



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 [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 provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/2/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1N4AL110 [REDACTED]
Make NISSAN Model ALTIMA Model Year 2002
Date Purchased 01-APR-02 Dealer's Name and Telephone Number AUTO LAND UNKNOWN (213) 482-3779, 111 N. HOPE STREET Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner Dealer's City LOS ANGELES State CA Zip Code 90012
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: DOTM9ABC036) 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 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.

(Owner)

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Please refer to documentation enclosed with further detail regarding the failure of the engine in the 2002 Nissan Altima.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



September 2, 2006

[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.

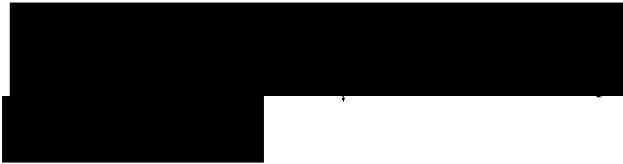
According to my daughter, the light to indicate that the oil was low did not come on. Also, there was no reason for the oil to be low because of the recent service she had performed on the car. It is my strong belief that the reason for the failure and damage to the engine is because of the known defective 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
Page 2

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,

A large black rectangular redaction box covers the signature and name of the sender.

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

08/31/2006 16:32

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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: Dimension Contact: [REDACTED] Phone #: 800-467-7703
 Contract #: 0000802295 Claim #: [REDACTED] Insured: Wright Miller
 Vin #: 1N4AL11DX2 [REDACTED] Vehicle Year: 2002 Nissan Altima Vehicle Make: Nissan
 Vehicle Model: Altima Vehicle Mileage: [REDACTED]

FACILITY:
 Company: Team Nissan Shop Phone #: 770-422-4544 Shop Contact: John
 Address: 810 Cobb Park Date Called: 8-24-06 Time Called: 6:30 PM
 City, State: Marietta GA Appt Date: 8-25-06 Appt Time: [REDACTED]
 Appt Set With: [REDACTED] Contact Stated: labor shop

COMPLAINT: Verbal
INSPECTION:
 Arrival Date: 8-25-06 Arrival Time: 9:20 AM Service Writer: John
 Repair Order #: 393835 R.O. Date: 8-8-06 Technician: Michael
 R.O. Complaints: car will not run

VEHICLE:
 Year: 2002 Make: Nissan Model: Altima Engine: 2.5 4cyl Trans: A-5
 Coolant: D-6 Engine Oil: Oil-D-6 Transmission Fluid: 8-Quint Modifications: no Collision: no
 Actual VIN #: 1N4AL11DX2C162931 Current Mileage: NA Overall Cond: Good
 Commercial: no Towing Equip: no
 Reason for: Eng - Trans out oil pass & w/cover

ISSUES:
 245 At 1 Rod Broken & Inspected a large hole in rt side of block. crank severely scored & discolored. CAP is severely distorted, Bolts Broken. Excessive melted bearing material in pan. Tech was able to remove #3 & 4 Rod caps & find bearing melted (#3 welded to crank.) All rods & crank journals are severely discolored

WORK:
Found excessive melted bearing material sucked into oil pump screen. no sludge in pan. Found Fresh oil hole in block. Tech removed 2 rx cam caps & found light scoring & removed 112 oil filter.

REMARKS:
 1) Excessive material on bearings
 2) vehicle is Equiped with oil light, cannot confirm if operable, oil very black & burnt

Mechanical Inspection Verification

- 1. Contract Holder Name 
- 2. Assignment # 000907295
- 3. Contract # 

Whenever possible, all failures must be demonstrated to the inspector and discussed with the tech or shop foreman. If the failures cannot be demonstrated to the inspector, please indicate the reason below.

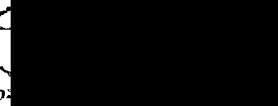
Inspector's opinion of the cause of failure: Failure is consistent with lack of lube from unknown cause with continued operation



I agree with the findings of the inspector except as noted in my comments below. I realize that the inspector does not represent the administrator of the contract and that payment authorization must be obtained through the contract administrator.

