



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

2008 MAR 18 AM 7:51
19-DEC-2007

Repository ☐

Reference No.
10212323

OWNER INFORMATION (Type or Print)

Name

Address

City

LAURENSVILLE

LAWRENCEVILLE

State

GA

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 03/07/08

VEHICLE INFORMATION

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

1N4BL11D92C

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased

11-FEB-02

Dealer's Name and Telephone Number

GWINNETT PLACE NISSAN (770) 476-7771

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

DULUTH

State

GA

Zip Code

30096

Transmission Type

☒ Antilock Brakes

Powertrain

AUTOMATIC

☒ Cruise Control

FRONT WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

24-MAR-2004

Failure Mileage

63600

Failure Speed

45

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 CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 03V455000 (ENGINE AND ENGINE COOLING) AND HAD THE REPAIR WORK PERFORMED ON THE VEHICLE. THREE YEARS LATER, WHILE DRIVING APPROXIMATELY 45 MPH, THE ENGINE LIGHT ILLUMINATED AND THE VEHICLE STALLED. THE VEHICLE RESTARTED FIVE MINUTES LATER. THE DEALER STATED THAT HIS VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 07V527000 (ENGINE AND ENGINE COOLING). THE VEHICLE HAS NOT BEEN REPAIRED. HE FILED A FORMAL COMPLAINT WITH THE MANUFACTURER. THE FAILURE MILEAGE WAS 63,600 AND CURRENT MILEAGE WAS 63,640.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tel. [REDACTED]

March 9, 2008

Via U.S. