



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

04-DEC-2007

Reference No.

10210751

PM 2:31

**OWNER INFORMATION (Type or Print)**

Name

Address

City

LAKE WORTH

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/27/07

**VEHICLE INFORMATION**

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

1N4AL11D7

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased

5-8-04

Dealer's Name and Telephone Number

NISSAN AUTO MALL 561-683-7100

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

WEST PALM BEACH

State

FL

Zip Code

33415

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
01-NOV-2007

Failure Mileage

114,000

Failure Speed

0

**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 2002 NISSAN ALTIMA. THE CHECK ENGINE LIGHT ILLUMINATED INTERMITTENTLY AND THE VEHICLE HESITATED TO START. ON DECEMBER 1, 2007, THE VEHICLE WOULD NOT START AT ALL AND WAS TOWED TO A MECHANIC. A DIAGNOSTIC WAS PERFORMED, BUT NO FAILURES WERE FOUND. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THE CAM SHAFT, CRANK SHAFT, AND SPARK PLUGS NEEDED TO BE REPLACED. THERE ARE TWO NHTSA CAMPAIGN ID NUMBERS REGARDING ENGINE AND ENGINE COOLING (03V455000 AND 07V527000). THE CONTACT WAS INFORMED THAT THE RECALL REPAIR HAD PREVIOUSLY BEEN PERFORMED ON THE VEHICLE. THE PURCHASE DATE AND MILEAGES WERE UNKNOWN.

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.

Date: 01/02/08

From:

Case No. \_\_\_\_\_

Please see the attached copy of said letter dated 12/07/07 addressed to Nissan that explains the reasons for the stop payment. Nissan acknowledged the letter some days ago with a phone call to [REDACTED] as well as myself speaking with their representatives at their headquarters in Nashville TN.

This matter has been reported to the National Highway Traffic Safety Administration and is under investigation.

Sincerely,

To: West Palm Beach Nissan Motor Corporation and Nissan Headquarters

Date: 12/07/07

From: [REDACTED]