I AGREE:

I DO NOT AGREE:

Shop Comments _____

Signature of the shop rep:  Date: 8-25-06

Printed Name: 
 Signature of Inspector:  Date: 8-25-06



NISSAN OWNING

Recall Info

My Nissan	Parts & Accessories	Vehicle Care	Service Plans
Warranty	Recall Info	Manuals & Guides	Your Purchase/Lease

SEARCH FOR A RECALL

Please choose a model and year:

Model

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

Year

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

SEARCH

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

fuel or air, which could result in the catalyst becoming clogged and cause a fire. In addition, there is a possibility that at high engine operating conditions, it 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 four mark, and the driver continues to operate the vehicle ignoring noticeable engine noise or engine damage, such as white smoke coming from the

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 1-800-333-0929.

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-

NISSAN (1-800-847-7261).

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](#)



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Team Nissan

373835

810 Cobb Parkway, S.E.
MARIETTA, GA 30060

770-422-4546

373835

SERVICES

OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
FUEL PUMP CAMPAIGN	CA		12NIZP9142	FUEL PUMP CAMPAIGN	CA	
EXHAUST CAMPAIGN	CA		12NIZR022L31	ALTIMA SENSOR CAMPAIGN	CA	
ALTIMA HEADLAMP	CA					

Handwritten notes:
 1N4AL11DX2C
 4224
 160751
 06741

REPAIR ORDER	MPLEAGE	ADVISOR	TECHNOLOGICAL	TYPE	OPERATION	OPERATION DESCRIPTION
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

PERSON NO.

S E R V I C E

STATE REG # 2

1N4AL11DX2

NISSAN/ALTIMA

PRODUCTION DATE

LICENSE NO.

MI. CO. NO.

CUSTOMER NO.

SERVICE CONTRACT

DELIVERY DATE

DELIVERY MILES

SELLING DEALER NO.

R.O. DATE

COLOR

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO.

TURBO

M/M/C

AIR COND.

T.P.S.

TRAND

MILEAGE

ADVISOR NO.

ADVISOR

424

RESIDENCE PHONE

404-399-4269

BUSINESS PHONE

TIME RECEIVED

12:39pm

DATE/TIME RECEIVED

08/08/06 07:00pm

PRINT NAME

LAST NAME

INITIALS

DATE

TIME

BY

DATE

TIME

BY

DATE

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DATE

TIME

BY

DATE

TIME

BY

TERMS OF SERVICE: CUSTOMER AGREES TO THE TERMS AND CONDITIONS OF THE SERVICE CONTRACT AND WARRANTIES. THE CUSTOMER AGREES TO THE TERMS AND CONDITIONS OF THE SERVICE CONTRACT AND WARRANTIES. THE CUSTOMER AGREES TO THE TERMS AND CONDITIONS OF THE SERVICE CONTRACT AND WARRANTIES.

COMMENTS : TOW IN

- CUSTOMER STATES CAR WILL NOT RUN. ADVISE
- PERFORM MILITARY POINT INSPECTION, WALK AROUND WITH CUSTOMER, AND REVIEW SCHEDULE MAINTENANCE SERVICES

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, written or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, reliability, or comfort.

72 Hours after completion of work on the vehicle, I will incur a storage fee of \$10.00 a day. I agree to pay all court costs and a reasonable attorney's fee and/or collection agency fee.

QUALITY CONTROL
NOBODY BODY DAMAGE



DATE

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QUALITY CHECKED

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373835

Handwritten signature: CTK

ODJ Action Number:

PE02-078

Date: **OCTOBER 18, 2002**

Subject: **NISSAN OF NORTH AMERICA, INC.
2002 ALTIMA WITH THE 2.5 L ENGINE**

ALLEGED ENGINE COMPARTMENT FIRES FAILURE

This file contains consumer letters received by the National Highway Traffic Safety Administration, which complain of the alleged defect that is the subject of this Preliminary Evaluation. It also contains correspondence between this agency and the manufacturer on the subject. Portions of that correspondence may be withheld where the manufacturer has claimed that they are confidential pursuant to the Freedom of Information Act, 5 U.S.C. § 552(b)(4), which exempts from disclosure confidential commercial and financial information. Additional documents relating to this Preliminary Evaluation may exist, but have not been included in this public file.

If you have any information or concerns you would like to discuss with NHTSA staff, please call the

TOLL FREE AUTO SAFETY HOTLINE

800-424-9393

(In the Washington, DC metropolitan area, please call 202-366-0123)

Also, if you wish to discuss the investigation with NHTSA staff, the HOTLINE contact representative will have a technical staff member return your telephone call.



