

Ronald Charest  
5484 Rector Drive  
Woodbridge, Virginia 22193  
Cellphone: 571-309-7139

August 13, 2021

Office of the Attorney General  
Commonwealth of Virginia  
202 North Ninth Street  
Richmond, Virginia 23219  
Phone: (804) 786-2071

Subject: Complaint of Attempted Fraud Against Cowles Nissan Service Center, Woodbridge

Office of the Attorney General.

I wish to file a fraud complaint against the Service Center of Cowles Nissan of Woodbridge, located in Woodbridge, Virginia. In the pretext of passing an annual auto safety inspection, a Service Advisor and a mechanic of this Service Center attempted to charge my wife for unneeded repairs with an estimated cost of \$1,111.32.

We have been doing business with the Cowles Nissan of Woodbridge dealership since 2008. On August 11, 2021, my wife took her 2013 Nissan Versa into the Cowles Nissan of Woodbridge service center for an oil change and annual safety inspection. About one hour later a service advisor, Mr. Joshua Osborne, informed my wife that her safety inspection failed. The service advisor stated the bushings on her control rods were worn and required immediate replacement. His estimate for repairs was \$1,111.32, and he stated he was able to do the work the same day.

My wife immediately called me at work and had me talk to the Mr. Osborne. He explained to me that the bushings were rubber, like engine mounts, and appeared to be dry rotted. He explained that they needed to be replaced immediately as the car was unsafe to drive. He also explained that the battery was "weak" and should be replaced "soon," and that the coolant needed to be flushed "soon."

After ending our call, my wife spoke to Mr. Osborne, telling him she wanted to take her car "somewhere else." Mr. Osborne told her the car was unsafe to drive and he would not give her a safety sticker and allow her to drive away unless the work was performed. My wife then stated she did not have the money to pay for the work this day and would need to come back. Mr. Osborne then issued her a 15-day "Fixit Sticker" along with the failed inspection report (attachment 1) and gave her a written estimate for the control rod work (attachment 2).

Subject: Complaint of Attempted Fraud Against Cowles Nissan Service Center, Woodbridge (Cont'd)

My wife paid for the oil change and left. She immediately drove her car to another mechanic we frequently use for annual safety inspections and emissions checks, Dale City Auto. She showed the mechanic, Mr. Samir Aoun, the failed inspection report and explained what the Cowles Nissan mechanic told her. My wife has told me the Dale City auto mechanics put her car up on a portable lift and performed a more thorough inspection than she normally sees. When they were finished, they explained there was nothing wrong with her control rods and gave her a "passed" safety report (attachment 3). They did include a caution that her left headlight cover needed to be polished, an issue the Cowles Nissan mechanic neglected to include.

To be safe, considering the critical nature of the control rods, on August 12, 2021, my wife took her Nissan to another mechanic we have worked with over the years, Rainbow Auto Service (1010 Cannons Ct, Unit B, Woodbridge, VA, 22191). She explained what had occurred at Cowles Nissan the previous day and requested they perform an inspection of her car. The Rainbow auto mechanic put her car on a lift, performed a full inspection, and upon completion told her there was nothing wrong with the control rods.

It is my opinion that the Cowles Nissan Service technician attempted to defraud my wife by deliberately misrepresenting the condition of her car, and pressure her into an expensive repair to the control rods that was not needed. This service technician also made the same misrepresentation to me, so there can be no question of a "miscommunications" between my wife and the service technician. Two other service centers, both considered reliable based upon our personal experience, have inspected the car, and found no issues with the control rods.

I am bringing this situation to your attention for your records and situational awareness. In my opinion, Nissan Cowles Service Center deliberately misrepresented the need for "immediate" repairs to the control rods of my wife's car. As this event involved at least two people (the mechanic, Mr. Larry Shandor, performing the inspection, and the Service Advisor), I believe Nissan Auto Service Center is deliberately misrepresenting the need for repairs to other customers as a means of gaining business.

Respectfully Yours,

Ronald A. Charest

ETCS (SS), USN (Ret)

Attachments:

- (1) Rejection Virginia State Police Inspection Report, dtd 08/11/2021, Station 4261, Woodbridge Nissan Corp
- (2) Receipt for Mechanics Work and Estimate of Work Required, Cowles Nissan of Woodbridge
- (3) Inspection Certificate Virginia State Police Inspection Report, dtd 08/11/2021, Station 7315, Route 1 Gas Service, Inc (Dale City Auto)

Attachment 1

**REJECTION  
VIRGINIA STATE POLICE**

Date: 08/11/2021

Sticker Number: 8659969

Station: 4261 - WOODBRIDGE NISSAN CORP.