CERTIFIED MAIL

COPY

Re: Invoice #: NICS181530

~~~~~

Our car was towed to West Palm Beach Nissan for service on 12/03/07 due to it not starting. While waiting for service another customer was there with very similar problems that were a recall. Prior to the work being done, [REDACTED] inquired with the service technician about the problem with our car being a recall. The technician informed [REDACTED] that there was no recall for what was needed to repair our car. Upon [REDACTED] return home we went on the internet under several web sites and discovered that exactly what had been repaired was a recall for our type of car. The very next day [REDACTED] returned to the dealership and spoke with Manager Jim Bloomquest. Mr. Bloomquest presented [REDACTED] with several pages of printout on our car that has brought forth questionable work ethics at West Palm Beach Nissan.

Consequently, we stopped payment on the check for the services that had been rendered. According to the printouts that Mr. Bloomquest handed [REDACTED] this work had been performed on our car 05/15/04, which we know is not true, because we purchased the car on 05/08/04 and had not returned it. Also, the mileage on my bill of sale versus the mileage on the printouts that were given to [REDACTED] is very deceitful. We noticed a couple of days after this service, that some of the same symptoms when starting the car were resurfacing, and today the engine light is back on.

This matter has been reported to the National Highway Traffic Safety Administration and is under investigation.

Sincerely,

[REDACTED]

3342945

197120

# Maroone Service Center

## Maroone Nissan

## Maroone Dodge

1-95 & LINTON BLVD. · 1311 LINTON BLVD.  
DELRAY BEACH, FL 33444

FORD (561) 278-0303 · NISSAN/DODGE (561) 278-6216

FORD REGISTRATION NO. MV-02486

DODGE REGISTRATION NO. MV-07664

NISSAN REGISTRATION NO. MV-02487

www.maroone.com

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 9377 BENJAMIN SCHANZ

|             |           |                                     |               |         |                |         |
|-------------|-----------|-------------------------------------|---------------|---------|----------------|---------|
| COLOR       | YEAR      | MAKE/MODEL                          | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |
|             | 02        | NISSAN ALTIMA                       | 1N4AL11D7     |         | 116438/116438  |         |
| DEL DATE    | PROD DATE | WARR EXP.                           | PROMISED      | PO NO.  | RATE           | PAYMENT |
| 31OCT01 DD  |           | 31OCT2003                           | 18:00 19DEC07 |         |                | CASH    |
| R.O. OPENED | READY     | OPTIONS: DLR:2291 ENG:2.5 Liter Gas |               |         |                |         |

| 08:05 19DEC07 | 10:25 19DEC07 | LIST | NET | TOTAL |
|---------------|---------------|------|-----|-------|
|---------------|---------------|------|-----|-------|

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUSTOMER STATES VEH HAS BEEN HAVING EXTENDED CRANK FOR ABOUT ONE MONTH, AFTERMARKET BATTERY IN VEH, CHECK AND ADVISE

CAUSE: COMPLETED.

009 VEHICLE INSPECTED - OPERATING AS DESIGNED AT THIS TIME <CP>

|        |      |   |      |        |      |        |      |               |       |
|--------|------|---|------|--------|------|--------|------|---------------|-------|
| PARTS: | 1240 | I | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE A: | (N/C) |
|--------|------|---|------|--------|------|--------|------|---------------|-------|

116438 COMPLETED. (TECH COULD NOT DUPLICATE COMPLAINT.)

\*\*\*\*\*

B PERFORM RECALL R0712 ALT/SEN ECM REPROGRAM NTB07-081

CAUSE: RECALL COMPLETED.

RTNE OP CODE NOT IN SYSTEM YET R07120 HR.7

|        |      |      |      |        |      |        |      |               |       |
|--------|------|------|------|--------|------|--------|------|---------------|-------|
| PARTS: | 1240 | WN93 | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | (N/C) |
|--------|------|------|------|--------|------|--------|------|---------------|-------|

FC: PART#: COUNT:

CLAIM TYPE: CM

AUTH CODE:

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

116438 RECALL COMPLETED. TECH REPROGRAMME ECM AND PERFORM IDLE VOL LEARN.

\*\*\*\*\*

C PERFORM RECALL R3001 ALTIMA/XTERRA AIRBAG CLIP

CAUSE: COMPLETED.

SOP SPECIAL ORDER PART

|        |      |   |      |        |      |        |      |               |       |
|--------|------|---|------|--------|------|--------|------|---------------|-------|
| PARTS: | 1240 | I | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | (N/C) |
|--------|------|---|------|--------|------|--------|------|---------------|-------|

116438 COMPLETED. TECH SOP REPAIR KIT.

\*\*\*\*\*

D PERFORMED WALKAROUND/OFFER FREE INSPECTION/PRESENT MENU

SDP PERFORMED WALKAROUND/OFFER FREE

INSPECTION/PRESENT MENU

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

INTERNAL OTHER

STATE OF FLORIDA

REGISTRATION NUMBER

FORD #MV - 02486

DODGE #MV - 07664

NISSAN #MV - 02487

