



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 JAN 17 AM 9:40
07-SEP-2006

Repository
Reference No.
10167568

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **LOS ANGELES** State **CA** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of an owner's signature, please provide the name or address to the vehicle manufacturer. YES NO
Signature of Owner [REDACTED] Date **10/2/06**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1N4AL11DX2C [REDACTED] Make **NISSAN** Model **ALTIMA** Model Year **2002**
Date Purchased **01-APR-02** Dealer's Name and Telephone Number **AUTO LAND UNKNOWN** Engine: No: Cylinders **4** Fuel Type: **Gas**
Original Owner Dealer's City **LOS ANGELES** State **CA** Zip Code [REDACTED]
Transmission Type **AUTOMATIC** Antilock Brakes Cruise Control Powertrain **UNKNOWN** Vehicle Component Code **061000 ENGINE AND ENGINE COOLING:ENGINE**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **8-AUG-2006** Failure Mileage **66741** Failure Speed **65**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM4L9ABC036) 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 in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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).

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 93-579 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 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.

Dimension Service Corporation

400 Metro Place North, Suite 300
Dublin, OH 43017

December 14, 2006

[REDACTED]
Los Angeles, CA [REDACTED]

Re: Claim No.: H06-20886

cc: California Department of Insurance
Consumer Services Bureau
300 South Spring Street
Los Angeles, CA 90013

Attn: Mariano Ampil, Associate Insurance Compliance Officer

RE: File No.: CSB-6214622

cc: Westchester Fire Insurance: Stephen Dzury

Dear [REDACTED],

Assuming that you are correct as to your assertion that the lack of lubrication that led to your motor's failure was the result of the conditions described in the "Defect Summary" enclosed with your original correspondence, the claim would not be covered for the following reasons:

1. The scoring of the cylinder walls described in the Defect Summary is caused by "catalyst substrate particles flowing into the engine," which in turn "score the cylinder walls that results in oil consumption." The service contract specifically excludes emission control components, e.g., the pre-catalyst (see IV. Exclusions – B) as well as damage to a covered part caused by a non-covered part (see II. Definitions – Covered Part).

2. The Defect Summary states that a "low oil level" may result from the oil consumption. Damage resultant from inadequate or "low oil levels" is excluded, regardless of the cause (see IV. Exclusions – E).
3. The service contract specifically excludes from coverage any damage for which the manufacturer has announced its responsibility for, in this case they did so via the Defect Summary (see IV. Exclusions – L).

Based on your assertions, the Manufacturer may be willing to reimburse you for your expenses based on the following:

- They have acknowledged that they are responsible for the condition that can result in the oil consumption via the Defect Summary. Your engine was in fact damaged from low or no oil levels.
- The Catalyst is an emission component and should be covered by the Federal Emission Warranty for eight years or eighty thousand miles (8/80). Therefore any damage that its failure causes should also be covered.

Due to the aforementioned, we recommend that you contact Nissan for possible assistance.

Sincerely,



A. Kurt Wolery
Assistant General Counsel

"My Copy"

September 2, 2006

[Redacted]
[Redacted]
Los Angeles, CA [Redacted]

Dimension Corporation
Attn: Terry (Last Name Unknown), Claims Adjuster
400 Metro Place North, #300
Dublin, Ohio 43017

Re: 2002 Nissan Altima
Contract No. 0000802295

To Whom It May Concern:

I am writing regarding the Inspection Report from your company dated August 24, 2006. I am writing to inform you that I strongly disagree with the Inspector's conclusion as to the reason for the damage to the engine of the above listed vehicle.

I am requesting that you revisit the inspection results or send a senior inspector to investigate the engine and the reason as to its failure and damage. Just to inform you the last date that the car was serviced for oil change, transmission fluid, and coolant and filter the car's mileage was 64,378. At the time the failure occurred with the engine, the car's mileage was 66,741. I also need to inform you that between the last time that the car was serviced and the failure of the engine, the above listed car was parked at the Hartsfield International Airport for the majority of the time.

