

U.S. Department
of TransportationNational 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

Repository ☐2006 OCT 25 PM 2:15
02-OCT-2006Reference No.
10169800**OWNER INFORMATION (Type or Print)**

Name

Address

City MURRIETA

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 owner's signature, you are NOT providing your name or address to the vehicle manufacturer.
 Signature of Owner _____ Date 10/19/06

VEHICLE INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1N4AL11D14CMake
NISSANModel
ALTIMAModel Year
2004Date Purchased
01-FEB-04

Dealer's Name and Telephone Number

Engine:
No: Cylinders 4Fuel Type:
GasOriginal Owner
☒

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC☒ Antilock Brakes
☒ Cruise ControlPowertrain
FRONT WHEEL DRIVEVehicle Component Code
061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
19-SEP-2006Failure Mileage
89348

Failure Speed

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: DOTM19ABC036)

☐ 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(ies).)

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(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 THE VEHICLE'S ENGINE POWER VALVE SCREWS LOCATED IN THE INTAKE MANIFOLD CAME LOOSE AND CUT INTO THE CATALYTIC CONVERTER. THE CHECK ENGINE LIGHT ILLUMINATED AND THE ENGINE BEGAN TO IDLE ROUGHLY. DUE TO THIS, THE BOLT DAMAGED ONE OF THE PISTON VALVES CAUSING THE NEED FOR A NEW ENGINE.

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.

October 12, 2006

Attn: The Dept of Transportation, NHTSA

On September 15, 2006, I took my vehicle in to Quality Nissan of Temecula for service. My check engine light was on, and while stopped at a stop light, on the way to the dealer, my engine died. The car started back up, but the engine was running very rough. I spoke to Dana Hopper a service advisor at Quality Nissan, and I explained in detail the problems with the car. Mr. Hopper advised me that the car would be checked out, and as soon as he had an answer he would give me a call. I received a call from Mr. Hopper the next morning and he explained to me that the technician working on my car noticed a power valve screw missing from the intake manifold, and a damaged spark plug. The technician found the missing screw at the bottom of the catalytic converter and was unsure of internal damage. Mr. Hopper advised me that the technician would replace the spark plug and all power valve screws. Mr. Hopper also explained that the technician would run a compression test on the engine to make sure all cylinders were running correctly. I authorized this service and the cost of labor and parts came out to \$437.91

I received a call on September 19, 2006 from Mr. Hopper advising me that my car was ready. I went to pick up my car later that evening, and Mr. Hopper explained to me that the car was running great and that all the screws and spark plug had been replaced. I paid for the service and then drove off. About a mile down the road my check engine light came on, and as I approached a stop light my engine died. The engine started back up, but it was running extremely rough. I had to pull into a shopping center parking lot because the car was unsafe to be driven on the street. I ended up towing my car back to the dealer that same night. The following morning my mother drove me to the dealer and I spoke with Mr. Hopper. I explained the situation to him advising him that the car was demonstrating the same symptoms as it was the first time I brought it in. Mr. Hopper said he would check the engine again and give me a call as soon as possible. I received a call from Mr. Hopper later that afternoon and he advised me that the power valve screw had damaged one of the valves, and the fourth cylinder had low compression. He then explained that my only option was to replace the engine, costing me close to \$4,000. I asked Mr. Hopper if there was any recall on those screws, because I thought it was very unusual that a bolt could become loose causing damage to an engine, or in my case needing a replacement. Mr. Hopper explained that there was a recall on the Altima 2.5 liter engines, but only on the 05 models. Given this news, I was extremely upset and disappointed. I asked Mr. Hopper if I could call him back in a couple of days, and if it was ok, to leave the car on the premises, until I decided what I was going to do about the situation. Mr. Hopper said it was ok.