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

3342945

1 9 7 1 2 0

# Maroone O Service Center

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I-95 & LINTON BLVD. · 1311 LINTON BLVD.  
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 www.maroone.com

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 9377 BENJAMIN SCHANZ

LAKE WORTH, FL  
 HOME: BUS:

| COLOR       | YEAR       | MAKE/MODEL    | VIN                                 | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|-------------|------------|---------------|-------------------------------------|---------|-----------------|---------|-----------|
|             | 02         | NISSAN ALTIMA | 1N4AL11D7                           |         | 116438/116438   |         |           |
| DEL DATE    | PROD. DATE | WARR. EXP.    | PROMISED                            | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 31OCT01 DD  |            | 31OCT2003     | 18:00 19DEC07                       |         |                 | CASH    | 19DEC07   |
| R.O. OPENED |            | READY         | OPTIONS: DLR:2291 ENG:2.5_Liter_Gas |         |                 |         |           |

| LINE   | OPCODE | TECH | TYPE   | HOURS | LIST   | NET  | TOTAL              |
|--------|--------|------|--------|-------|--------|------|--------------------|
|        |        | 1240 | I      |       |        |      | (N/C)              |
| PARTS: |        | 0.00 | LABOR: | 0.00  | OTHER: | 0.00 | TOTAL LINE D: 0.00 |

\*\*\*\*\*

E PERFORM MULTI-POINT VEHICLE INSPECTION (SAFETY)

CAUSE: COMPLETED.

99P PERFORM MULTI-POINT VEHICLE INSPECTION  
 (SAFETY)

| LINE   | OPCODE | TECH | TYPE   | HOURS | LIST   | NET  | TOTAL              |
|--------|--------|------|--------|-------|--------|------|--------------------|
|        |        | 1240 | I      |       |        |      | (N/C)              |
| PARTS: |        | 0.00 | LABOR: | 0.00  | OTHER: | 0.00 | TOTAL LINE E: 0.00 |

116438 COMPLETED.

\*\*\*\*\*

EXCELLENT SERVICE IS OUR #1 GOAL. IF FOR ANY  
 REASON YOUR SERVICE WAS LESS THAN EXCELLENT  
 PLEASE CONTACT BOB NEWLAND, SERVICE MANAGER  
 12/12 WARRANTY ON ALL REPAIRS WITH FACTORY  
 PARTS. "SHOP SUPPLIES" REPRESENTS COST AND  
 PROFITS TO THE REPAIR SHOP FOR HAZARDOUS  
 WASTE DISPOSAL & MISCELLANEOUS SHOP MATERIALS

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS  
 REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added  
 a charge equal to 10% of the cost of labor up to a maximum of \$50.00.  
 "This charge represents costs and profits to the motor repair facility for  
 miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire  
 sold in the state [s.403.718], and a \$1.50 fee to be collected for each new  
 or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
 CHECK VISA  
 DISCOVER MASTERCARD  
 INTERNAL OTHER  
 STATE OF FLORIDA  
 REGISTRATION NUMBER  
 FORD #MV - 02486  
 DODGE #MV - 07664  
 NISSAN #MV - 02487

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY

S E R V I C E - C O M M

12/19/07 06:45:46

CICSWB08

FIVE YEARS CLAIM HISTORY

WARRANTY ~~CLAIM DATA~~

VIN: 1N4AL11D7 [REDACTED]

RO DATE: 05/15/04 RO NBR: \*29465 SERVICING DEALER: WEST PALM NISSAN

MILEAGE: ~~45,245~~

WEST PALM BEACH FL 33415

PNC: R3022 NIS CRNK/CAM POS SNSR RECALL

SUBLET: 0.00

OPERATIONS: R30220 INSTALL NEW ENGINE SENSOR KI

PARTS REPLACED:

237316N225 CRKSFT POSITION SENSOR KIT

EN

**WEST PALM NISSAN, INC.**  
 521 South Military Trail  
 WEST PALM BEACH, FLORIDA 33415  
 Telephone (561) 683-7100  
 Registration No. MV-03891

www.palmbeachautomall.com



|                                     |                                                    |             |                           |                                  |                                  |
|-------------------------------------|----------------------------------------------------|-------------|---------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO.                        | ADVISOR<br><b>HERNANDO VALENCIA</b>                | 3191        | TAG NO.                   | INVOICE DATE<br><b>12/03/07</b>  | INVOICE NO.<br><b>NICS181530</b> |
| [REDACTED]<br><b>LAKE WORTH, FL</b> | LABOR RATE                                         | LICENSE NO. | MILEAGE<br><b>114,000</b> | COLOR<br><b>GOLD/</b>            | STOCK NO.                        |
|                                     | YEAR / MAKE / MODEL<br><b>02/NISSAN/ALTIMA/4DR</b> |             |                           | DELIVERY DATE<br><b>03/01/04</b> | DELIVERY MILES<br><b>40,011</b>  |
|                                     | VEHICLE I.D. NO.<br><b>1 N 4 A L 1 1 D 7 2</b>     |             |                           | SELLING DEALER NO.               | PRODUCTION DATE                  |
|                                     | F.T.E. NO.                                         |             |                           | P.O. NO.                         | B.O. DATE<br><b>12/03/07</b>     |
| COMMENTS                            |                                                    |             | <b>MO: 114000</b>         |                                  |                                  |