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

400 Seventh Street, S.W.
Washington, D.C. 20590

OCT 23 2002

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Frank D. Slaveter, Manager
National Technical Compliance
Nissan Motor Corporation in USA
P.O. Box 191
Gardena, CA 90248-4502

NVS-212am
PE02-078

Dear Mr. Slaveter:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE02-078) to investigate allegations of engine compartment fires in model year (MY) 2002 Altima vehicles equipped with the 2.5 Liter engine manufactured by Nissan, and to request certain information.

This office has received 3 reports of alleged engine compartment fires in model year (MY) 2002 Altima vehicles equipped with the 2.5 Liter engine. The complainants allege that the engine compartment catches fire while driving. One non-burn related injury was reported as a result of the complainant making an emergency exit from the burning vehicle. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all MY 2002 Altima vehicles with the 2.5 Liter engine manufactured for sale or lease in the United States.
- **Nissan:** Nissan of North America Inc., all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Nissan (including all business units and persons previously referred to), who are or, in or after 1998, were involved in any way with any of the following related to the alleged defect in the subject vehicles:



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

[Handwritten signature]

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- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** The failure or otherwise unsatisfactory performance of the subject vehicles leading to a fire within the engine compartment.
 - **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Nissan, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document, which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the

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manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "field report," "fleet," "goodwill," "make," "model," "model year," "property damage," "property damage claim," "type," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Nissan has previously provided a document to ODI, Nissan may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the information request letter (including the subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Nissan's response to each request, identify the source of the information and indicate the last date the information was gathered. If no information is available, please say so.

1. State the number of subject vehicles Nissan has manufactured for sale in the United States by model and model year. Furnish an electronic tabulation of the following information for all subject vehicles manufactured to date by Nissan in Microsoft Access 2000, or a Microsoft Access 2000 compatible format, entitled "PRODUCTION." See Enclosure 1, Data Collection Disc, for a pre-formatted table designed for this submission.
 - a. Vehicle identification number (VIN);
 - b. Make;
 - c. Model;
 - d. Model year;
 - e. Date of build;
 - f. Warranty start date (i.e., date sold); and
 - g. U.S. State where the vehicle was sold.

2. State the number of, and provide copies of all documents relating to the alleged defect in the subject vehicles, from each of the following categories, either received or authorized by Nissan, or of which Nissan is otherwise aware. For each source, organize the information by file/report number:
 - a. Owner and fleet reports;

- b. Field reports, including all reports and requests for technical assistance from dealer personnel and/or zone offices;
- c. Reports of, or requests for, roadside assistance or recovery;
- d. Fire incident reports;
- e. Crash, injury and fatality reports, regardless of whether any claim, proceeding, or lawsuit is or was involved;
- f. Property damage reports that do not involve a crash or fire;
- g. Subrogation claims;
- h. Third-party arbitration proceedings where Nissan is a party to the arbitration; and
- i. Lawsuits, both pending and closed, in which Nissan is or was a defendant or codefendant.

Furnish a total number for each item separately, and provide copies of all documents, whether or not they have been verified by Nissan. This includes all those that have occurred or may have occurred, at least in part, due to circumstances, conditions, or problems caused by the alleged defect in the subject vehicles. The response to this request should include, but not be limited to, complaints or information provided by fleets, consumer groups, government agencies, insurance companies, and other entities that have provided such information to Nissan. Include all crash, injury, or fatal incidents, regardless of whether any claim, proceeding, or lawsuit is or was involved, or whether or not each has been verified by Nissan. Multiple reports on the same vehicle are to be reported, but counted separately.

For items "d" through "i," the documentation provided should also include the Nissan's file number; a summary of alleged component failure and causal factors; Nissan's assessment of the failure with a description of the significant underlying facts and evidence; and the identity of all involved parties, caption, court, docket number, and filing date (items "g" through "i" only).

- 3. Furnish an electronic summary of the following information, in Microsoft Access 2000, or a Microsoft Access 2000 compatible format, entitled "FIELD DATA," summarizing the records provided in response to question 2. See Enclosure 1, Data Collection Disc, for a pre-formatted table designed for this submission.
 - a. Nissan's file number;
 - b. Nissan's category as stated in Response 2 (2a: Owner and fleet reports, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN, make, model, model year and mileage at time of incident;
 - e. Incident date;
 - f. Report or claim date;
 - g. Whether a fire occurred;
 - h. Whether a crash occurred;
 - i. Whether property damage occurred;
 - j. Number of alleged injuries, if any; and
 - k. Number of alleged fatalities, if any.

