



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

Repository ☐

08-SEP-2003
08-SEP-2003 12

Reference No.
10038459

OWNER INFORMATION (Type or Print)

Name

Address

City

CLARKSVILLE

State

TN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide copies of this report to the manufacturer of your vehicle?
In the absence of an owner's signature, this report will be sent to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 9-22-03

☒ YES
☐ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1N4AL11D33C234449

Make
NISSAN

Model
ALTIMA

Model Year
2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

Original Owner

Dealer's City

No. Cylinders

Reg

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

Auto

☒ Cruise Control

Front-wheel Drive

180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)
08-SEP-2003
4-9-03

Failure Mileage
10564

Failure Speed
Slow

Had several incidents, see service orders

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: DOTM19ABC036)

☐ Original Equipment

☐ Prior 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

(Please describe in detail the incident(s), failure(s), condition(s), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and 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(s) i.e., parts repaired or replaced (and if old part is available).

WHILE APPLYING THE BRAKES VEHICLE SUDDENLY SURGED AND ACCELERATED TOWARDS TRAFFIC. *AK

See Narrative of Incidents - Other Side

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 Federal 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.

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

The Problem: As you brake, as the transmission
down-shifts, at the low range, the
engine speeds up, the car jolts, &
surges forward; the brake doesn't stop
the car. You have to shift to neutral
to stop.

Mileage 3077- I told service mgr. He said
"He had never heard of that."
" 6360- Couldn't find the problem
" 10564- After 2 or 3 more incidents
" 10530- Keep car 6 days
Didn't find the problem.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THE FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.gov

9316483834

143002

HAROLD MATHEWS NISSAN
505 N. Riverside Drive
P.O. Box 1108
CLARKSVILLE, TN 37041-1108
(831) 552-7505

MATHEWS SUZUKI, Inc.
307 Providence Blvd.
P.O. Box 411
CLARKSVILLE, TN 37041
(831) 547-5500

INVOICE

DUPLICATE 1
PAGE 1

NISSAN



CLARKSVILLE, TN

HOME:

BUS:

SERVICE ADVISOR: 20 CANDY OSBORNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SONOMA	03	NISSAN ALTIMA	1N4AL11D33C234449		3077/3077	T595	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13MAR2003			17:30 29APR03			0005	29APR2003
R.O. OPENED		READY		OPTIONS: STK:D276 DLR:18054 TRN:AUTO			
29APR03		29APR03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	3,000	MILE	SERVICE				
	3K	3,000	MILE SERVICE				
		13	CPN			13.80	13.80
	1	15208-9B000	FILTER OIL		6.83	6.83	6.83
LUBE OIL							
		CPN				8.15	8.15
FC:							

B	FREE	CAR	WASH				
	FCW	FREE	CAR WASH				
	6	CPN				0.00	0.00

SHOP SUPPLIES AND DISPOSAL FEES							0.72

I had 1 or 2 incidents before the 3,000 oil change. I told the service advisor, he said he had never heard of such and dismissed it.

MATHEWS NISSAN - SUZUKI, Inc.
THANK YOU FOR YOUR BUSINESS!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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 mechanics lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.

X

STATEMENT OF DISCLAIMER

The only warranties on the products sold under this repair order are those warranties made by the manufacturer. The Seller, HAROLD MATHEWS NISSAN & MATHEWS SUZUKI, Inc. hereby expressly disavows all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and HAROLD MATHEWS NISSAN & MATHEWS SUZUKI, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, HAROLD MATHEWS NISSAN & MATHEWS SUZUKI, Inc. in no way affects the terms of the manufacturer's warranty.

DESCRIPTION	TOTAL
LABOR AMOUNT	13.80
PARTS AMOUNT	6.83
GAS, OIL, LUBE	8.15
SUBLET AMOUNT	0.00
MISC. CHARGES	0.72
TOTAL CHARGES	29.50
LESS INSURANCE	8.15
SALES TAX	2.81
PLEASE PAY THIS AMOUNT	24.16

7 DAYS AFTER REPAIR THERE WILL BE A \$5.00 PER DAY STORAGE FEE.

SHOP SUPPLIES: An additional charge is included for supplies used on your vehicle. Includes paper, tape, oil, tools, washers, nuts, pins, wire, etc. Subject to change without notice.

