



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 1387

Date Received

14-MAY-2004

Repository ☐

Reference No.
10073661

OWNER INFORMATION (Type or Print)

Name

Address

City

FRESNO

State CA

Zip Code

Daytime Telephone Number

E-mail Address

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

VEHICLE INFORMATION

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

1N4BL11D12C267114

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

LITHIA NISSAN (559) 435-3500

Engine:

No: Cylinders 6

Fuel Type:

Original Owner

☒

Dealer's City

FRESNO

State

CA

Zip Code

93710

Transmission Type

AUTO

☒ AntiLock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

114200 ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDER DASH

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

5/15/03

Failure Mileage

20000

Failure Speed

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: DOT1ALBABC038)

☐ 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).

THE DASHBOARD FLAT LINED. WHEN THIS OCCURRED THE DASHBOARD LIGHT WENT OUT, AND ALL THE DASHBOARD COMPONENTS BECAME INOPERATIVE. DEALERSHIP SERVICED THE VEHICLE TWICE FOR THIS ISSUE. THEY REPLACED THE COMPUTER AND FUSE. HOWEVER, PROBLEM RECURRED. AND DEALERSHIP WAS REPLACING THE FLATBOARD. *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.

*... 1 of 20 - Dealer

RO No: 328898 Opened: 18MAR04 Closed: 04MAY04 Mileage: 97848
 Line Code: A Booker: 5866 Comeback: N
 Complaint: BOE CUSTOMER STATES LEFT FRONT SEAT IS LOOSE WHEN UP CLOSE OR MOVE
 Cause: INTERNAL FAILURE

BA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
5866	6018	WNBP	VH40AA		RPL LEFT SEAT SLIDE/LIFT ASS'Y
					PT\$ 947.95 LBR\$ 72.00 MSC\$ 0.00
5866	6018	INT	BOE		ADAPT SEAT
					PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
5866		WNBP	9999		SUBLET REPAIRS
					PT\$ 0.00 LBR\$ 0.00 MSC\$ 71.20
5866		INT	9999		SUBLET REPAIRS
					PT\$ 0.00 LBR\$ 0.00 MSC\$ 106.80
5866		INT	9999		SUBLET REPAIRS
					PT\$ 0.00 LBR\$ 0.00 MSC\$ 106.80
5866		WN	9999		SUBLET REPAIRS
					PT\$ 0.00 LBR\$ 0.00 MSC\$ 1459.54

*... 2 of 20 - Dealer

RO No: 328714 Opened: 18MAR04 Closed: 04MAY04 Mileage: 97848
 Line Code: A Booker: 5866 Comeback: N

Story for RO# 328898, line A, Version # 1:
 REMOVED SEAT TO DIAG, NEEDS TRAC ASSEMBLY RIGHT
 SLIDE IS DAMAGED, AND WILL NOT KEEP TIME WITH OT
 HER SLIDE. ORDERED UNIT GAVE CUSTOMER RENTAL DUE
 TO UNSAFE TO DRIVE. USING S.O.P PART THAT WAS F
 OR MAXIMA THAT ENGINEER SAID WOULD WORK REPLACE
 D AND FOUND TILT ROD WAS TO LONG. SO REMOVED OLD
 TILT ROD AND USED OLD ONE AND REPLACED SEAT AS
 SEMBLY AND NOW WORKS AS DESIGNED.

Story for RO# 328714, line A, Version # 1:
 REPLACED CRANK SNEBOR KIT.

RO No: 300946 Opened: 05JUN03 Closed: 05JUN03 Mileage: 11105
 Line Code: A Booker: 6806 Comeback: N
 Complaint: EN CUSTOMER STATES WAS IN A ACCIDENT AND NOW CHECK ENGINE LIGHT I
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 6806 6017 CN EN ENGINE MISC
 PTS\$ 0.00 LBR\$ 80.00 MSC\$ 0.00

*... 12 of 20 - Dealer

RO No: 297250 Opened: 24APR03 Closed: 24APR03 Mileage: 10448
 Line Code: A Booker: 6806 Comeback: N
 Complaint: MI CUSTOMER STATES THE WIPERS ARE NOT WORKING. THE PART WAS ORDER
 Cause: WIPER MOTOR

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 6806 6018 MN RQ12AA RPL WIPER MOTOR
 PTS\$ 48.13 LBR\$ 47.40 MSC\$ 0.00

*... 13 of 20 - Dealer

RO No: 298988 Opened: 22APR03 Closed: 22APR03 Mileage: 10308
 Line Code: A Booker: 6806 Comeback: N
 Complaint: MI CUSTOMER STATES THE WIPER BLADES STOPPED WORKING WHEN IT WAS R
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 326714 Opened: 16MAR04 Closed: 04MAY04 Mileage: 37848
 Line Code: A Booker: 5866 Comeback: N
 Complaint: R30220 CRANK POS SENSOR A33,Z50,B15,L31
 Cause: CAMPAIGN

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 5866 6018 MN R30220 CRANK POS SENSOR A33,Z50,B15,L31
 PTS\$ 101.07 LBR\$ 0.00 MSC\$ 0.00

