

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](mailto:EVOQ@NHTSA)  
**Subject:** Re: FW: Follow up to ODI Complaint -----11478353 -----  
**Date:** Thursday, January 12, 2023 10:05:11 AM  
**Attachments:** [REDACTED]

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

On Thu, Dec 29, 2022 at 11:23 AM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

**Halpine BP**  
 1910 ROCKVILLE PIKE  
 Rockville, MD. 20852  
 Phone: 301-881-8646 Fax: 000- -

**INVOICE**



**INVOICE**

Printed Date: 08/09/2022

Work Completed: 08/09/2022

Rockville, MD  
 Home

2013 Nissan - Juke SV - 1.6L, In-Line4 (99CI) VIN(A)

Lic # :

Odometer In : 0

VIN # : JN8AF5MR7

Part Description	I Number	Qty	Sale	Ext	Labor Description	Ext
front left lower control arm and ball joint assy xxx		1.00	108.07	108.07	check and balance left front wheel	20.00
left front cv axle xxx		1.00	204.97	204.97	Customer heard a loud sound then vehicle wouldn't move. Found the left front lower ball joint came apart causing the axle to snap. Remove and replace left front lower control arm/ball joint assembly and left front cv axle.	425.00
transmission pan xxx		1.00	93.72	93.72	perform vehicle alignment	89.95
transmission pan gasket xxx		1.00	29.88	29.88	upon further inspection it was found the broken axle has damaged the transmission pan	127.50
nissan oem ns-2 cvt fluid xxx		8.00	26.57	212.56	remove and replace transmission pan and gasket. fill and check fluid	
Shop Supplies				25.00	[ Discount ] vip customer discount 10.00% off labor	

Org. Estimate 893.27 Revisions 0.00 Current Estimate 893.27

Labor:	662.45
Parts:	674.20
Discount:	-66.25
<b>SubTotal:</b>	<b>1,270.40</b>
Tax:	40.45
<b>Total:</b>	<b>1,310.85</b>
<b>Bal Due:</b>	<b>\$1,310.85</b>

[ Payments - ]

*Thank you for your business and continued support*

Vehicle Received: 8/9/2022

Customer Number:

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 90 days or 4,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature \_\_\_\_\_ Date \_\_\_\_\_