



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

2005

FOR AGENCY USE ONLY 100148

Date Received: 2005 OCT 25 AM 11:25  
Repository:

Reference No.: 10134029

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: WARICK State: RI Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: 401-921-0189

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
(In the absence of an answer, we will NOT provide your name or address to the vehicle manufacturer.)  
Signature of Owner: [Redacted]  YES  NO  
Date: 8/10/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JN1CA2 [Redacted]  
Make: NISSAN Model: MAXIMA Model Year: 1998  
Date Purchased: [Redacted] Dealer's Name and Telephone Number: [Redacted]  
Original Owner:  Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]  
Transmission Type: AUTOMATIC  Antilock Brakes  Powertrain: FRONT WHEEL DRIVE  
 Cruise Control Vehicle Component Code: 112000 ELECTRICAL SYSTEM:ALTERNATOR/GENERATOR/REGULATOR  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 15-AUG-2005  
Failure Mileage: 85000  
Failure Speed: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R15): [Redacted]  
DOT No. (Example: DOTM1A8ABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**APPLICABLE INCIDENT INFORMATION**

(Please describe incident in Incident(s), Failure(s), Consequence(s), and Injury(ies).)  
Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: Y

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).

DT: THERE IS AN RECALL FOR THE ALTERNATOR, HOWEVER, NISSAN STATED THIS VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO VIN. STARTED THE VEHICLE AND COULD HEAR A SOUND AND SMOKE WAS COMING FROM UNDER THE HOOD. OPENED THE HOOD THERE WAS FIRE IN MIDDLE OF THE ALTERNATOR. THIS HAPPENED ON AUGUST 15, 2005. THE VEHICLE WAS REPAIRED, BUT KEPT THE ALTERNATOR THAT WAS BAD. \*AK

FYI, I've enclosed a copy of my complaint to Nissan with a color photo of my alternator identification tag.  
ON 9/13/05, Andrew Son, 310-771-3801, of Nissan Exec. Office's refused my offer to bring my burnt-out alternator to a local Nissan dealer for verification. Since my VIN is more than 7600 vehicles out of the recall range, I believe Nissan should be made to at least inspect the alternators of all the 1998 model years.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
The Privacy Act of 1974 (Public Law 93-578) 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.

69 Creekwood Drive  
Warwick, RI 02886  
October 8, 2005

Mr. Alberto Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement  
400 7<sup>th</sup> Street, S.W.  
Washington, DC 20590

Dear Mr. Jimenez:

I have enclosed for your review all the information I have re: my request of Nissan for reimbursement of my cost to replace my alternator.

I attached a color photo of my burnt-out alternator (identification tag) to page 2 of the Nissan Recall Campaign Bulletin document, NHTSA #R2010\02V-171, found on the nhtsa.gov website.

I believe that since my VIN falls 7000 + vehicles beyond the official Recall, there must be more Nissan and Infinity vehicles on the road still at risk. I consider myself very fortunate that my alternator fire happened in my driveway, where I was able to douse it quickly. If another unsuspecting Nissan owner is driving on the highway and the defective alternator short circuits and becomes an electrical fire, there may be tragic results.

As I state in my letter (enc.) to the RI Attorney Generals Office (paragraph 3), my offer to submit my alternator to a local Nissan dealership for identification was refused, which leads me to believe Nissan is trying to sweep this under the rug, in the hopes that I will just go away.

A Nissan reimbursement to me of \$505.22 will make me go away, but I hope the NHTSA will make Nissan accountable for all the defective and dangerous alternators still out there that somehow have fallen outside the official Nissan VIN Recall range.

If I can further help your investigation in any way please let me know.

Sincerely,



Richard P. Lanigan  
Home: 401-921-0169  
Office: 401-826-2211

2005 OCT 25 AM 11: 23

10/03/05

Warwick, RI

Department of Attorney General  
Consumer Protection Unit  
RE: 1998 Nissan Maxima Alternator Recall

Dear Sir / Madam:

On 8/15/05, my alternator lit on fire upon start-up in my driveway. I had the vehicle towed and repaired. It came to my attention that there was an alternator recall for my car. After contacting Nissan I was told my vehicles VIN was out of the recall range, therefore, there was nothing Nissan would do for me.