Inspector: 11765 - SHANDOR, LARRY P

License No: WLC88

VIN: 3N1CN7AP6DL874416

Make: NISSAN

Year Built: 2013

Body Type: CAR 4 DOOR

Odometer Reading: 72864

Inspection Fee: \$ 20.00

Related Charges: \$ 0.00

Total Charges: \$ 20.00

Wheels Inspected:	RF	LF X	RR	LR X
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EQUIPMENT INSPECTED	FAILED
BRAKES	
HEADLIGHTS	
SIGNAL LIGHTS	
OTHER LIGHTS	
STEERING	
SUSPENSION	X
EXHAUST SYSTEM	
FUEL SYSTEM	
TIRES	
HOOD LATCH	
EMISSION CONTROL	
WINDSHIELD	
WINDSHIELD WIPERS	
OTHER GLASS	
MIRROR	
DOORS	
SEATS	
SEAT BELTS	
FLOOR PAN	
DEFROSTER	
HORN	

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Attachment 1

72871

**THIS RECEIPT SHOULD BE KEPT IN THE VEHICLE AT ALL TIMES WHILE THE VEHICLE IS BEING OPERATED.**



14777 Jefferson Davis Hwy  
Woodbridge, VA 22191  
(703) 497-3000  
Fax: (703) 497-0389

Attachment 2  
**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 7:00 p.m.  
Monday - Friday  
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
08/11/21	26145337/1
R/O Close Date	Status
08/11/21	Pre-Invoice
Mileage In	Mileage Out
72864	72865
Service Advisor/Tag#	
Joshua Osborne/734	
Vehicle Identification Number	
3N1CN7AP6DL874416	
Delivery Date	In-Service Date
08/25/13	04/09/13
Color	License Number
METALLIC B	WLC88

CHAREST, WEI FANG		
5484 RECTOR DR		
DALE CITY, VA 22193		
Year	Make	Model
2013	NISSAN	VERSA (1.6L)
P12007		

Work Phone
571-309-7139
Home Phone
571-309-7397

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: rcharest@yahoo.com	
#1 - LOF: OIL CHANGE Tech: LARRY SHANDOR (105) Installed 11026JA00A :WASHER DRAIN 1@1.50 1.50 Installed 1520865FOE :OIL FILTER 1@9.30 9.30 Installed 999BK-05W30NW :GENUINE NISSAN 3.60 5@2.95 14.75 COMPLETED OIL AND FILTER CHANGE Sub Total: 42.74	
#2 - 03NIZ00: FREE VIRGINIA STATE INSPECTION WITH VEHICLE PURCHASE PERFORM FREE STATE INSPECTION PER SALES AGREEMENT Corrected by Tech: LARRY SHANDOR (105) ★ FAILS STATE INSPECTION FOR BOTH FRONT CONTROL ARM BUSHINGS TORN \$1,111.32+TAX ★	Internal
#3 - MPI: MULTI-POINT INSPECTION Tech: LARRY SHANDOR (105)	Internal
#4 * DECLINE: CUSTOMER DECLINES THE ADDITIONAL RECOMMENDATIONS ADDED OPERATION Tech: LARRY SHANDOR (105) *** CUSTOMER DECLINES BOTH FRONT LOWER CONTROL ARMS W/ ALIGNMENT	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

Nissan parts and labor warranted 12 months or 12,000 miles, whichever occurs first. Cowles Nissan hereby limits implied warranty to same period. This copy must be returned for adjustment. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.  
X

Attachment 3

**INSPECTION CERTIFICATION  
VIRGINIA STATE POLICE**

Inspection Date: 08/11/2021

Sticker Number: C7316444

Month Insert: 36135244

Station: 7315 - ROUTE 1 GAS SERVICE, INC. (DALE CITY AUTO)

Inspector: 19966 - AOUN, SAMIR Y

License No: WLC88

VIN: 3N1CN7AP6DL874416

Make: NISSAN

Year Built: 2013

Body Type: CAR 4 DOOR

Odometer Reading: 72871

Inspection Fee: \$ 20.00

Related Charges: \$ 0.00

Total Charges: \$ 20.00

Wheels Inspected:	RF	LF	RR	LR
EQUIPMENT INSPECTED	O.K.	ADJUST	INSTALL	REMOVE
BRAKES	X			
HEADLIGHTS	X			
SIGNAL LIGHTS	X			
OTHER LIGHTS	X			
STEERING	X			
SUSPENSION	X			
EXHAUST SYSTEM	X			
FUEL SYSTEM	X			
TIRES	X			
HOOD LATCH	X			
EMISSION CONTROL	X			
WINDSHIELD	X			
WINDSHIELD WIPERS	X			
OTHER GLASS	X			
MIRROR	X			
DOORS	X			
SEATS	X			
SEAT BELTS	X			
FLOOR PAN	X			
DEFROSTER	X			
HORN	X			

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*△ Left Headlight lens (foggy → to be clean)*

**THIS RECEIPT SHOULD BE KEPT IN THE VEHICLE AT ALL TIMES WHILE THE VEHICLE IS BEING OPERATED.**