RECOMMENDATIONS  
 FRONT ENGINE MOUNT \$229.95  
 FRONT BRAKES \$229.95  
 EXHAUST LEAK \$300.00

**TOTALS**

THANK YOU FOR CHOOSING PALM BEACH NISSAN  
 CUSTOMER SATISFACTION IS OUR PRIORITY  
 IF YOU'RE VERY SATISFIED, TELL YOUR FRIENDS. IF YOU'RE NOT  
 PLEASE TELL US.

\*\*\*\*\*

**METHOD OF PAYMENT(S)**

CASH..... CHECK.. **1251**  
 CREDIT CARD..... CIRCLE ONE (V) (MC) (AMEX) (DIS)  
 CHARGE #..... CASHIER'S INTITIALS..... **ET**

TOTAL LABOR.... 395.00  
 TOTAL PARTS.... 170.45  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 19.75  
 TOTAL MISC DISC -56.55  
 TOTAL TAX..... 34.37

**TOTAL INVOICE \$ 563.02**

CUSTOMER SIGNATURE

**PAID**  
 DEC 03 2007  
 WEST PALM NISSAN

**WEST PALM NISSAN, INC.**  
 521 South Military Trail  
 WEST PALM BEACH, FLORIDA 33415  
 Telephone (561) 683-7100  
 Registration No. MV-03891

www.palmbeachautomall.com



|                                     |                                                    |                        |                                 |                                  |
|-------------------------------------|----------------------------------------------------|------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO.                        | ADVISOR<br><b>HERNANDO VALENCIA</b>                | TAG NO.<br><b>3191</b> | INVOICE DATE<br><b>12/03/07</b> | INVOICE NO.<br><b>NICS181530</b> |
| [REDACTED]<br><b>LAKE WORTH, FL</b> | LABOR RATE                                         | LICENSE NO.            | MILEAGE<br><b>114,000</b>       | COLOR<br><b>GOLD/</b>            |
|                                     | YEAR / MAKE / MODEL<br><b>02/NISSAN/ALTIMA/4DR</b> |                        |                                 | DELIVERY DATE<br><b>03/01/04</b> |
|                                     | VEHICLE I.D. NO.<br><b>1 N 4 A L 1 1 D 7 2 C</b>   |                        |                                 | DELIVERY MILES<br><b>40,011</b>  |
|                                     | F.T.E. NO.                                         |                        |                                 | SELLING DEALER NO.               |
| RESIDENCE PHONE                     | BUSINESS PHONE                                     | P.O. NO.               |                                 | R.O. DATE<br><b>12/03/07</b>     |
| COMMENTS                            |                                                    |                        |                                 | <b>MO: 114000</b>                |

**LABOR & PARTS**

**J# 1 05N1Z BODY ELECTRICAL TECH(S) 324 200.00**  
 CAR WON'T START  
 NEED TO REPLACE CRANKSHAFT AND CAMSHAFT SENSOR  
 REPLACE SENSORS AND REPROGRAM

| PARTS | QTY | FP-NUMBER | DESCRIPTION                 | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
|       |     |           | JOB # 1 TOTAL PARTS         | 0.00       |
|       |     |           | JOB # 1 TOTAL LABOR & PARTS | 200.00     |

**J# 2 01N1Z 27 POINT INSPECTION TECH(S) 324 0.00**  
 27 POINT INSPECTION  
 27 POINT INSPECTION  
 27 POINT INSPECTION

| PARTS   | QTY | FP-NUMBER   | DESCRIPTION                 | UNIT PRICE |
|---------|-----|-------------|-----------------------------|------------|
| JOB # 2 | 2   | 23731-6N21A | CRANKSHAFT POSI             | 48.25      |
|         |     |             | JOB # 2 TOTAL PARTS         | 96.50      |
|         |     |             | JOB # 2 TOTAL LABOR & PARTS | 96.50      |

**J# 3 04N1Z ENGINE FUEL/EMISSION TECH(S) 324 100.00**  
 SPARK PLUG  
 NEED TO BE REPLACE  
 REPLACE SPARK PLUGS

| PARTS   | QTY | FP-NUMBER   | DESCRIPTION                 | UNIT PRICE |
|---------|-----|-------------|-----------------------------|------------|
| JOB # 3 | 4   | 22401-5M015 | PLUG-SPARK                  | 11.00      |
|         |     |             | JOB # 3 TOTAL PARTS         | 44.00      |
|         |     |             | JOB # 3 TOTAL LABOR & PARTS | 144.00     |

**J# 4 01N1Z FUEL INDUCTION SERVICE TECH(S) 324 124.95**  
 PERFORM FUEL INDUCTION SERVICE  
 FIS  
 PERFORMED FUEL INDUCTION SERVICE

| PARTS   | QTY | FP-NUMBER | DESCRIPTION                 | UNIT PRICE |
|---------|-----|-----------|-----------------------------|------------|
| JOB # 4 | 1   | 10104     | INDUCTION KIT               | 29.95      |
|         |     |           | JOB # 4 TOTAL PARTS         | 29.95      |
|         |     |           | JOB # 4 TOTAL LABOR & PARTS | 124.95     |

| MISC         | CODE | DESCRIPTION      | CONTROL NO |
|--------------|------|------------------|------------|
| JOB # A      | SS   | SHOP SUPPLIES    | 19.75      |
| JOB # 1      | VDP  | VIP DISCOUNT LBR | -20.00     |
| JOB # 2      | VDP  | VIP DISCOUNT PTS | -9.65      |
| JOB # 3      | VDP  | VIP DISCOUNT LBR | -10.00     |
| JOB # 3      | VDP  | VIP DISCOUNT PTS | -4.40      |
| JOB # 4      | VDP  | VIP DISCOUNT LBR | -9.50      |
| JOB # 4      | VDP  | VIP DISCOUNT PTS | -3.00      |
| TOTAL - MISC |      |                  | -36.80     |

The Reynolds and Reynolds Company EPRINTS14E C0619494 Q (02/07)