Since my alternator lit on fire exactly as explained on the Nissan website as the Reason for Recall, I registered a complaint with the National Highway Transportation Safety Association (copy enc.). On the NHTSA website I found the Nissan Recall Campaign Bulletin, reference: NTB02-073. On page 3 of the bulletin is a Repair Flow Chart which explains to Nissan service staff how to identify the alternator which needs to be replaced. I've enclosed a picture of my alternator identification plate for your review.

In my final conversation with Andrew Son, Nissan Exec. Offices, 310-771-3801, I offered to bring the old alternator to a Nissan dealership to verify, weather or not, the alternator is under the Nissan recall. He refused my offer.

Not only is my alternator an exact match for the Nissan bulletins replacement criteria, it also lit on fire just as predicted in the Reason for Recall.

Therefore, I am seeking reimbursement from Nissan in the amount of \$505.22, and I am hopeful that the Attorney Generals Office, or the NHTSA will demand Nissan to at the very least, visually inspect the alternator tags of ALL 1997, and 1998 Nissan and Infinity vehicles, regardless of their VIN's.

I've enclosed copies of everything I have on this matter to date. Hopefully your office can help me with this.

Thank You.

Rick Lanigan

August 31, 2005

Warwick, RI 02886  
Home: [REDACTED] after 6:00PM est  
Work: 401 [REDACTED] 7:00AM-3:00PM est

National Consumer Affairs Office,  
Nissan North America, Inc.  
PO Box 191  
Gardenia, CA 90248-0191

Dear Jenifer Daniels, Nissan North America Customer Service Specialist:

I am faxing you the following 9 pages, including this letter, pertaining to my file #5034536, at the request of shift supervisor Kim.

You will find:

- (3) pages, downloaded from the NHTSA web site, that describes in detail which alternators need to be replaced.
- (2) garage bills, and (1) Visa receipt totaling \$505.22, that I am requesting Nissan to reimburse me, for the replacement of the burnt-out alternator.
- (1) Knight's Nissan 60K mile service bill.
- (1) RI registration for my vehicle.

Please reimburse my expenses as soon as possible. If you need me to bring the old alternator to a local dealer to confirm, let me know...

Thank You  
[REDACTED]



# RECALL CAMPAIGN BULLETIN

Reference:

NTB02-073

Date:

July 25, 2002

## VOLUNTARY RECALL CAMPAIGN 1997-98 MAXIMA ALTERNATOR

**CAMPAIGN I.D. # \ NHTSA #:** R2010 \ 02V-171

**APPLIED VEHICLES:** 1997-98 Maxima (A32)

**APPLIED VINS:** 1997 Maxima: JN1CA2  
JN1CA2  
JN1CA2

1998 Maxima: JN1CA2  
JN1CA2  
JN1CA2  
JN1CA2

### INTRODUCTION

Nissan has determined that on some 1997 and 1998 model year Nissan Maxima vehicles, there is a possibility that the alternator may contain a damaged diode. This could result in an electrical short in the diode assembly which may cause a fire in the alternator that could spread to the engine compartment. To prevent this condition from occurring, Nissan is conducting a Voluntary Safety Recall Campaign to inspect and, if necessary, replace the alternator.

### IDENTIFICATION NUMBER

Nissan has assigned identification number R2010 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of vehicles potentially affected is approximately 140,000.

## **DEALER RESPONSIBILITY**

It is the retailer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration. **While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.**

## **SPECIAL CUSTOMER ASSISTANCE FEATURES**

On some vehicles affected by this campaign, the alternator may have already been replaced. If during the inspection procedure, it is determined that alternator replacement is not required, please inform the customer that the appropriate alternator is currently installed in the vehicle. If the alternator was replaced as a Warranty Repair, no further action is required.

If the customer paid to have their alternator replaced, the customer may be eligible for reimbursement of the related expense. Please inform the customer that they can request reimbursement by contacting Nissan Consumer Affairs at 1-866-396-4252.

If the alternator was replaced at your dealership, please provide a copy of the related repair order/invoice, if available, to the customer. If the repair was completed at a location other than your dealership, please inform the customer that they will need to provide proof of the repair and proof of payment when they contact Nissan Consumer Affairs.

## **SERVICE PROCEDURE**

Refer to the Repair Flow Chart on page 3 to properly diagnose and repair the vehicle.



