262-2Y00A	GASKET-BRAKE HDS 46		WARRANTY
2	46237-44600	NUT 54588-3AD60		WARRANTY
2	54588-3AD60	GASKET-EXHAUST 2069		WARRANTY
1	20697-9K00A			WARRANTY
TOTAL - PARTS			0.00	

The Factory Warranty Continues All Of The Warranties With Respect To The Sale Of The Equipment. The Seller Hereto Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Equipment.

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 MONDAY - FRIDAY
 7:00 AM - 7:00 PM
 SATURDAY
 8:00 AM - 4:00 PM

TOTALS
 JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

CHARGE

INSPECTION
 TECH(S):236 INTERNAL
 PREPARE WASH CLAVE INSPECTION
 CLAVE INSPECTION COMPLETED

TOTALS
 JOB# 1 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

WARRANTY
 TECH(S):236 INTERNAL
 "stone" states fuel gauge not reading accur



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5757 W. TOLSON AVE. NILES, IL 60714 (847) 647-1555

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	MYCAR [REDACTED]	5941	REG NO. [REDACTED]	01/20/22	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	RELEASE	55,304	FLOR	STOCK NO.
[REDACTED]	STAR/MAKE/MODEL	26/NISSAN TRUCK/MURANO SL AWD/MURANO		DELIVERY DATE	DELIVERY MILES
[REDACTED]	WARRANTY TO NO.	S R A Z Z M H 3 G N [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE		01/20/22
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 55304	

LABOR: [REDACTED]

DIAGNOSIS TIME [REDACTED]

CUSTOMER STATES OF A NOISE IN THE FRONT FROM 15MPH TO 30MPH WHEN PRESSING DOWN ON THE GAS FOUND MISSING BOLT FROM EXHAUST BRACKET INSTALLED BOLT AND TEST DROVE

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Herby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchandability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

JOB# 1 TOTALS: [REDACTED]

JOB# 1 JOURNAL PREFIX MISC JOB# 2 TOTAL 0.00

LABOR: [REDACTED]

CUSTOMER STATES AND HAS IT RECORDED A TICKING SOUND COMES FROM THE REAR FOUND 2 BOLTS TO REAR BUMPER BRACKET ARE MISSING AND LOOSE AND MAKES NOISE REAR SIDE UNDER BODY SHIELD HAS A BRAKE IN IT AND THE PART THAT BROKE IS LOOSE AND MAKES NOISE.

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JOB# 2 TOTALS: [REDACTED]

JOB# 2 JOURNAL PREFIX MISC JOB# 2 TOTAL 0.00

ESTIMATE HERLEY HODGSON RECEIVING ORIGINAL ESTIMATE OF \$180.00 (G.TAX)

IMPORTANT
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY AT (847) 647-1555

THANK YOU FOR SERVICING WITH US HERE AT STAR NISSAN 847.647.1555

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

TOTAL INVOICE \$ 0.00

PARTS DEPT 7:00AM TO 7:00PM MONDAY THROUGH FRIDAY
SERVICE DEPARTMENT HOURS
THROUGH TO 7:00PM MONDAY THROUGH FRIDAY
PARTS AND SERVICE OPEN 8:00AM TO 4:00PM ON SATURDAY
OUR OFFERSHIP IS CLOSED ON SUNDAY BUT PLEASE VISIT US AT WWW.STARNISSAN.COM

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
8:00 AM - 4:00 PM

[REDACTED SIGNATURE]

CUSTOMER COPY [REDACTED]

[REDACTED]



1600 W. North Ave
(708) 343-3800
MELROSE PARK, IL 60160
Fax (708) 615-9070
www.apnissan.com

NAME: MELISSA DE LA ROSA 2472 702 CELL: [REDACTED]
 ADDRESS: [REDACTED] CHICAGO, IL [REDACTED]
 VIN: 16/NISSAN/MURANO/4DR AWD SL
 MODEL: 5 N I A Z 2 H H 3 G N [REDACTED]
 DATE: 11/05/20
 MO: 47425

TECH(S):99
 CUSTOMER REQUEST REPLACE ALL FOUR TIRES.
 CUSTOMER PRE PAID FOR TIRES AND LABOR, TO BE INSTALLED WHEN RETURN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	4	0ETIR-02986	TOYO 235/65R18 1	221.00	170.00	680.00
JOB # 1	4	IL-TIRE	USER FEE	3.25	2.50	10.00
JOB # 1 TOTAL PARTS						690.00
JOB # 1 TOTAL LABOR & PARTS						790.00

