



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

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

888-327-4236

www.safercar.gov

Form Approved: O.M.B. No. 2127-0006

OWNER INFORMATION (Type or Print)

Name <u>[REDACTED]</u>		Daytime Telephone Number <u>[REDACTED]</u>
Street No. <u>[REDACTED]</u>	Apt. No. <u>[REDACTED]</u>	Evening Telephone Number <u>[REDACTED]</u>
City <u>Schenectady</u>	State <u>New York</u>	Zip Code <u>[REDACTED]</u>
E-mail <u>[REDACTED]</u>		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of authorization, NHTSA will provide a copy of this report to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance of [REDACTED]

Signature of Owner [REDACTED] Date 11/14/05

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side <u>1N4AL1E2 [REDACTED]</u>		Make <u>NISSAN</u>	Model <u>ALTIMA</u>	Year <u>2002</u>	Current Mileage <u>32,585</u>
Date Purchased <u>[REDACTED]</u>	Dealer's Name and Telephone Number <u>LIA NISSAN 518-370-8705</u>		Engine: <u>[REDACTED]</u>	Fuel Type: ☐ Diesel ☐ Hybrid ☒ Gas ☐ Other	
☒ Original Owner	Dealer's City <u>ALBANY</u>	State <u>N.Y.</u>	Zip Code <u>12205</u>	No. Cylinders <u>4</u>	
Transmission Type ☐ Manual ☒ Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain ☐ All-Wheel Drive ☒ Front-Wheel Drive		☐ Rear-Wheel Drive ☐ Four-Wheel Drive	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name <u>RADIATOR</u>	Incident Date(s) <u>Recall Date?</u>	Failure Mileage <u>30,000</u>	Failure Speed <u>NONE</u>	Failure Location ☐ Driver ☐ Passenger ☒ Front ☐ Rear
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand <u>[REDACTED]</u>	Tire Model/Line <u>[REDACTED]</u>	Tire Name <u>[REDACTED]</u>	Tire Size (Example: P216/65R1105) <u>[REDACTED]</u>
Failed Structure ☐ Tread ☐ Sidewall ☐ Bead		DOT No. (Example: DOT M4B4BC036 on sidewall) <u>[REDACTED]</u>	
Failure Type: ☐ Blowout ☐ Blister ☐ Crack ☐ Torn ☐ Tread Separation ☐ Road Hazard ☐ Out of Round		☐ Original Equipment ☐ Prior Repair	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make <u>[REDACTED]</u>	Date Manufactured <u>[REDACTED]</u>	Model Number and Name <u>[REDACTED]</u>
Seat Type ☐ Infant ☐ Booster ☐ Integrated ☐ Convertible ☐ Other		Installed in Vehicle using that: ☐ Vehicle safety belt ☐ LATCH system* *Vehicle info required
Failed Part. Describe Failure Below ☐ Base ☐ Harness/Buckle ☐ LATCH Connector ☐ Shell ☐ Handle ☐ Other		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured <u>[REDACTED]</u>	Number of Deaths <u>[REDACTED]</u>	Police Report No. <u>[REDACTED]</u>
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(es).

HAD A RECALL ON THE 2002 NISSAN WHEN THEY NOTICED
THAT MY RADIATOR WAS LEAKING. WANTED \$600.00
TO REPAIR RADIATOR. CONTACT PAT HABACK NISSAN REP
WOULD NOT HELP ME. ALSO TOLD ME TO TAKE NISSAN TO

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free if sent to NHTSA.

I WAS TOLD THAT NISSAN
HAD COMPLAINTS ON RADIATORS
ON THE 2002 NISSAN ALTIMA
CAN YOU HELP ME
THANK YOU!

 Home #

[REDACTED]
SCHENECTADY NY [REDACTED]

00722

CERTIFICATE OF TITLE



DEPARTMENT OF MOTOR VEHICLES

VOID IF ALTERED

VOID IF ALTERED



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

DIVISION OF PUBLIC ADVOCACY
CONSUMER FRAUDS & PROTECTION BUREAU

September 14, 2005

[REDACTED]
Schenectady, NY [REDACTED]

Re: Our File No: 2005-502877
Company: Lia Nissan

Dear [REDACTED]

We have received a response to your complaint. Despite our efforts, the company has refused to make any refund or other adjustment.

I regret that we cannot assist you further. In the case of individual complaints, our role is limited to that of mediator. Mediation is a voluntary procedure and we are not empowered to make judgments of fact. Therefore, we cannot force a settlement. Only a court may determine what rights you have in this matter.

Small Claims Courts are the most convenient forums in which to file suit. In New York State, you may sue in Small Claims Court for up to \$5,000, except in Town and Village Courts where the limit is \$3,000, exclusive of interest and court costs. Also, in New York State you must file a small claims suit in the county where the defendant resides, is employed or has an office. An attorney may represent you but is not required.

Free assistance in preparing a Small Claims case is available from the New York Public Interest Research Group ("NYPIRG"). The telephone numbers for NYPIRG's Small Claims Court Action Center are: Albany (518) 442-5658, New York City (212) 349-6460.

If you wish to consult a private attorney and would like a referral, we suggest you call your county bar association or the New York State Bar Association's Lawyer Referral Service at 1-800-342-3661 for assistance. Typically, initial consultations are relatively inexpensive and do not commit you to further representation. Our office cannot represent consumers in court nor give individuals legal advice.



ATTORNEY GENERAL ELIOT SPITZER

State of New York
Office of the Attorney General
Bureau of Consumer Frauds and Protection
The Capitol Albany, New York 12224

File Number 2005-502877 Staff: Emmanuel Koroda Lia Nissan

RESPONSE FORM

Name of consumer: [REDACTED]

Legal name of company: CENTRAL NISSAN LTD DBA LIA NISSAN

Executive office address: 1055 CENTRAL AVE ALBANY NY 12205

If a corporation, names of president and general manager: WILLIAM LIA

If a partnership, names of partners:

If a sole proprietorship, name of owner:

Enter address and telephone number of person to contact for additional information:

WILLIAM LIA [REDACTED]

RESPONSE TO COMPLAINT

Enclose copies of documents in support of your position. (Use additional pages if necessary.)

LIA NISSAN DOES NOT WARRANTY THE VEHICLE
WE TO BE A SPECIAL VEHICLE IS OUT OF THE MANUFACTURER
(INDIAN MOTOR GROUP) WARRANTY PERIOD.

In order to resolve this matter, we offer:

1. NISSAN TO BE A PART OF THE MANUFACTURER
LEP TO A SPECIAL VEHICLE. PLEASE CONTACT THE
HATCHBACK TO BE A PART OF THE LEP OR THE
HATCHBACK TO BE A PART OF THE LEP OR THE

Understand that any false statements made on this form are punishable as a Class A Misdemeanor under § 125.30
NY/PLS 210.15 of the Penal Law.

Name: WILLIAM LIA

Title: Controller

Signature: [REDACTED]

Date: 8/24/05

A COPY OF THIS REPLY WILL BE SENT TO THE CONSUMER