## Repair Flow Chart

*\* My Alternator is the exact match to this one here + the Label is Green*

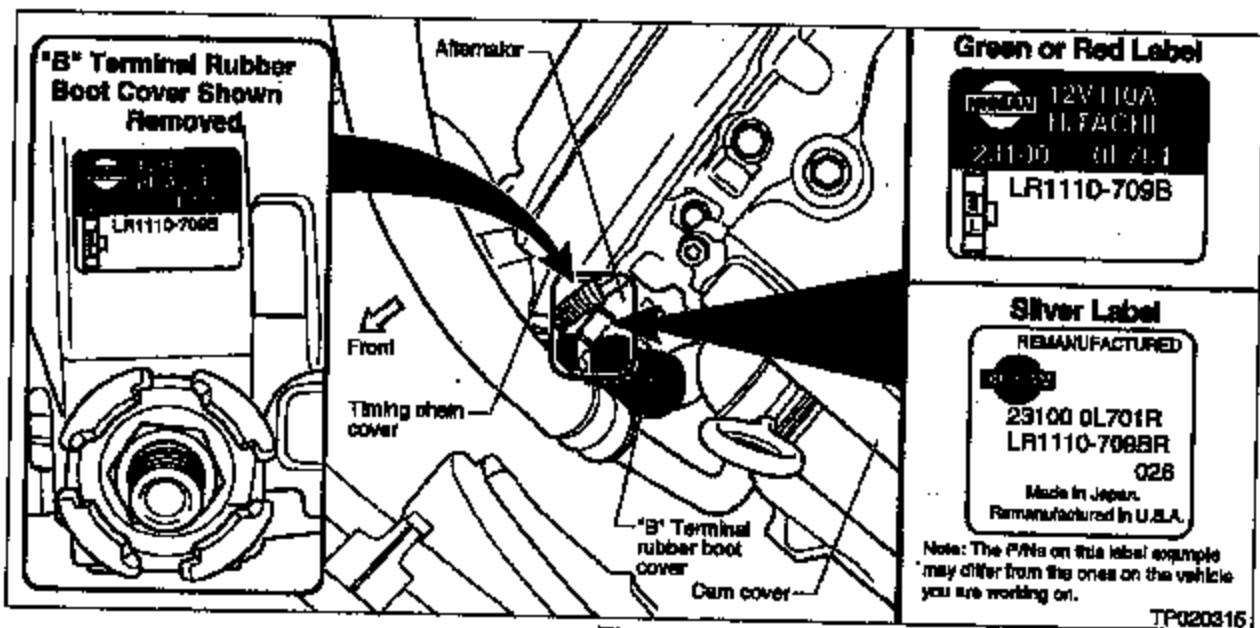
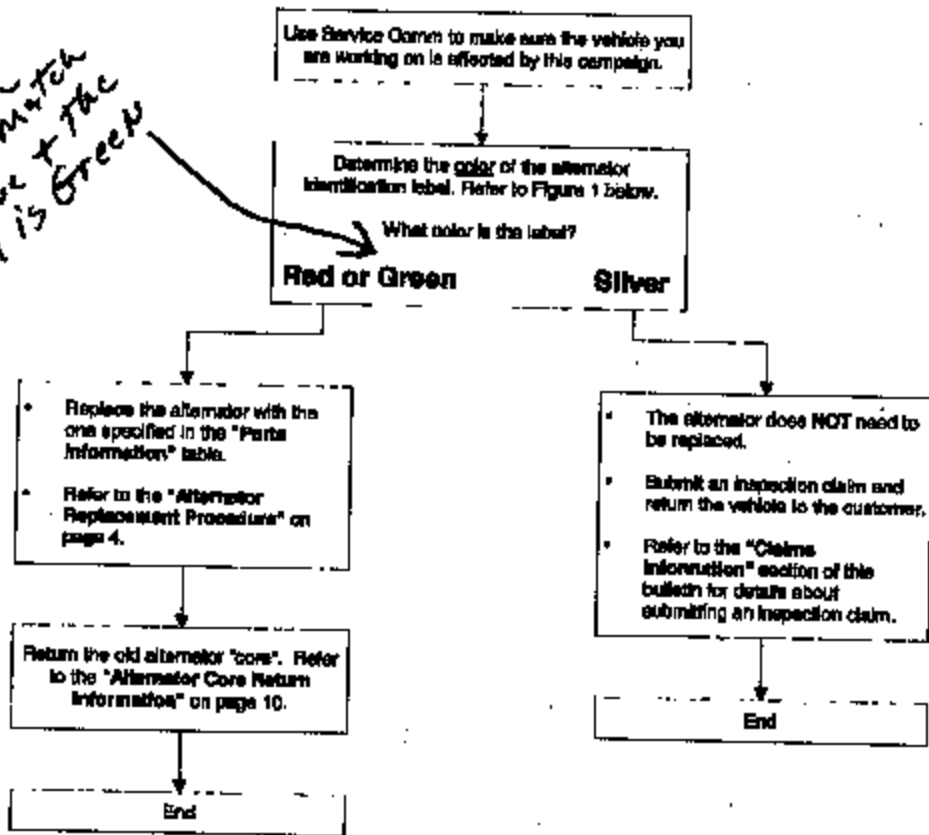


