

2006 OCT 11 PM 2:15

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September 7, 2006

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10/11/06 528

[REDACTED]
Los Angeles, CA [REDACTED]

Dimension Corporation

Attn: Terry (Last Name Not Provided), Claims Adjuster

400 Metro Place North, #300

Dublin, Ohio 43017

Re: 2002 Nissan Altima

Contract No. 0000802295

To Whom It May Concern:

This is a follow-up letter regarding my previous correspondence addressed to Dimension Corporation dated September 2, 2006. I am requesting the following items:

1) A clear, legible, readable and understandable copy of the Inspection Report with the name of the inspector and company name who conducted the inspection on August 25, 2006 regarding the above listed vehicle.

The copy your company sent to me looks like chicken scratch; and had no company name or inspector name regarding the inspection that was conducted on August 25, 2006.

2) I am requesting an Arbitration Hearing because I strongly disagree with the results of the Inspection Report and your company's denial to repair my vehicle.

Please return the duplicate payment of \$25.00 that was sent to your company. This charge was requested in order for me to obtain a copy of the Inspection Report.

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Dimension Corporation
September 7, 2006
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I am requesting Team Nissan (John Huber, Nissan Service Representative) to not dispose of the engine and to leave it intact and in the condition it was in when the inspection was conducted by the inspector on August 25, 2006 because I intend to have the engine inspected.

I can be contacted at [REDACTED] or [REDACTED] regarding the above listed vehicle.

Sincerely,

[REDACTED]

cc: Insurance Commission
Consumer Communications Bureau
300 South Spring Street, South Tower
Los Angeles, CA 90013

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Team Nissan
Attn: John Huber
810 Cobb Parkway, S.E.
Marietta, GA 30060

Enclosures to Insurance Commission:

Copy of Inspection Report from Dimension Corporation dated August 24, 2006
ODI Action No.: PE02-078
U.S. Department of Transportation – National Highway Traffic Safety
Administration letter dated October 23, 2002
Defect Investigation Summary – NHTSA No. PE02078
Complaints Summary – No. 10163899
Complaints Summary – No. 10148147
Consumer Affairs Complaints – Nissan Altima – Engine Problems

Mechanical Inspection Fieldsheet

Inspector Name: [Redacted] Address: [Redacted]
 City/State/Zip: [Redacted]
 Assignment #: [Redacted] Date Assigned: 8-24-06 Time Assigned: 4:34 PM
 Client: [Redacted] Contact: [Redacted] Phone #: [Redacted]
 Contract #: 0000802295 Date: [Redacted] Insured: [Redacted]
 Vin #: 1N4H011DX2C [Redacted] Vehicle Year: 2002 Nissan Altima
 Vehicle Model: Altima Vehicle Mileage: [Redacted]
 Competitor: Team Nissan Shop Phone #: 770-422-4544 Shop Contact: JDR
 Address: 910 Cobb Pkwy Date Called: 8-24-06 Time Called: 6:50 PM
 City, State: Marietta GA Appt Date: 8-25-06 Appt Time: [Redacted]
 Appt Rec. # [Redacted] Contact Status: Labor [Redacted]

Actual Date: 8-25-06 Arrived Time: 9:20 AM Service Writer: John
 Repair Order #: 393035 R.O. Date: 8-8-06 Technician: Michael
 R.O. Complete: CAR WILL NOT RUN

Year: 2002 Make: Nissan Model: Altima Engine: 2.5 4cyl Trans: A-4
 Drivetrain: D-6 Engine Oil: Shell [Redacted] Mileage: P-0 out Modifications: ~ Oilation: ~
 Actual VIN #: 1N4H011DX2C [Redacted] Mileage: NA Overall Cost: Low
 Commercial: ~ Towing Service: ~
 Remarks: Eng - Trans out oil filter & V/cow

245 #1 Rod. Broken & fractured a large hole in rt side
 of block. crank severely worn & discolored. Crk is
 severely distorted, bolts broken. Excessive melted
 bearing material in Pan. Tech was able to remove
 #3 & 4 rod caps & find bearing & melted (#3 melted
 to crank) All rods & crank journals are severely discolored
 Found excessive melted bearing material scattered
 oil pump screen. no sludge in Pan. Found fresh oil
 flow on rt side of engine pan. Hole in block. Tech
 removed 2 ft x 1/2 in cap & found light scoring on
 #1 Excessive melted bearing material. removed most of oil film
 vehicle is Equipped with oil light, cannot confirm if operable, oil very black & burnt



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 100148

Date Received

07-SEP-2006

Repository Reference No.
10167568**OWNER INFORMATION (Type or Print)**

Name

Address

City

LOS ANGELES

State CA

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 / /

VEHICLE INFORMATION

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

1N4AL11DX2C

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased
01-APR-02Dealer's Name and Telephone Number
AUTO LAND UNKNOWNEngine:
No. Cylinders 4Fuel Type:
GasOriginal Owner
Dealer's City
LOS ANGELESState
CA

Zip Code

Transmission Type
AUTOMATIC Antilock Brakes
 Cruise ControlPowertrain
UNKNOWN

Vehicle Component Code

051000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
24-AUG-2006Failure Mileage
66741Failure Speed
65**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: DOTM19A8C036)

 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(es).)

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(es).

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*: THE CONTACT STATED WHILE DRIVING 65 MPH ON THE HIGHWAY, SMOKE ERUPTED FROM THE ENGINE COMPARTMENT FOLLOWED BY THE ENGINE STALLING WITHOUT WARNING. NO FIRE WAS PRESENT, ONLY SMOKE FROM THE ENGINE. THE VEHICLE WAS TOWED TO THE DEALER WHO DETERMINED THE OIL WAS DRY IN THE ENGINE AND THE ENGINE NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT ALERTED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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 responses 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.