*... 9 of 20 - Dealer

RO No: 328430 Opened: 12MAR04 Closed: 12MAR04 Mileage: 37801
 Line Code: A Booker: 5866 Comeback: N
 Complaint: ILIFE LITHIA LIFE TIME OIL CHANGE WITH FREE 27 POINT VEHICLE INSPECT
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 5866 21227 ILIFE ILIFE LITHIA LIFE TIME OIL CHANGE WITH FREE 27
 7 POINT VEHICLE INSPECTION
 PTS\$ 7.28 LBR\$ 6.20 MSC\$ 0.00

Line Code: B Booker: 5866 Comeback: N
 Complaint: RT PERFORM TIRE ROTATION ONLY

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 5866 21227 CNX RT PERFORM TIRE ROTATION ONLY

Story for RO# 300945, line A, Version # 1:
 CHECKED AND FOUND CODES P1122, P0507 AND P1126.
 CHECKED AND ISOLATED TO CONNECTOR NOT SEATED
 IN THE INTELLIGENT POWER DISTRIBUTION MODULE (#
 122). SEATED THE CONNECTOR AND THERE IS NO FUR
 THER INCIDENT AT THIS TIME.

Story for RO# 287250, line A, Version # 1:
 REPLACED THE WIPER MOTOR DUE TO AN INTERNAL FAI
 LURE.

Story for RO# 296988, line A, Version # 1:
 THE VEHICLE WAS INSPECTED AND FOUND WIPER MOTOR
 TO BE BAD.

Story for RO# 296988, line A, Version # 2:
 THE VEHICLE WAS INSPECTED AND FOUND WIPER MOTOR
 TO BE BAD.
 THE PART HAS ORDERED AND WILL CALL WHEN THE PAR
 T ARRIVES.

RO No: 296888	Opened: 22APR03	Closed: 22APR03	Mileage: 10308
Line Code: A	Booker: 6806	Comeback: N	
SA... TECH. TYPE. OPCODE.....	CB-RO..	DESCRIPTION.....	
6806 6024 INT NI		WIPER ARMS	
	PTS\$	0.00 LBR\$	0.00 MSC\$ 0.00
--- 14 of 20 - Dealer -----			
RO No: 296170	Opened: 12APR03	Closed: 12APR03	Mileage: 10088
Line Code: A	Booker: 5886	Comeback: N	
Complaint: TR	CUSTOMER STATES RAD SPEEDO REPLACED AND NOW INSULATION IS HANG		
Cause:			
SA... TECH. TYPE. OPCODE.....	CB-RO..	DESCRIPTION.....	
5886 21939 INT DIAG		DIAGNOSIS	
	PTS\$	0.00 LBR\$	0.00 MSC\$ 0.00
--- 15 of 20 - Dealer -----			
RO No: 294934	Opened: 29MAR03	Closed: 03APR03	Mileage: 9700
Line Code: A	Booker: 8503	Comeback: N	
Complaint: BOE	CUSTOMER STATES DASH LIGHTS DON'T WORK, TURN SIGNALS AND SPEED.		
Cause: FAILED PART			
SA... TECH. TYPE. OPCODE.....	CB-RO..	DESCRIPTION.....	
5888 6024 NN RB10AA		RAI COMBINATION METER ASS'Y (NEEDLE)	
	PTS\$	153.43 LBR\$	16.80 MSC\$ 0.00

Story for RO# 298170, line A, Version # 1:
REMOVED PANELS TO ACCESS. REROUTED. OK NOW.

Story for RO# 294834, line A, Version # 1:
VEHICLE WAS INSPECTED AND CONFIRMED CUSTOMERS C
OMPLAINT. CAN SYTEM WAS CHECKED WITH CONSULT ALL
RESULTS O.K. FUSES AND CONNECTIONS WERE INSPECT
ED, CHECKED POWER SUPPLY AT FUSE#19 AT BLOCK, TO
TERMINAL # 6 AND COBINATION METER CHECKED OUT O
.K. FUSE #14 WAS CHECKED TERMINAL # 17 AND #18. G
ROUNDS WERE TESTED TERMINAL #8 AND 34 WERE CHEC
KED THEY CHECKED OUT O.K. CLUSTER ASSY WAS REPLA
CED AND WORKING NORMAL AT THIS TIME. DUE TO INTE
RNAL PROBLEM NO DISPLAY.

RO No: 281580 Opened: 23OCT02 Closed: 23OCT02 Mileage: 8639
Line Code: A Booker: 8808 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
8808 13347 ILIFE ILIFE LITHIA LIFE TIME OIL CHANGE WITH FREE 27
7 POINT VEHICLE INSPECTION
PT\$ 7.23 LBR\$ 5.20 MSC\$ 0.00

*--- 18 of 20 - Dealer -----
RO No: 275928 Opened: 12AUG02 Closed: 12AUG02 Mileage: 3498
Line Code: A Booker: 5856 Comeback: N
Complaint: ILIFE LITHIA LIFE TIME OIL CHANGE WITH FREE 27 POINT VEHICLE INSPECT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
5856 13347 ILIFE ILIFE LITHIA LIFE TIME OIL CHANGE WITH FREE 27
7 POINT VEHICLE INSPECTION
PT\$ 7.23 LBR\$ 5.20 MSC\$ 0.00

*--- 19 of 20 - Dealer -----
RO No: 289828 Opened: 24MAY02 Closed: 24MAY02 Mileage: 6
Line Code: A Booker: 7592 Comeback: N
Complaint: TR SALES STATES ARMREST IS INOP CK AND ADVISE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Story for RO# 289828, line A, Version # 1:
ADJUSTED ARM REST AS NECESSARY.

**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).**