



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 100079

Date Received

Repository ☐

Reference No.

10065596

OWNER INFORMATION (Type or Print)

Name

Address

City

SUNRISE

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

1N4AL1D54C149727

Make

NISSAN

Model

ALTIMA

Model Year

2004

Date Purchased

12/27/03

Dealer's Name and Telephone Number

Coral Springs Auto Mall

Engine

No. Cylinders

4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Coral Springs

State

FL

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

021000 SUSPENSION:FRONT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

21-JAN-2004

Failure Mileage

Failure Speed

40 - 60

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: DOTM198BC038)

☐ 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), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AT 60 MPH VEHICLE VIBRATED AND PULLED TO THE RIGHT. DEALER REPLACED FOUR TIRES AND PERFORMED FRONT END ALIGNMENT. HOWEVER, THE SAME PROBLEM RECURRED. *AK

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.

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

Please see attached letter that explains the problem and please note that I still have the vibrating problem when driving 40-60 mph.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL 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 THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/defects



01/23/2004

Nissan North America Inc
1501 Cottontail Lane
Somerset, NJ 08873

Dear Sir or Madam:

I believe that my car is a "lemon" under the Florida Lemon Law. I am hereby making a written demand for relief under the Lemon Law and the Florida Consumer Protection Act.

I purchased a Nissan, Altima, 2004 on December 27, 2003 from Coral Springs Auto Mall in Coral Springs, Florida. The vehicle identification number or VIN number is 1N4AL11D54C149727. Since I bought the vehicle, I have had to return it to the dealership a total of four times. My vehicle has been out of service for repairs a total of three days. My vehicle has been in Coral Spring Auto Mall for repairs on the following dates for repair of the following defects:

01/10/04 Steering wheel vibrates at about 50-60 mph
01/16/04 Steering wheel vibrates at about 40+ mph, car was unbalanced
01/19/04 Vehicle still vibrates and pulls to the right (car was release at 2:48 pm)
01/19/04 Brought back for a 2nd time on the same day vehicle still pulling to the right.

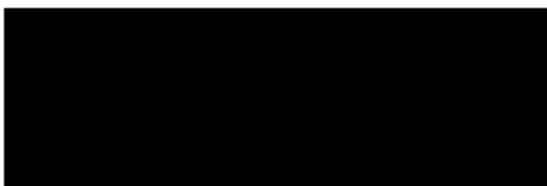
I am having the following problems with my vehicle at this time: Vehicle is pulling to the left and have a mild vibration at different speeds. When driving at a slow velocity vehicle feels like if it was going over bumps all the time.

These remaining defects substantially impair the use, market value or safety of my vehicle. I'm hereby allowing you one final repair opportunity. If these repairs are not completed within ten business days of receipt of this letter, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law.

Failure to comply with the Lemon Law is a violation of the Florida General Laws, and you may be subject to double or treble damages as well as attorney's fees and court cost if this matter is taken to court.

I look forward to hearing from you soon.

Sincerely,





AUTOMALL



WHOLESALE PARTS DIVISION

9350 West Atlantic Blvd.

CORAL SPRINGS, FLORIDA 33071

Telephone (954) 763-1700 • N. Dade (305) 944-0334 • Fax (954) 255-9068

MV - 08670

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	FROM	TO	OPERATION	OPERATION DESCRIPTION	FROM	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER #	RELEASE	WARRANTY #	TECHN. INC.	TYPE	OPERATION	OPERATION DESCRIPTION
01/19/04	496229	2139	3000432	1169	I	12NIZ015	WHEELS & TIRES
01/16/04	495664	1944	3000432	1169	W	99NIVP	WIP REINSPECTION
01/10/04	494082	1392	3000432	1169	W	12NIZ	STEERING/SUSPENSION
11/15/03	480584	11	70039	1169	W	14NIZ013	PRE DELIVERY INSPECT
				78039	I	31NIZNEPCLEAN	NEW CAR CLEANUP
				78039	I	31NITRMPKG	TRM PKG/ETCH

SALESPERSON NO. 826

JOSEPH COELHO

S E R V I C E

PLATE OUT

STATE REG# MV-08670

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ VISA ☐ M/C ☐ MAIL CARD ☐ BULK FOR SERVICE ☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH	VEHICLE ID NO. 1N4AL11D54C148727	YEAR/MODEL 04/NISSAN/ALTIMA/2.5 S	PRODUCTION DATE 12/27/03	STOCK NO. 3470181	LICENSE NO. 49634
REPAIR ORDER NO. 1734365	REPAIR CONTRACT 12/27/03	DELIVERY DATE 12/27/03	DELIVERY MILES 7	SELLING DEALER NO. 01/19/04	
COLOR SUNRISE, FL	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES		
TYPE SUPER BLACK/FROST	TRUCK	TRAILER	VEHICLE	ADDITIONAL NO.	ADDITIONAL
2139	3000432	HERBERT SOLOMON			
TIME RECEIVED 03:55pm	DATE/TIME PROMISED 01/19/04 07:30pm	PROPERTY			
APPROVAL(S) ☐ YES ☒ NO					

COMMENTS: A-TEAM

1 W* 12NIZ015 WHEELS & TIRES
CUST STS VEH PULLS TO RIGHT+

Cross Rotated Front Tires.

ORIGINAL ESTIMATE \$	DATE	TIME
ADDITIONAL AUTHORIZED AMOUNT \$	ADDITIONAL AUTHORIZED BY	
REPAIR AUTHORIZED ESTIMATE \$	AUTHORIZATION RECEIVED BY	
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS		
CHARGE FOR ESTIMATE \$	DESCRIPTION OF ADD'L WORK AUTHORIZED	

PLEASE READ CAREFULLY. CHECK ON THE STATEMENTS BELOW, AND SIGN UNDER STATEMENT. I AM ENTITLED TO A WRITTEN ESTIMATE. MY FINAL BILL WILL NOT EXCEED \$100. I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIRS DO NOT EXCEED \$100. I DO NOT EXCEED THIS AMOUNT. WRITTEN OR ORAL APPROVAL. DO NOT REQUIRE.

1169

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**