ALL WORK DONE ON THIS ORDER WILL BE BASED ON PART UPON PLAT RATE MANUAL COMPUTATION.

9316483834

144790

MATHEWS NISSAN, Inc. DBA

HAROLD MATHEWS NISSAN
505 N. Riverside Drive
P.O. Box 1108
CLARKSVILLE, TN 37041-1108
(931) 582-7555

MATHEWS SUZUKI, Inc.
307 Providence Blvd.
P.O. Box 411
CLARKSVILLE, TN 37041
(931) 647-5500

INVOICE

DUPLICATE 1

PAGE 1



CLARKSVILLE, TN

HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 17 MICHAEL S. FIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	SALE TAX IN/OUT	TAG
SONOMA	03	NISSAN ALTIMA	1N4AL11D33C234449		6360/6360	T504
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
13MAR2003			17:30 27JUN03			NEW
						27JUN2003
R.O. OPENED		READY		OPTIONS: DLR:18054 TRN:AUTO		
27JUN03		27JUN03				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	6,000 MILE SERVICE						
	6K 6,000 MILE SERVICE						
	21 CPN					55.20	55.20
	1 15208-9E000 FILTER OIL				6.83	6.83	6.83
LUBE OIL							
	CPN					8.15	8.15
FC:							

B	INSPECT FOR VEHICLE NOT DOWNSHIFTING PROPERLY, INTERMITTENTLY						
	99 RESET ECM, NO CODES STORED						
	21 CPN					0.00	0.00

C	FREE CAR WASH						
	FCW FREE CAR WASH						
	6 CPN					0.00	0.00

SHOP SUPPLIES AND DISPOSAL FEES							1.75

I told the service advisor
They didn't find a
problem.



WE'VE GOT WHAT YOU NEED - OLIVE OIL, LUBE OIL, AND YOUR BUSINESS!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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 mechanics lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.

X

STATEMENT OF DISCLAIMER

The only warranties on the products sold under the repair order are those warranties made by the manufacturer. The dealer, HAROLD MATHEWS NISSAN & MATHEWS SUZUKI, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and HAROLD MATHEWS NISSAN & MATHEWS SUZUKI neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the dealer, HAROLD MATHEWS NISSAN & MATHEWS SUZUKI, in no way affects the terms of the manufacturer's warranty.

DESCRIPTION	TOTALS
LABOR AMOUNT	55.20
PARTS AMOUNT	6.83
GAS, OIL, LUBE	8.15
SUBLET AMOUNT	0.00
MISC. CHARGES	1.75
TOTAL CHARGES	71.93
LESS INSURANCE	8.12
SALES TAX	6.84
PLEASE PAY THIS AMOUNT	70.65

SHOP SUPPLIES: An additional charge is included for supplies used on your vehicle. Available supply items are: tape, washers, tape, pins, padding, chokes, solvent, etc.

ALL WORK DONE ON THIS ORDER WILL BE BASED IN PART UPON PLAT RATE MANUAL COMPUTATION.

7 DAYS AFTER REPAIRS THERE WILL BE A \$4.00 PER DAY STORAGE FEE.

CUSTOMER COPY

9316483834

146341

MATHEWS NISSAN, Inc. DBA

HAROLD MATHEWS NISSAN
506 N. Riverside Drive
P.O. Box 1106
CLARKSVILLE, TN 37041-1106
(931) 662-7555

MATHEWS SUZUKI, Inc.
307 Providence Blvd.
P.O. Box 411
CLARKSVILLE, TN 37041
(931) 647-5800