Figure 1

# OIL AND GREASE ON WHEEL INC.

164 FLETCHER AVE.  
CRANSTON, RI. 02920  
Ph: 942-3715

<< Invoice # 39978 >>

Employee: A  
Copy 1

Customer: [REDACTED]  
Address: [REDACTED]  
CRANSTON, RI [REDACTED]  
Phone: [REDACTED]  
Customer #: 14055

Vehicle: 98 NISSAN MAXIMA  
Plate: SZ-586  
VIN: JN1CA2 [REDACTED]  
Motor Num: 6 CYL 3.0  
Mileage-In: 85282  
Mileage-out: 85292

08/18/08 02:32 pm

Page No.: 1

Services	Description	Tech	Qty	Price	Total
	VEHICLE TOWED TO GARAGE:	K	1.00	21.00	21.00
	DIAGNOSED PROBLEM WITH ALTERNATOR: (ADVISE CUSTOMER VEHICLE NEEDS ALTERNATOR)				
	REPLACED ALTERNATOR & STANDARD BELTS:	K	2.50	60.00	150.00
Part #	Description		Qty	Price	Total
	GEN 13857 ALTERNATOR MC		1.00	234.00	234.00
999997	SHOP SUPPLIES		1.00	5.00	5.00
	25-040305 SERPT BELT		1.00	15.00	15.00
	26-090431 V BELT		1.00	29.99	29.99
	PEAK ANTIFREEZE		1.00	5.00	5.00

Check \$ 480.22

Inspection: 0.00  
Accessories: 0.00  
Services: \$171.00  
Parts: \$288.99

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 vehicle for the purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Subtotal: \$459.99  
Shop Fee: \$0.00  
Tax: \$20.23  
TAX2: \$0.00  
Amount Charged: \$0.00  
TOTAL: \$480.22

Authorized signature: \_\_\_\_\_

# OIL AND GREASE ON WHEEL INC.

164 FLETCHER AVE.  
CRANSTON, RI. 02920  
Ph: 942-3716

<< Invoice # 40058 >>

Employee: P  
Copy 1

**Customer:** [REDACTED]  
**Address:** [REDACTED]  
CRANSTON, RI [REDACTED]  
**Phone:** [REDACTED]  
**Customer #:** 14055

**Vehicle:** 98 NISSAN MAXIMA  
**Plate:** SZ-568  
**VIN:** JN1CA2 [REDACTED]  
**Motor Numb:** 6 CYL 3.0  
**Mileage-In:** 85292  
**Mileage-out:** 85202

08/28/2005 03:27 pm

Page No.: 1

Services	Description	Tech	Qty	Price	Total
	DEPOSIT ON ALTERNATOR CORE CHARGE:	P	1.00	25.00	25.00

Master/Visa \$ 25.00

Inspection: 0.00  
Accessories: 0.00  
Services: \$25.00  
Parts: \$0.00

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 vehicle for the purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Subtotal: \$25.00  
Shop Fee: \$0.00  
Tax: \$0.00  
TAX2: \$0.00  
Amount Charged: \$0.00  
TOTAL: \$25.00

Authorized signature: \_\_\_\_\_

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).