TECH(S):99
 ALIGNMENT (4 WHEEL)
 MAINTENANCE
 ---CUSTOMER PRE PAID FOR ALIGNMENT TO BE PERFORMED WHEN RETURN---
 RACKED THE VEHICLE ONTO ALIGNMENT RACK, ATTACHED THE CALIBRATION HEADS TO 4 WHEELS, PERFORMED ADJUSTMENTS TO THE VEHICLE REMOVED THE CALIBRATION HEADS, PERFORM TEST DRIVE TO COMPLETE REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						99.95

TECH(S):99
 EXPRESS INSPECTION
 EXPRESS MULTI-POINT INSPECTION
 M.P.I.
 COMPLETE MULTI POINT INSPECTION AND REVIEW WITH CUSTOMER AT TIME OF PICK UP

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		12.00
TOTAL - MISC				12.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$99.95 (+TAX)

I hereby authorize the repair work Nissan 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 lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

ALL NEW OR REMANUFACTURED PARTS AND ACCESSORIES INSTALLED BY THIS DEALER ARE COVERED UNDER WARRANTY FOR A PERIOD OF 12 MONTHS AND/OR 12,000 MILES (WHICHEVER OCCURS FIRST) - SOME PARTS MAY BE LONGER. SEE YOUR SERVICE CONSULTANT FOR SPECIFIC DETAILS.



SERVICE DEPT. HOURS:
 Mon. - Fri. 7:00 AM - 7:00 PM
 Saturday: 8:00 AM - 5:00 PM

Kia and Hyundai Contact: #1801131



5757 W. TOURY AVE., NILES, IL 60714 (847) 847-1555

VISIT US @ starnissan.com

CELL: [REDACTED]

DATE/TIME: [REDACTED]	TECH: RICH PITTMAN	SALE NO: 5941	BOOKING DATE: 01/06/22
ADDRESS: CHICAGO, IL [REDACTED]	LAISOR RATE: [REDACTED]	MILEAGE: 55,138	COLOR: [REDACTED]
	YEAR/MAKE/MODEL: 16/NISSAN TRUCK/MURANO SL AWD/MURANO	DELIVERY DATE: [REDACTED]	DELIVERY MILES: [REDACTED]
	VIN: 5N1AZ2MH3GN [REDACTED]	SELLING DEALER NO: [REDACTED]	PRODUCTION DATE: [REDACTED]
	F.T.E. NO: [REDACTED]	P.O. NO: [REDACTED]	R.O. DATE: 01/06/22
RESIDENCE PHONE: [REDACTED]	BUSINESS PHONE: [REDACTED]	COMMENTS: [REDACTED]	MO: 55138

LABOR

Job 1 DSINIZ: REPLACE BELT(S) TECH(S):236 185.22

D/S : Nissan - Drive Belts C/S: pYour drive belts should be inspected each service.nbsp They should last an average of 6 0000 to 100000 mtles but should be replaced as needed.nbsp A drive belt falling results in your vehicle becoming undrive able and can ca
DRIVE BELTS CRACKED/DRY
REPLACE ALL DRIVE BELTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	11720-6TA0A	BELT-FAN 11720-6TAD	84.99	84.99
TOTAL - PARTS					84.99

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
PD10	10% PARTS DISCOUNT		-8.50
SD10	10% LABOR DISCOUNT		-18.52
TOTAL - MISC			-27.02

JOB# 1 TOTALS

LABOR	185.22
PARTS	84.99
MISC	-27.02
JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL	243.19

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

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LABOR

Job 2 14NIZWCI MULTIPRT INSPECTION TECH(S):236 0.00

PERFORM WORLD CLASS INSPECTION
XX
WORLD CLASS INSPECTION COMPLETED

JOB# 2 TOTALS

LABOR	0.00
JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL	0.00

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
203 # A	COVIDFEE COVID SURCHARGE PPE		2.08
303 # A	DOCFEE ELECTRONIC DOCUMENT STORAGE/SHRED		1.63
304 # A	FR FREIGHT		4.19
308 # A	EPA EPA WASTE REMOVAL		1.87
308 # A	SS SHOP SUPPLIES		16.06
TOTAL - MISC			25.83



ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$270.85 (+TAX)

COMMENTS
RDC Appt. created 2022-01-05 05:47:00pm taken by Katie Udelhoven Pl
ease provide Nancy with 50pct off for declined service



5257 W. TOLSON AVE. - NILES, IL 60714 (847) 647-1555

VISIT US @ starnissan.com

CELL: [REDACTED]