If Nissan has developed or is developing other tables related to the alleged defect in the subject vehicles, provide electronic copies of each such table in separate submissions with a description of each and when they were created.

4. Furnish a copy of each service, warranty, or technical document(s), including (but not limited to) bulletins, advisories, informational documents, training documents, or other communications, that relate to the alleged defect in the subject vehicles that Nissan has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities.
5. Identify and describe all studies, surveys, investigations, testing, and other analyses pertaining to the alleged defect in the subject vehicles that have been, are being or will be conducted by, or for, Nissan. For each such action, provide copies of all relevant documents, as a separate enclosure and in chronological order. This should include, but not be limited to, methodologies, action plans, final reports and presentations with the original file names and dates, regardless of whether the documents are in interim, draft, or final form. Also, furnish an electronic summary of all such actions, including the following information, in Microsoft Access 2000, or a Microsoft Access 2000 compatible format, entitled "INVESTIGATIONS". See Enclosure I, Data Collection Disc, for a pre-formatted table designed for this submission.
 - a. Study title, identifier or ID number;
 - b. The actual or planned start date;
 - c. The actual or planned end date;
 - d. Brief summary of the subject or objective;
 - e. Engineering group/supplier responsible; and,
 - f. Findings and or conclusions.
6. According to the complainants of the three subject vehicles, Nissan inspected these vehicles and removed parts after completion of inspection. Identify and describe all components removed from the subject vehicles.
7. Identify and describe all modifications or changes made by, or on behalf of, Nissan in the manufacture, design, or material composition of the components identified in response to request number 6, from the start of production to date, which may relate to the alleged defect in the subject vehicles. The following information must be included for each such modification or change:
 - a. The date or approximate date on which the modification or change was incorporated into production;
 - b. A description of the modification or change;
 - c. The reason for the modification or change;
 - d. The part number of the modified part;

- e. Whether the original unmodified component was withdrawn from sale, and if so, when; and
- f. Whether the modified or changed components can be interchanged with earlier production components.

Also, include the above information for any modification or change that Nissan is aware of which may be produced, distributed, or made available within the next 120 days.

- 8. Furnish Nissan's assessment of the alleged defect in the subject vehicle, including:
 - a. The causal or contributory factors;
 - b. The failure mechanism;
 - c. The failure mode;
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The reports included with this inquiry.

This letter is being sent to Nissan pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49. It constitutes a new request for information. Nissan's failure to respond promptly and fully to this letter could subject Nissan to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Nissan cannot respond to any specific request or subpart thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Nissan does not submit one or more requested documents or items of information in response to this information request, Nissan must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, name and position of the person/s from, and the person/s to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Nissan's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by December 20, 2002. Please include in Nissan's response the

identification codes referenced on page one of this letter. If Nissan finds that it is unable to provide all of the information requested within the time allotted, Nissan must request an extension from me at (202) 366-5218 no later than five business days before the response due date. If Nissan is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Nissan then has available, even if Nissan has received an extension.

If Nissan claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Nissan must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, to the Office of Chief Counsel (NCC-30), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Nissan is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Mr. Ali Motamedamin of my staff at (202) 366-7021.

Sincerely,



Thomas Z. Cooper, Chief
Vehicle Integrity Division
Office of Defects Investigation

Enclosures:

VOQ Reference Numbers:

2002 Nissan Altima: 766610, 8003249, 8018641 and floppy disk

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Barbara Ann of Nottingham MD (1/13/04):
My Nissan Altima after only 42,000 miles blew the head gasket and had to be replaced. The dealer wanted \$875.00. I have done all the proper maintenance on this car and can not believe that a car with that amount of mileage would have a blown head gasket. The mechanic who fixed it said that the gasket was tight on one side and the defective side was loose. He said it could have been installed wrong when built.