INVOICE

DUPLICATE 1
PAGE 1

NISSAN

SUZUKI

CLARKSVILLE, TN

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 17 MICHAEL S. FIELDS

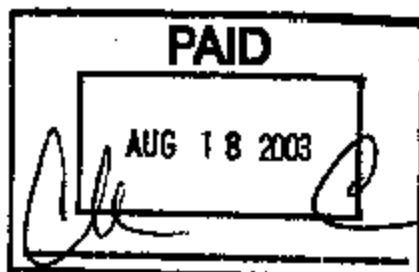
YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
03	NISSAN ALTIMA	1N4AL11D33C234449		9258/9258	T149		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13MAR2003			17:30 18AUG03			COUS	18AUG2003

R.O. OPENED 18AUG03 READY 18AUG03 OPTIONS: DLR:16054 TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	9,000	MILE	SERVICE				
	9K	9,000	MILE	SERVICE			
			5	CPN		13.80	13.80
			1	15208-9E000	FILTER OIL	6.83	6.83
				LUBE OIL		8.15	8.15
				FC:			

SHOP SUPPLIES AND DISPOSAL FEES 0.72

*I again told the service advisor
he didn't take any action at
this time.*



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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 mechanics lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	13.80
PARTS AMOUNT	6.83
GAS, OIL, LUBE	8.15
SUBLET AMOUNT	0.00
MISC. CHARGES	0.72
TOTAL CHARGES	29.50
LESS INSURANCE	8.15
SALES TAX	2.81
PLEASE PAY THIS AMOUNT	24.16

7 DAYS AFTER REPAIRS THERE WILL BE A \$2.00 PER DAY STORAGE FEE.

SHOP SUPPLIES: An additional charge is included for each item used on your vehicle.
CUSTOMER COPY

ALL WORK DONE ON THIS ORDER WILL BE BASED ON PART UPON PLAT RATE MANUAL COMPUTATION.

W

MATHEWS NISSAN, Inc. DBA

146971

HAROLD MATHEWS NISSAN
505 N. Riverside Drive
P.O. Box 1108
CLARKSVILLE, TN 37041-1108
(931) 552-7555

MATHEWS SUZUKI, Inc.
307 Providence Blvd.
P.O. Box 411
CLARKSVILLE, TN 37041
(931) 647-5600

CUSTOMER #: 9316481834

WORKORDER

PAGE 1

CLARKSVILLE, TN

HOME: [REDACTED] BUS: [REDACTED]

NISSAN



SERVICE ADVISOR: 17 FIELDS, MICHAEL S.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
		ALTIMA	1N4AL11D33C234449		10564/	T422

SYSTEM ENGINE
DATE 01/01/1980 00:00:59
P/N 23710 - 9J001

RR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	17:30 08SEP03			CASH	

READY OPTIONS: DLR:18054 TRN:AUTO

SRT STATUS

CATALYST CMPLT
EVAP SYSTEM CMPLT
HO2S HTR CMPLT
HO2S CMPLT

ECU TYPE	DESCRIPTIONS/INSTRUCTIONS
HA	INSPECT FOR ENGINE SURGE AND REV, INTERMITTENT WHEN TRYING TO STOP.

Refer to Recall - Line C

CK IF Brake noise.

SYSTEM ENGINE
DATE 01/01/1980 00:01:21
P/N 23710 - 9J001

SELF-DIAG RESULTS

DTC RESULTS TIME

NO DTC IS DETECTED.
FURTHER TESTING
MAY BE REQUIRED.

ECU REPROGRAMMING

01/01/1980 00:18

***** COMPLETE *****

PART NUMBER

23710-9J003

CALIBRATION ID

18J093

CVN

02FFD248

OLD CALIBRATION ID

18J091

Recall Eng/Exhaust - see flow Chart. Reprogrammed ECM

ON Sept 4, I had an incident in Ashland City, Tenn. having trouble stopping the car, almost rear-ended a Lincoln. Brakes won't stop the car, shifted to neutral to avoid a wreck.

TECHNICIAN COPY

For this repair use those warranties made by the NISSAN & MATHEWS SUZUKI, hereby expressly including any implied warranty of MERCHANTABILITY. MATHEWS NISSAN & MATHEWS SUZUKI neither make nor any liability in connection with the sale of OLD MATHEWS NISSAN & MATHEWS SUZUKI in no way.