SALES REP. [REDACTED]	SALES MAN [REDACTED]	SALES NO. 5941	INVOICE NO. 01706/22	STOCK NO. [REDACTED]
LABOR RATE [REDACTED]	[REDACTED]	55,138	COLOR 7	STOCK NO.
YEAR / MAKE / MODEL [REDACTED]	16/NISSAN TRUCK/MURANO SL AWD/MURANO		DELIVERY DATE	DELIVERY MILES
CITY/STATE [REDACTED]	CHICAGO, IL [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
VEHICLE ID NO. [REDACTED]	5 N 1 A Z 2 M H 3 G N [REDACTED]		R.O. DATE 01/06/22	
P.T.E. NO.	P.O. NO.			
COMMENTS				NO: 55138

 THANK YOU FOR SERVICING WITH US HERE AT
 STAR NISSAN
 847.647.1555
 IF YOU HAVE QUESTIONS REGARDING THE SERVICING OF YOUR
 VEHICLE, PLEASE CONTACT OUR SERVICE DIRECTOR,
 BILL SUMNER @ 847-647-1555
 PARTS DEPT 7:00AM TO 7:00PM MONDAY THROUGH FRIDAY
 SERVICE DEPARTMENT HOURS
 7:00AM TO 7:00PM MONDAY THROUGH FRIDAY
 PARTS AND SERVICE OPEN 8:00AM TO 4:00PM ON SATURDAY
 OUR DEALERSHIP IS CLOSED ON SUNDAY BUT PLEASE
 VISIT US AT WWW.STARNISSAN.COM

TOTAL LABOR....	185.22
TOTAL PARTS....	84.99
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	25.83
TOTAL MISC DISC....	-27.02
TOTAL TAX.....	9.70
TOTAL INVOICE \$	278.72

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Heretofore Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.



✓ OUT OUR NEW LOWER PRICES ON MAINTENANCE PACKAGES

IMPORTANT
 IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY AT (847) 647-1555

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 AM - 7:00 PM
SATURDAY
8:00 AM - 4:00 PM

Use, Information and Personal Collection: 1/1/2017 10:00:00 AM C:\0072486 G (18/18)





Repair Estimate

PREPARED FOR

Service Advisor
Rich Pittman (5941)
Rpittman@berman.com

Date 11/24/2021 05:29 PM
2016 Nissan MURANO
VIN 5N1AZ2MH3GN
Mileage 54,520
RC

Service Name	Price
[Primary]: 60NIZ : BODY ADJUSTMENTS	\$0.00
[One]: CUST REQUEST TO CLEAN SUN ROOF DRAINS. AT THIS TIME ADD'L INSPECTION/REPAIR TO DRAIN REQUIRED	\$926.10
[Primary]: 14NIZES : NISSAN MAINTENANCE	\$0.00
Nissan - Drive Belts: PREVIOUS	\$270.22
*EFI Service (Fuel Injection Cleaning Service) 35NIZFLSH: DUE	\$194.95
*FUEL INDUCTION SERVICE 35NIZINJSERV: DUE	\$194.95
*Cabin Air Filter Replacement 63NIZES	\$59.95
Quote expires on December 24, 2021	

 \$1656.17
 \$26.97
 \$16.69
 \$1699.83

Star Nissan
5757 W Touhy Ave
Niles, IL 60714

(847) 647-1555

DATE	NAME		CITY		STATE	ZIP	HOME PHONE	BUS. PHONE
10-11-21	[REDACTED]		Chicago IL					
YEAR	MAKE	MODEL	CAR SERIAL NO.	LIC. NO.	MILEAGE IN	TRANS. TYPE		
2016	Nissan	Murano	[REDACTED]	[REDACTED]		CVT		
CUSTOMER COMMENT		1HR. RATE	BUS. LIC#	TOWED BY	MILEAGE OUT	FINAL ROADTEXT		
		\$100.00	2307955		53705			

WORK PERFORMED:

Labor 14.3 hrs \$ 1430.00

Trans Axle \$ 2735.00
Tax \$ 274.00

12 Months Warranty
12,000 Miles

I hereby authorize Global Transmission Specialists to receive, dismantle and inspect my transmission for a sum of \$_____. This charge will be credited toward any work performed on my transmission. AUTHORIZED SIGNATURE _____ BUILDER _____ INSTALLED _____ COMPLETION CERTIFICATE I received the car agreed to above and a copy of this in your order. CUSTOMER SIGNATURE _____	AUTHORIZATION I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. GLOBAL MAY OPERATE THIS VEHICLE FOR PURPOSES OF TESTING INSPECTION AND DELIVERY AT MY RISK. SIGNATURE _____ TELEPHONE AUTHORIZATION AUTHORIZATION FOR SERVICE & PRICE WAS RECEIVED _____ DATE _____ TIME _____ FROM _____ BY _____	TOTAL LABOR	1430	00
		TOTAL PARTS	2735	00
		SUB TOTAL	4165	00
		CREDIT		
		AMOUNT	4165	00
		TAX	274	00
		TOTAL	4439	00
		DATE OF DELIVERY		

CASH CHARGE CHECK FPN.