- Nissan Altima**
- Stalling
- Engine problems
- Gas tank
- Steering
- Paint
-
- Other Nissan Models

Guy of Hinesville GA (9/21/03):

The engine on my '02 Altima seized after an internal failure of the engine that allowed the engine oil to be passed into the exhaust and burned out. The engine was eventually replaced but only after having to deal with consumer affairs at Nissan. Now the car is leaking around the axles. I had researched Nissan vehicles thinking that it would be the best purchase. I was wrong.

I was fortunate that this happened during a time that I didn't need to have the car but my wife had to deal with this by paying a \$250 fee upfront out of pocket. All of this happened while I was deployed to Iraq during the war.

Rodne of Bronx NY (1/12/04):

I purchased a new 2002 Nissan Altima from COX Nissan back in March of 2003. The car only had 19,000 miles on it. The car just fell apart. First the engine started giving me problems. I took it into Nissan Auto Tech to get it fixed, the service tech told me my O2 sensors went bad. I had the car for about three months. Then in October of 2003 the radiator failed. It started leaking anti-freeze as though it had a hole in it. So, I took the car back to COX Nissan in the Bronx where I purchased it from. They worked out a deal where I could get a new car. Of course I have a higher money payment now.

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Well, lo and behold the new 2003 Altima on Saturday January 10, 2004, radiator started to leak. I took the car back to COX nissan. The service tech told me the car started to leak because Nissan used a cheap cap for the radiator. The cap will not release the pressure from the raditor and your radiator just goes bad. This is the second time this has happen to me with a different car. I really did not get any help from Nissan Consumer affairs department. I wrote several letters and all I received was a standard form about were my needs satisfied.

Mark of Brooklyn NY (9/2/03):

Bought a 2002 Altima 4-cyl exactly one year ago. Nuisance problems from day one: temperature gauge in mirror is off by 15 - 30 degrees, center console under radio compartment door sticky. Both problems acknowledged by dealer as "every new (model that year) Altima has them".

Car has interrmittent problem - sometimes doesn't want to start. Starter doesn't move. I was scared at first, then I heard of "sticking starter inhibitor switch in transmission lever". After moving to neutral and back, sometimes a few times, car starts. Same problem experienced by two other 2002 Altima owners that I know. Dealer tried to find the problem but couldn't "duplicate" it. I told them the switch has to be readjusted or replaced, but no.

Now the car is at the dealer for "fuel flooding problem" - it failed to start today, starter operational but got flooded. At 11000 miles and \$18500 it seems like a bad buy. During the last year it failed to start about 20 times, two of which it was flooded. Nissan has to have a recall done on that switch.

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Complaint for Nissan Altima 2002

Complaint about ENGINE AND ENGINE COOLING : EXHAUST SYSTEM : EMISSION CONTROL : GAS RECIRCULATION VALVE (EGR VALVE)

Consumer Complaint:

THE 2002 ALTIMA STARTED TO STALL. I TOOK THE CAR TO THE DEALERSHIP. I WAS ADVISED THAT THE CAR HAD 3 RECALLS ON IT AND I SHOULD HAVE BEEN NOTIFIED A YEAR IN A HALF BEFORE. I TOOK THE CAR BACK 3 TIMES AND ON THE THIRD TIME I WAS ADVISED THAT THE CAR WOULD NEED A NEW MOTOR. THAT WAS ON MAR 15,2004. I CALLED APRIL 24,2004 AT 3 PM AND WAS ADVISED BY THE MANAGER HANDLING THE CAR THAT NISSAN APPROVED THEN DISAPPROVE THE REPLACEMENT ORDER THEN REAPPROVED IT AGAIN. HE ADVISED ME HE WOULD CALL ME WITH FURTHER. THIS HAS GONE ON FOR THE PASSED 6 WEEKS AND THE CAR IS NO LONGER WORKING BUT I'M PAYING FOR IT.*AK

Date of Incident:

20040228

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Complaints Summary

Make:	NISSAN
Model:	ALTIMA
Type:	PASSENGER CAR
Year:	2002
Complaint Number:	10129520

Summary:

THE FIRST THING WAS THE OXYGEN SENSOR. THEN THE OXYGEN SENSOR AGAIN. THE DEALERSHIP FIXED THE PROBLEM. NEXT THERE WAS, AND STILL IS, THE JERKING TRANSMISSION. WHEN DRIVING IN RUSH HOUR TRAFFIC OR DRIVING ON THE OPEN HIGHWAY, THE TRANS SHIFTS HARD COMMING OUT OF FIRST INTO SECOND. I HAVE TAKEN THIS CAR INTO SEVERAL NISSAN DEALERSHIPS AND TO THIS DAY, NO ONE HAS FOUND THE PROBLEM. THEY KEEP TELLING ME THAT THIS IS NORMAL. I HAVE DRIVEN OTHER ALTIMAS INCLUDING SEVERAL RENTALS WHILE MINE WASIN THE SHOP AND THEY DIDN'T SHIFT LIKE MINE. THE NEXT PROBLEM IS BROSE HEADLIGHTS. THEY HAVE REPLACED ONE OF MY LIGHT ASEMBLIES AN GREAT RIVER NISSAN BUT THE OTHER HAS NOT BEEN REPLACED. NEXT, THERE WAS THE HEATER COIL THAT LEAKED AND IT TOOK ALMOST 6 MONTHS TO DETERMINE BECAUSE IT DIDN'T LEAK INSIDE THE CAR. NEXT THERE WAS THE IGNITION COILS THAT WERE REPLACED 2X WITHIN A WEEK AND STILL CAUSED THE CHECK ENGINE LIGHT TO COME ON. AFTER THE IGNITION PROBLEM THE MECHANICS AT STERLING MCCALL NISSAN TOLD MY THAT IT WAS MY SPARKPLUGS THAT HAD HUST BEEN CHECKED ABOUT 2 WEEKS PRIOR AT GREAT RIVER NISSAN IN MISSISSIPPI. I WENT BACK TO THE DEALERSHIP AND INVITED THE SERVICE MAN TO A NICE LONG RIDE. AFTER DRIVING ABOUT 20 MILES, I STOPPED THE CAR AND LE IT SIT FOR ABOUT 5 MINUTES. THE CAR STARTED AND HE SMILED. HE SAID, "SEE THERE IS NONTHING WRONG." AFTER EXPLAINING THAT HE NEEDED TO LET THE CAR SET FOR A WHILE AND THEN TRY TO START IT, HE SAID THAT IT IS STILL GOING TO START.AFTER SITTING FOR ABOUT 2 HOURS, I ASKED THE SERVICE MAN TO STEP OUTSIDE AND LETS GIV THE CAR A START... TO NO SUPRISE, WHEN I TURNED THE KEY THE CAR PUTTERED, SPITTED, JERKED, AND EVERYTHING ELSE BUT STARTED. IT WAS DETERMINED THE NEXT MORNING THAT THERE WAS A BLOWN HEAD GASKET THAT COULD HAVE BEEN CAUSED BY THE CATALYST THAT WAS JUST REPLACED DUE TO A RECALL.

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Defect Summary

Make:	NISSAN
Model:	ALTIMA
Type:	ANY
Year:	2002
NHTSA Action Number:	PE02078

Summary:

THE OFFICE OF DEFECTS INVESTIGATION (ODI) OPENED THIS INVESTIGATION ON OCTOBER 18, 2002 BASED ON THREE REPORTS INDICATING THAT THE ENGINE COMPARTMENT IN MODEL YEAR (MY) 2002 NISSAN ALTIMA VEHICLES EQUIPPED WITH THE 2.5 LITER ENGINE CAUGHT ON FIRE WITHOUT ANY WARNING TO THE DRIVER WHILE THE VEHICLE WAS DRIVEN AT HIGHWAY SPEEDS. ONE NON-BURN RELATED INJURY WAS REPORTED AS A RESULT OF THE COMPLAINANT EXITING THE VEHICLE IN HASTE AFTER IT HAD CAUGHT ON FIRE. NISSAN DISCOVERED THAT ONE OF THE HANGER PINS WHICH HOLDS EXHAUST PIPE IN PLACE MAY CATCH DEBRIS FROM THE ROAD. IF THE DEBRIS WERE TO COME IN CONTACT WITH THE MAIN CATALYST, A FIRE COULD RESULT. THIS CONDITION IS ALSO PRESENT IN MY 2003 NISSAN ALTIMA VEHICLES BUILT THRU FEBRUARY 18, 2003. NISSAN ALSO STATED IN ITS DEFECT INFORMATION REPORT THAT ON MY 2002 ALTIMAS AND SENTRAS (EQUIPPED WITH THE 2.5-LITER ENGINE) THAT CERTAIN OPERATING CONDITIONS MAY CAUSE THE PRE-CATALYST TO OVERHEAT, WHICH WOULD CAUSE CATALYST SUBSTRATE PARTICLES TO FLOW INTO THE ENGINE. THESE PARTICLES CAN SCORE THE CYLINDER WALLS WHICH RESULTS IN INCREASE OIL CONSUMPTION. IF THE ENGINE OIL LEVEL IS LOW, ENGINE NOISE AND DAMAGE CAN OCCUR WHICH COULD RESULT IN A FIRE. THE RECALL INCLUDES 268,000 MY 2002-2003 ALTIMAS AND 2002 SENTRAS EQUIPPED WITH THE 2.5-LITER ENGINE. TO CORRECT THE CONDITION NISSAN WILL REMOVE THE PROTRUDING PORTION OF THE EXHAUST PIN ON THE ALTIMAS. NISSAN IS DEVELOPING A CORRECTIVE ACTION TO ADDRESS THE PRE-CATALYST. IN ADDITION TO THE CORRECTIVE ACTION, NISSAN WILL INSTALL HEAT SHIELDS ON THE PRE-CATALYST AND THE SURROUNDING EXHAUST TUBING. NISSAN WILL BEGIN OWNER NOTIFICATION IN MAY OF 2003.