The next morning my mother visited a local mechanic explaining the situation about my car. The mechanic looked up some information on his computer and printed out a couple of recall bulletin forms regarding my 04 Nissan Altima. These are the same forms I have enclosed in this letter. These recall bulletin forms basically give an overview of what Nissan will do for you should you experience any problems with your engine. On one page Nissan writes down a list of vin numbers that could be affected from this recall. My vin number fits in that range. I contacted Nissan Consumer Affairs on September 21, 2006 and explained my whole situation. I spoke to Rebecca Martin, a consumer specialist, and gave her all my information. Ms. Martin explained that she would have to do some research before giving me a decision on the matter. Four to five days later Ms. Martin contacted me advising me that she had passed my file along to her regional specialist Ms. Marsha at (615)725-7907 ext.57907. I spoke to Ms. Marsha briefly, and she advised me that Nissan would make a final decision in a couple of days. On September 29, 2006 Ms. Marsha gave me a call advising me that Nissan had made a final decision. The decision was not to assist in the replacement of my engine. As a result of this news, I have had to tow my vehicle back to my home, and my next step was to file a complaint with the Dept. of Transportation. I would greatly appreciate further assistance from your department on this matter, as it has become a difficult hardship being without a car for almost a month.

Sincerely,

[REDACTED]

J

[REDACTED]

Dear Nissan Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. On some model year 2004 Nissan Sentra and 2004-2005 Nissan Altima vehicles equipped with the 2.5 Liter engine, there is a possibility that power valve screws located in the intake manifold may become loose. If this condition occurs the Malfunction indicator lamp (MIL) may illuminate. You may also notice unstable engine idling or power loss.

What Nissan Will Do

In order to prevent this from occurring, your Nissan dealer will inspect and replace the power valve screws with new ones, free of charge for parts and labor. In a limited number of cases engine damage may have already occurred; and, if so, more extensive repairs including repair or replacement of the engine may be required.

For most vehicles, 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 his work schedule and the degree of repairs required. If the engine needs to be repaired or replaced, this also will be free of charge for parts and labor, but may take several days; and in this case, a car rental allowance is available from your Nissan dealer upon request.

What You Should Do

Contact your Nissan dealer at your earliest convenience to schedule an appointment and have your vehicle inspected and repaired. Please bring this notice with you when you keep your service appointment.

If you have paid to have your engine repaired for a similar condition prior to this campaign, you may be eligible for reimbursement of the related expense. For additional information regarding reimbursement of related out-of-pocket expenses, contact Nissan Consumer Affairs at (800) 647-7261. You will still need to contact your Nissan dealer and schedule an appointment to have your vehicle inspected.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

Nissan Division
Nissan North America, Inc.

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 campaign repairs completed. If it is not possible to properly inspect the applicable engine components and to 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 will be responsible for the re-installation of any prior modifications to your vehicle.

Vehicle: Recalls

Campaign - Engine Power Valve Screw Replacement

Reference:

NTB05-058B

Date:

December 6, 2005

VOLUNTARY SERVICE CAMPAIGN

QR25DE POWER VALVE

IMPORTANT:

THIS BULLETIN HAS BEEN REVISED.

A "NOTE" was added under step 13a in procedure B. Also, a new Op Code (P52020) was added to the Claims Information tables. Updated information is shown with hyphens.

Please use this bulletin (NTB05-058b) for complete information.

Discard all previously distributed paper copies of NTB05-058 and NTB05-058a.

CAMPAIGN I.D. #:

P5202

APPLIED VEHICLES:

2004 Sentra (B15)

2004-05 Altima (L31)

APPLIED VINS:

2004 Sentra: 3N1AB51**4L734204 - 742044

2004 Altima: 1N4AL11**4C101948 - 199932

2005 Altima: 1N4AL11**5C100002 - 153290

NOTE:

Use Service Comm to confirm campaign eligibility.

INTRODUCTION

Nissan has determined that on some 2004 model year Sentra and 2004-2005 model year Altima vehicles equipped with the 2.5 liter engine there is a possibility that power valve screws located in the intake manifold may become loose. If this occurs the Malfunction Indicator Lamp (MIL) may illuminate and unstable engine idling or power loss may occur.

IDENTIFICATION NUMBER

Nissan has assigned identification number P5202 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 vehicle potentially affected is approximately 81,300.