Motor Vehicle Repair Shop - City of Chicago
 You are entitled by law to the return of all parts replaced, except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work or an exchange agreement. You are entitled to inspect the parts which cannot be returned to you.

I REQUEST THE RETURN OF PARTS REPLACED I DO NOT WANT REPLACED PARTS RETURNED TO ME
 You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than estimate, but will not exceed the estimate by more than 10% or \$15.00, whichever is less, without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified. You may waive your right to an estimate which gives the repair shop the right to set the price without your permission. YOUR SIGNATURE BELOW INDICATES YOUR SELECTION; choose (a), (b) or (c) . . .

- (a) I request an estimate in writing before you begin repairs. Signature _____
- (b) Proceed with repairs but call me for approval before continuing if price exceeds \$_____. Signature _____
- (c) I do not want an estimate and you may set the price of repairs. Signature _____ Date _____ Time _____

Dear/Time called: _____ Phone: _____ Ok'd by _____
 I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss of damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer's Signature: _____

If outside additional work will have to be performed, I hereby give my consent. Customer's Signature: _____
 ALL REPAIR WORK AND ALL PARTS USED ARE UNWARRANTED NO WARRANTIES FOR A MINIMUM OF 90 DAYS AND/OR 3000 MILES.
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE BELLER JACKSON NAMED DEALERSHIP/HOPKINS EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

GUARANTEED AT THIS CENTER ONLY



4319 N. Kedzie Ave.
 Chicago, IL 60618
 Tel. 773.478.7120
 Fax 773.478.2699

Repair Estimate

Service Advisor:
Klaud Kozak (1032250)
kkozak@berman.com

*Cover
Under
powerstrain
Warranty*

PREPARED FOR

Date 09/09/2021 08:41 AM
2018 NISSAN MURANO
VIN 5N1A22MH5GN
Mileage 53,515
RO#

Service Name	Price
Diagnostic - Oil Leak (Visual) TRANSFER CASE LEAK NEEDS SEAL REPLACEMENT	\$1480.37
<small>Printed on September 09, 2021 Quote expires on October 09, 2021</small>	

Subtotal \$1480.37
 Shop Charges \$26.97
 Tax \$25.40
 Total \$1532.74

Star Nissan
5757 W Touhy Ave
Niles, IL 60714

(847) 647-1555



1600 W. North Ave
(708) 343-3800
MELROSE PARK, IL 60160
Fax (708) 615-9070
www.nissan.com

CELL: [REDACTED]

NAME: [REDACTED]	TECH: JUAN CARLOS	725	953	DATE: 09/02/21	[REDACTED]
ADDRESS: [REDACTED]	PLATE: 6J 110	MODEL: BRILL SILV	YEAR: 2472	[REDACTED]	22
CITY: CHICAGO, IL	MAKE: 16/NISSAN/MURANO/4DR AWD SL	VIN: 5N1A2Z8B76N [REDACTED]	DATE: 09/02/21	MO: 53415	

JOB # 1 ISNIZZL NOISE (EX HC, DD, DM) TECH(S): 448 0.00
 CUSTOMER STATES RATTLE NOISE CAN BE HEARD WHEN ACCELERATING WITH AIR CONDITIONER ON. ADVISE TECH WAS ABLE TO HEAR NOISE AND VERIFIED THAT IT IS ESCAPE CONVERTOR LOCK UP NOISE WHICH IS NORMAL OPERATING AS DESIGNED.

JOB # 2 COMPLETE POINT EXPRESS INSPECTION TECH(S): 448 0.00
 EXPRESS MULTI-POINT INSPECTION M.P.I. COMPLETE MULTI-POINT INSPECTION AND REVIEW WITH CUSTOMER AT TIME OF PICK UP.

JOB # 3 BUNIMSB BODY INT/EXT TECH(S): 448 0.00
 CUSTOMER STATES THAT A TICKING NOISE CAN BE HEARD FROM THE PASSENGER SIDE REAR OF CAR NOISE CAN BE HEARD INSIDE OF CAR IN PARK ADVISE unable to duplicate concern at this time.