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Complaints Summary

Make:	NISSAN
Model:	ALTIMA
Type:	PASSENGER CAR
Year:	2002
Complaint Number:	10163899

Summary:

I HAVE A 2002 ALTIMA WITH 35,000 MILES ON IT. I HAVE HAD IT TO THE DEALERSHIP SEVERAL TIMES DUE TO FACT THE CHECK ENGINE LIGHT WAS ON AND IT WAS RUNNING ROUGH. I WAS TOLD THAT THE #1 CYLINDER WAS SHOWING UP FAULTY ON THE COMPUTER READING FOR THE CHECK ENGINE LIGHT. THE DEALER HAD MY CAR FOR 3 DAYS AND FOUND NOTHING WRONG AND REPLACED THE PLUGS. THE WHOLE TIME THEY WERE IN CONTACT WITH THE NISSAN FACTORY TECH TEAM. 2 MONTHS LATER THE CHECK ENGINE LIGHT CAME ON AGAIN AND AFTER ANOTHER TRY TO THE DEALER THEY INSTRUCTED ME THAT THERE WAS NO COOLANT IN THE COOLING SYSTEM AND FILLED IT. 2 WEEKS LATER THE CHECK ENGINE LIGHT CAME ON AND THE COOLANT LEVEL DROPPED. TOOK TO THE DEALER AND NISSAN TECH SAID TO REPLACE THE HEAD GASKET. BOLTS WERE ON BACK ORDER AND THEY TOOK A MONTH TO COME IN. THEY REPLACED THE HEAD GASKET AND THEN DISCOVERED THE ENGINE NEEDED TO BE REPLACED, WHICH WAS ON BACK ORDER AND THEY DID NOT KNOW WHEN THE ENGINE WOULD BE AVAILABLE. I HAVE NOW BEEN WITHOUT MY CAR FOR 2 MONTHS, MADE 2 CAR PAYMENTS ON A CAR THAT I DID NOT HAVE, AND AM GETTING PRETTY ANNOYED. I CONTACT NISSAN NORTH AMERICA, WHO WAS SOOOO VERY UNPROFESSIONAL AND TOLD ME THAT THEY DID NOT SEE THE PROBLEM SINCE I HAD A WARRANTY AND THE MONEY WAS NOT COMING OUT OF MY POCKET. FURTHERMORE, THEY HAD MORE IMPORTANT ISSUES TO ATTEND TO SINCE THE 2006 ALTIMA RECALL. THESE TOOK PRECEDENCE AND THEY DID NOT KNOW WHEN MY ENGINE WOULD BE AVAILABLE. I AM SO FRUSTRATED WITH THE LACK OF CARING FROM THIS COMPANY. I HAVE YET TO DECIDED WHERE TO TURN NEXT. IF ANYONE HAS ANY SUGGESTIONS, PLEASE LET ME KNOW. 8JB

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Complaints Summary

Make:	NISSAN
Model:	ALTIMA
Type:	PASSENGER CAR
Year:	2002
Complaint Number:	10148147