DEALER RESPONSIBILITY

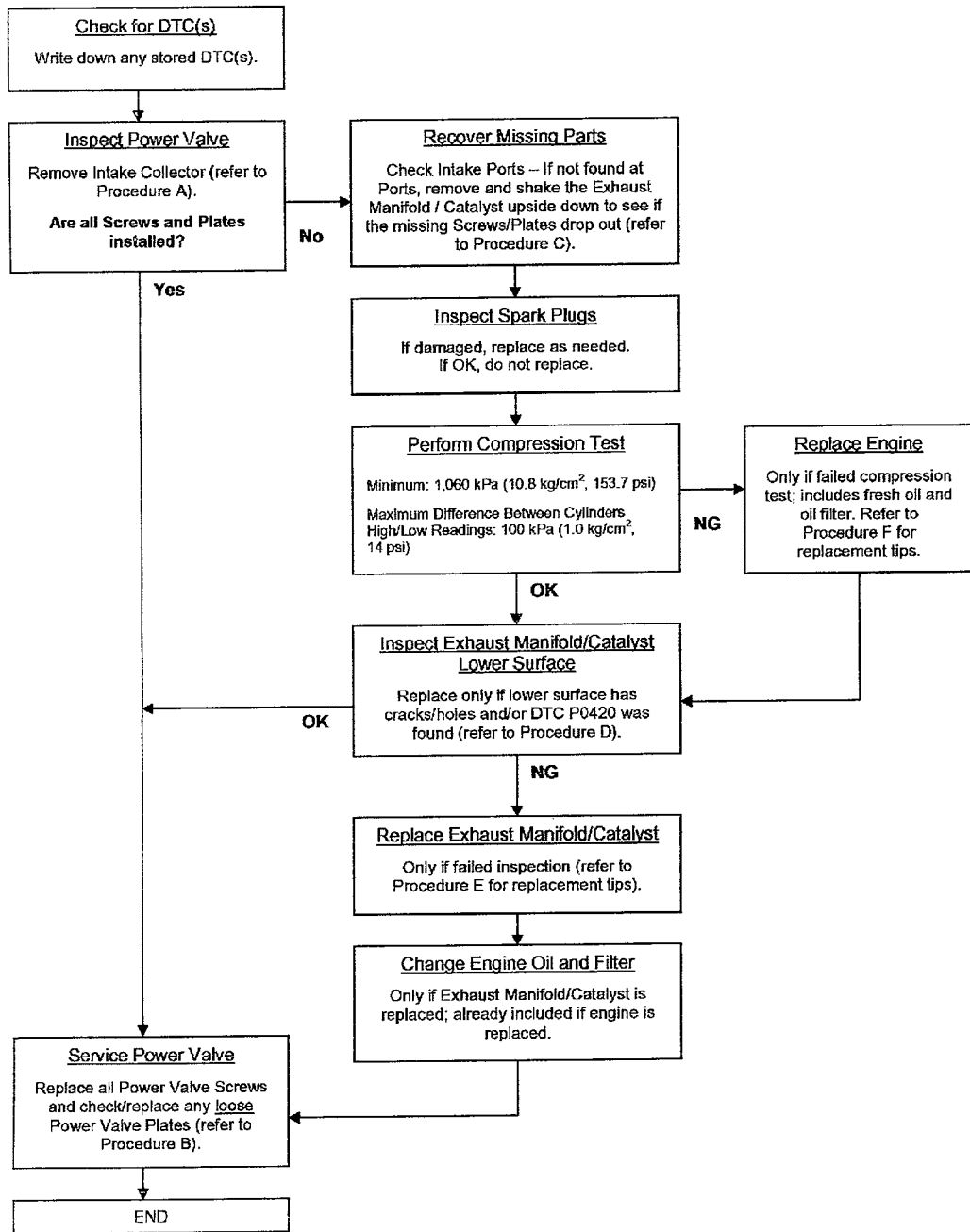
It is the Nissan dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this Voluntary Service Campaign (P5202) that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a Nissan dealer's inventory.

OVERVIEW OF REPAIR

For most vehicles, the basic repair will be to inspect the Power Valve Plates and Screws and, if all screws are installed, to replace the Power

Valve screws with new ones. Depending on results of the inspection process, more extensive repairs, including repair or replacement of the engine may be required.

Repair Flow Chart



Use the Repair "Flow Chart" shown to determine the complete repair procedures for a specific vehicle.

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).