SUBLET VENDOR INVOICE DATE DESCRIPTION 58.24
 JOB # 1 [REDACTED] 09/02/21 rental 58.24

ALL NEW OR REMANUFACTURED PARTS AND ACCESSORIES INSTALLED BY THIS DEALER ARE COVERED UNDER WARRANTY FOR A PERIOD OF 12 MONTHS AND/OR 12,000 MILES (WHICHEVER OCCURS FIRST) - SOME PARTS MAY BE LONGER. SEE YOUR SERVICE CONSULTANT FOR SPECIFIC DETAILS.

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$147.00 (+TAX)

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	58.24
TOTAL TAX	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 58.24

THIS DEALERSHIP AND ITS EMPLOYEES MAINTAIN THE HIGHEST STANDARD OF PROFESSIONAL WORKMANSHIP. IF FOR ANY REASON YOU HAVE A CONCERN THAT HAS NOT BEEN RESOLVED TO YOUR SATISFACTION, PLEASE CONTACT THE PARTS AND SERVICE DIRECTOR, ANGEL QUINONES.

THANK YOU FOR YOUR BUSINESS

[Handwritten Signature]

CUSTOMER SIGNATURE

PAGE 1 OF 1



SERVICE DEPT. HOURS:
 Mon. - Fri. 7:00 AM - 7:00 PM
 Saturday: 8:00 AM - 5:00 PM

CUSTOMER COPY | END OF INVOICE | 10/20/21



5257 W TOUCHY AVE., NILES, IL 60714, (847) 647-1555

VISIT US @ starnissan.com

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	KLAUDIUSZ KOZAK	1032250	DATE	09/29/21
LABOR RATE	[REDACTED]	RELEASE	53,515	COLOR	[REDACTED]
CHICAGO, IL	[REDACTED]	16/NISSAN TRUCK/MURANO SL AWD/MURANO		DELIVERY DATE	[REDACTED]
[REDACTED]	[REDACTED]	5 N 1 A Z 2 M H 3 G N		SELLER DEALER NO.	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PRODUCTION DATE	[REDACTED]
RESIDENCE PHONE	[REDACTED]	WORK/PHONE	[REDACTED]	DATE	09/18/21
COMMENTS	MO: 53516				

JOB# 1 CHARGES

LABOR
 JM 1 02N1Z0THER1 OTHER DIAGNOSIS 1 TECH(S):236
 Customer states CUSTOMER STATES THERE IS A NOISE IN THE CENTER CONSOLE WHEN AC IS ON AND FOOT IS ON GAS WHEN NOISE IS BEING HEARD GAS PEDAL BECOMES HARDER TO PRESS DOWN NOISE CAN ALSO BE HEARD WHEN MAKING SHARP RIGHT TURN WILL BE HEARD ON RIGHT SIDE
 VERIFIED CUSTOMERS CONCERN FOUND NOISE COMMON CHARACTERISTIC OF THE VEHICLE. VEHICLE OPERATING AS DESIGNED

INTERNAL

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. The Seller hereby Expressly DISCLAIMS All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Item.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 JM 2 14N1Z0ICE MULTIPLE INSPECTION TECH(S):236
 PERFORM WORLD CLASS INSPECTION
 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 WORLD CLASS INSPECTION COMPLETED

INTERNAL

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF 50.00 (+TAX)

COMMENTS

WAIT created 2021-09-03 10:20:00am taken by Brenda Engullo Canacho
10% Off Recommended Services

✓ OUT OUR NEW LOWER PRICES ON MAINTENANCE PACKAGES



SERVICE DEPT. HOURS:
 MONDAY - FRIDAY
 7:00 AM - 7:00 PM
 SATURDAY
 8:00 AM - 4:00 PM

PRESS FIRMLY TO SEAL



PRESS FIRMLY TO SEAL



- Expected delivery date
- Most domestic shipping
- USPS Tracking® included
- Limited international shipping
- When used internationally

*Insurance does not cover certain items. See Domestic Mail Manual at <http://www.usps.com>
 ** See International Mail Manual

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 ONE RATE ■ ANY WEIGHT

TRACKED ■

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EXPECTED DELIVERY DAY: 04/15/22		
SHIP TO:	WASHINGTON DC 20077	
USPS TRACKING® #		
[Redacted]		
[Redacted]		
		[QR Code]

Department of Transportation

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US Department of Transportation
 National Highway Traffic Safety
 Administration
 OFFICE of Defects Investigation
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