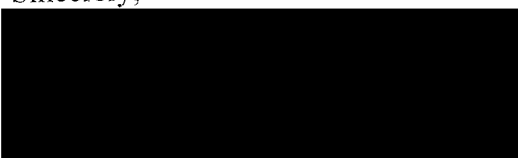
According to my daughter, the light to indicate that the oil was low did not come on. Also, there was no reason for the oil to be low because of the recent service she had performed on the car. It is my strong belief that the reason for the failure and damage to the engine is because of the known defective problems with this particular engine - 2.5 Liter. I have enclosed some documentation I obtained that indicate that there is a known problem with this particular engine and that similar problems have caused other consumers of the same year, make and model the same kind of problem that has occurred with my vehicle. We are fortunate that a car fire did not occur to cause any kind of injury to my daughter at the time this failure occurred.

Dimension Corporation
September 2, 2006
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I am again requesting that my claim be approved so that my vehicle can be repaired because of the damage caused to the vehicle's engine. My daughter is currently driving a rental car because she does not have access to her vehicle. I am also requesting reimbursement for the costs incurred for the car rental until the vehicle can be repaired.

Your immediate attention to this matter will be greatly appreciated.

Sincerely,



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

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

Enclosures: 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



NISSAN OWNING

Recall Info

SEARCH FOR A RECALL

Please choose a model and year:

Model

----- Select A Model -----

Year

----- Select A Year -----

SEARCH

EN ESPAÑOL

LOCATE DEALER

VEHICLES

BUYING

OWNERS

ABOUT NISSAN

My Nissan
Warranty

Parts & Accessories
Recall Info

Vehicle Care
Manuals & Guides

Service Plans
Your Purchase/
Lease

WE'RE OUR OWN TOUGHEST CRITICS

If you see your vehicle model and year listed below and you didn't receive an Owner's Letter in the mail, please take the time to review the appropriate recall information. Recalls often apply only to a very small number of vehicles within a particular model line. Check with your Nissan dealer to see if your specific vehicle is actually affected by the recall.

ALTIMA 2002 Recalls

- 2002-2003 Altima Exhaust Pipe Hanger Pin and Pre-Catalyst
- 2002 Altima Driver's Air Bag Harness Connector Clip
- 2002 Altima Engine Sensors
- 2002-2003 Altima Fuel Pump Screen Recall

2002-2003 Altima Exhaust Pipe Hanger Pin and Pre-Catalyst

Applies to 2002 Altima models in the following Vehicle Identification Number ranges:

- 1N4AL11**2C100000 - 294952
- 1N4AL11**2C700001 - 719020

Applies to 2003 Altima models in the following Vehicle Identification Number range:

- 1N4AL11**3C100003 - 311983

Reason for Recall

There is a possibility that the exhaust pipe hanger pin may catch debris from the

road that could be ignited by contact with the catalytic converter and cause a fire. In addition, there is a possibility that certain engine operating conditions may cause damage to the pre-catalyst. Material from inside a damaged pre-catalyst could enter the engine and result in increased oil consumption. If the engine oil level is not checked on a periodic basis and drops below the low level, and the driver continues to operate the vehicle ignoring noticeable engine noise, engine damage may occur which could result in a fire.

What Nissan Will Do

In order to prevent these incidents from occurring, your Nissan dealer will shorten the exhaust pipe hanger pin. The dealer will also reprogram the electronic control module to prevent any future damage to the pre-catalyst. In addition, the dealer will install heat shields on certain components of the exhaust system on vehicles that do not already have them. This free service should take about three hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon the dealer's work schedule. The pre-catalyst will be tested to ensure it is working properly and replaced if necessary. If damage is found inside the pre-catalyst, it will be necessary to replace the engine. Nissan anticipates that few engines will need to be replaced. If the engine needs to be replaced, this also will be free of charge and will take several days. In this case, a car rental allowance is available from your Nissan dealer upon request.

NOTE: If the engine or exhaust system of your vehicle has been modified with non-Nissan parts or in a way not authorized by Nissan, you may be responsible for bringing the vehicle into a condition that allows the campaign diagnostic procedures to be followed and the repairs completed. If it is not possible to properly test the pre-catalyst and install all of the campaign parts, you will have to pay the cost to return the vehicle to an appropriate condition in order for the dealer to perform the campaign repairs. You may also have to pay to add any modifications back to your vehicle.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. **Until then, check engine oil regularly and fill as needed. If you notice excessive engine noise or an abnormal odor from the engine compartment, you should stop driving and contact your Nissan dealer to arrange to have the vehicle towed to the dealer for repair.**

Please bring this notice with you when you keep your service appointment.