I for supplies used on your vehicle. Applicable supply may, shallac, solvent, rags, carburetor cleaner, towels.

ITS MADE

with to be done along with the necessary material and age to vehicle or articles left in vehicle in case of fire, or any delays caused by unavailability of parts or delays hereby grant you and/or your employees permission to always or elsewhere for the purpose of testing and/or acknowledged on above vehicle to ensure the amount PAULT IN PAYMENT OF MY BILL. I SHANBE ONE REASONABLE ATTORNEY FEE.

PRELIMINARY ESTIMATE \$

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

7 DAYS AFTER REPAIRS THERE WILL BE A \$5.00 PER DAY STORAGE FEE.

9316483834

147119

HAROLD MATHEWS NISSAN
806 N. Riverside Drive
P.O. Box 1108
CLARKSVILLE, TN 37041-1108
(931) 552-7555

MATHEWS SUZUKI, Inc.
307 Providence Blvd.
P.O. Box 411
CLARKSVILLE, TN 37041
(931) 847-8600

INVOICE

PAGE 1



CLARKSVILLE, TN
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 17 MICHAEL S. FIELDS

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT		TAG
SONOMA	03	NISSAN ALTIMA	1N4AL11D33C234449			10530/10530		T483
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
13MAR2003			17:30 11SEP03			CASH	18SEP2003	
R.O. OPENED		READY		OPTIONS: DLR:18054 TRN:AUTO				
11SEP03		18SEP03						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A INSPECT VEHICLE, INTERMITTENT ISSUE WHERE WHEN BRAKING VEHICLE SOMETIMES REVS UP AND INCREASES SPEED, WHEN THIS OCCURS CUSTOMER STATES BRAKE PEDAL FEELS HARDER WHEN APPLYING.
99 TEST DROVE VEHICLE, DID NOT DUPLICATE CUSTOMER COMPLAINT IN 120 MILES OF TEST DRIVING.

6 CPN

0.00 0.00

SUBL RENTAL CAR

WN93

(N/C)

B WHEN ABOVE SYMPTOM OCCURS, CUSTOMER STATES HE MUST PUT VEHICLE INTO NEUTRAL TO STOP VEHICLE, NORMAL BRAKING WILL NOT STOP THE VEHICLE, ONCE PUT INTO NEUTRAL VEHICLE IDLE DROPS M
99 SEE LINE A.

6 CPN

0.00 0.00

DISCUSSED VEHICLE SITUATION WITH DAVID AND JENN IFER AT NISSAN CONSUMER AFFAIRS, REFERRED US TO NISSAN TECH LINE, DISCUSSED WITH JIMMY AT EXTENSION 3659 AND CRAIG WHO ADVISED US TO NOT REPLACE ANY PART UNTIL PROBLEM IS DUPLICATED BY TECHNICIAN, PROBLEM NOT DUPLICATED IN 120 MILES OF TEST DRIVES, RETURNED VEHICLE TO CUSTOMER AS IS, CUSTOMER AWARE THAT NO CHANGES WERE MADE TO VEHICLE.

C** RENTAL CAR

99 RENTAL CAR.

6 CPN

0.00 0.00

After the service on 9/8/03 I called the Nissan 800 number, they recommended leaving the car with the dealer. They kept the car for 6 days.

TERMS: STRICTLY CASH/LESS ARRANGEMENTS MADE
We warrant the vehicle for 90 days or 10,000 miles, whichever comes first, against defects in materials and workmanship. This warranty does not cover damage to the vehicle or its contents caused by fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or shipping delays by the supplier or carrier. 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 vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.

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DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

7 DAYS AFTER REPAIRS THERE WILL BE A \$5.00 PER DAY STORAGE FEE

SALES TAX: An additional charge is included for supplies used on your vehicle. Additional charges may be made for parts, labor, materials, tools, etc. Repairs, storage, etc. are not included in this charge. Customer's copy of the repair order is available for review.

ALL WORK DONE ON THIS ORDER WILL BE BASED ON PART UPON FLAT RATE MANUAL COMPUTATION.