Summary:

NOTE: THE CONSUMER EXPERIENCED PROBLEMS WITH THE ENGINE. THE VEHICLE WAS TAKEN TO A DEALERSHIP TO DETERMINE WHAT THE PROBLEM WAS. THE DEALERSHIP STATED THERE WAS A NHTSA RECALL, # 03V455000, REGARDING THE ENGINE AND ENGINE COOLING. THE VEHICLE WAS EXHIBITING THE SAME PROBLEM AS INDICATED IN THE RECALL; HOWEVER, THE CONSUMER'S VEHICLE IDENTIFICATION NUMBER WAS NOT INCLUDED IN THE RECALL. *JB

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Complaint for Nissan Altima 2002

Complaint about ENGINE AND ENGINE COOLING : EXHAUST SYSTEM : EMISSION CONTROL : CATALYTIC CONVERTOR

Consumer Complaint:

(1) I ALLEGEDLY HAD THE ENGINGE CRANK SENSORS REPLACED IN MARCH, AS ACCORDING THE MANDATED RECALL ON 2002 NISSAN ALTIMAS. YET, MY CAR STILL EXPERIENCED DIFFICULTIES STARTING AND CONTINUED TO CONUMSE LARGE QUANTITIES OF OIL. I WAS HAVING TO ADD 2 OR 3 QUARTS IN BETWEEN SCHEDULED OIL CHANGES. (2) IF IN FACT THE CRANK SENSORS ON THE ENINGS OF MY VEHICLE WERE REPLACED, THE STARTING DIFFICULTIES PERSISTED. ALSO, THE RECALL INFORMAITON LISTED AND SHOWN ON NISSAN USA'S WEBSITE PROVIDE EXPLICIT AND DETAILED INFORMATION ABOUT WHAT MECHANICAL TROUBLE AND EVENTS WILL OCCUR IF THE SENSORS AND THE CATALYIC (CATALYST) CONVERTER ARE NOT REPLACED SIMULTEANEOUSLY. (3) I HAD MY 2002 NISSAN ALTIMA TOWED TO PEACHTREE NISSAN ON 7/15/05, AND ON 7/16/05 I CALLED THE DEALERSHIP AND GAINER SMITH (MAINTENANCE MGR.) INFORMED ME THAT MY CATALYIC (PIECES) CONVERTER HAD BEEN SUCKED INTO MY ENGINE AND CAUSED MAJOR DAMAGE AND CRACKED THE PISTONS AND ENGINE BLOCK. PRIOR TO THIS INCIDENT MY CAR HAD OFTER STOPPED WITHOUT WARNING ON THE FREEWAY, FOR UNEXPLAINED REASONS. MY 02 ALTIMA NEVER HAD ANY MAJOR ENGINE OR PART PROBLEMS SINCE I PURCHASED THE AUTOMOBILE BRAND NEW FROM TRONCALLI NISSAN. PEACHTREE NISSAN INSTRUCTED ME TO CALL NISSAN USA BECAUSE THERE DEALERSHIP COULD NOT AUTHORIZE THEMSELVES TO REPLACE THE ENGINE IN MY CAR. ALSO, A MECHANIC ON DUTY TOLD ME THE PROBLEM THAT DESTROYED THE ENGINE IN MY CAR HAPPENS OFTEN TO 2.5 LITER ENGINE ALTIMAS. HE STATED THE PROBLEM USUALLY OCCURS AT 60,000 MILES AND SINCE MY CAR HAS 103,000 MILES AND NO WARRANTY THEY WOULDNT IMMEDIATELY TAKE RESPONSIBILTY FOR REPLACING MY ENGINE. LASTLY, MY ENGINE DID NOT MALFUNCTION BECAUSE I ABUSED MY CAR. I CHANGED THE OIL AND KEPT COOLANT IN THE COMPARTMENT AT ALL TIMES. MY CAR IS NOT WORKING BECAUSE WHEN MY CAR WAS AT PEACHTREE NISSAN IN MARCH THE DEALER FAILED TO PROPERLY COMPLETE THE RECALL PORTION ON MY EXHASUT/HANGER PIN AND PRE-CATALYST (CONVERTER). A FAULTY EXHAUST SHOULD NEVER CAUSE AN ENGINE TO BE DESTROYED.