



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

Repository ☐

2007 AUG 30 00PM 1:0

Reference No.
10199575

OWNER INFORMATION (Type or Print)

Name

Address

City

INDEPENDENCE

State

KS

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 8/30/07

VEHICLE INFORMATION

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

1N4AL11D86C

Make

NISSAN

Model

ALTIMA

Model Year

2006

Date Purchased
27-MAY-06

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
17-SEP-2006

Failure Mileage
1500

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

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2006 NISSAN ALTIMA. HE STATED THAT THE VEHICLE BURNS OIL EXCESSIVELY. THE DEALER STATED THAT THERE THE VEHICLE PASSED OIL CONSUMPTION AND COMPRESSION TESTS. THERE IS A RECALL FOR THE ENGINE (NHTSA CAMPAIGN # 06V223000) HOWEVER, THE DEALER REFUSED TO MAKE ANY REPAIRS BECAUSE THE VEHICLE PASSED THE TEST. THE FAILURE MILEAGE WAS 1,500 AND THE CURRENT MILEAGE WAS 16,837.

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.



BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.
August 20, 2007

Re: [REDACTED] vs Nissan North America #NIS0750185 VIN: 1N4AL11D86C [REDACTED]
[REDACTED]
INDEPENDENCE KY [REDACTED]

Dear Ms. [REDACTED]

We have received your Customer Claim Form and your claim has been opened.

☐ No further documentation is required at this time

Please review the enclosed brochure *How BBB AUTO LINE Works*. This booklet explains the BBB AUTO LINE program and contains the rules that will be followed in arbitration.

It will help us to resolve your dispute if we have all of the available information about your case. Please send us a copy of the following with your case number referenced at the top:

- ☒ Repair orders relating to your complaint
- ☒ Your current registration
- ☒ Your bill of sale (purchase contract)
- ☐ Your lease agreement
- ☐ Other: _____

You can fax the documents to 703.247.9700 to expedite the process or mail them to the address listed above.

Sincerely,

[REDACTED] at Extension 512

NTS0750185

Dear who this may concern,

Last year we bought our brand new Nissan Altima expecting to get a car that's in good working condition. It turns out that we have a recall on our vehicle. We have tried calling Nissan last year when the problem was first discovered and nothing happened. Our problem with the recall was not fixed at all. When we discovered that the car was burning oil we took it into service. They said that we have to bring the car back every 700 miles for an oil check. They did an oil consumption test and the car checked out ok. Well not to long ago me and my husband went to Florida for vacation. When we got there my husband checked the oil and it was low. We went and got it changed at the nearest oil change service. When we came back home we checked the oil again and it was missing about 2 quarts of oil again. This is the second time that we had taken the car in for the same problem and each time they say that the car is fine even though we received a letter from Nissan stating that the car is burning oil. Even with our previously purchased cars there we had problems with the service. They always said that everything was fine. Not once have they fixed the problem that we had with our cars. Each time it was the same dealership. The people there have always had a bad attitude towards us and frankly we are getting tired of it. Thank you for your time.

Sincerely,