Instructions have been sent to your Nissan dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-333-0829.

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

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2002 Altima Driver's Air Bag Harness Connector Clip

Applies to 2002 Altima, the following Vehicle Identification Number Ranges:

1N4*L11*2C100000 - 144063

The number of vehicles potentially affected is approximately 35,500 for Altima. Please review the disclaimer located at the bottom of this page for more instruction.

Reason for Recall

The electrical connector for the driver air bag may come loose. If the connector comes loose, the supplemental air bag warning light will flash on and off. If this occurs and the vehicle is not taken in for repair, the driver air bag will not inflate in the event of a crash, increasing the risk of injury.

What Nissan Will Do

In order to assure a proper connection, your Nissan dealer will check the electrical connector for the driver air bag to make sure it is secure and install a metal retaining clip on the connector. This free service should take about one hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. **If you notice that the air bag warning light is flashing, you should contact your Nissan dealer as soon as possible to have your vehicle repaired.**

If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-

NISSAN1 (1-800-647-7261).

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street S.W, Washington, D.C. 20590 or call the toll free Safety Hotline at 1-888-327-4236.

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2002 Altima Engine Sensors

Applies to 2002 Altima with the following Vehicle Identification Number Ranges:

1N4AL11**2C100030 - 718759

1N4BL11**2C100029 - 718752

The number of Altima vehicles potentially affected is approximately 192,066. Please review the disclaimer located at the bottom of this page for more instruction.

Reason for Recall

On some 2002 Altimas, there is a possibility that the engine might stop running while being driven if the crank position sensor fails. This may also result in the "Service Engine Soon" light coming on or reduced engine power. If the engine stops running while driving, this could result in a crash without warning.

What Nissan Will Do

In order to prevent this incident from occurring, your Nissan dealer will replace the crank position sensors. This free service should take about one hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule, or parts availability.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. If the "Service Engine Soon" light comes on, contact your dealer as soon as possible to have your vehicle inspected. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-888-737-2647. You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll

free Safety Hotline at (888) 327-4236.

If you have paid to have a crank position sensor replaced prior to this campaign, you may be eligible for reimbursement of the related expense. Contact Nissan Consumer Affairs at the numbers listed above for additional information on how to obtain a reimbursement. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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2002-2003 Altima Fuel Pump Screen Recall

Applies to 2002 Altima models in the following Vehicle Identification Number ranges:

1N4AL11**2C100000 - 294952

1N4AL11**2C700000 ? 719021

Applies to 2003 Altima models in the following Vehicle Identification Number range:

1N4BL11**3C100002 - 288565

Reason for Recall

In areas of the country where extreme cold temperatures can occur in the winter there is a possibility that moisture in the gas tank may freeze and form ice crystals. These ice crystals may block the suction opening of the fuel pump which is located in the gas tank. This may prevent the supply of fuel to the engine and cause the engine to stop.

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Dealer Locator

To find a Nissan dealer, enter a 5-digit zip

▶ **SEARCH**

[Advanced Search](#)



January 3, 2007

2007 JAN 16 AM 9: 40

[REDACTED]
Los Angeles, CA [REDACTED]

National Consumer Affairs Office
Nissan North America, Inc.
P. O. Box 191
Gardena, CA 90248-0191

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

Re: 2002 Nissan Altima

To Whom It May Concern:

I am writing regarding a 2002 Nissan Altima vehicle which I purchased. On August 8, 2006, my daughter was driving this vehicle on the highway, when suddenly smoke erupted from the engine compartment followed by the engine stalling without warning. As a result of this occurring, the engine was damaged and needed to be replaced.

Since the date of this occurrence, I have been trying to resolve this matter with Dimension Corporation, whom I purchased from them an Elite Mechanical Breakdown Protection Insurance policy. This company has refused to reimburse me the money I had to spend to have the engine replaced.

I am forwarding to you their most recent correspondence to me. I would appreciate your attention to this matter. I have also enclosed some additional correspondence and documents for your review.

Sincerely,
[REDACTED]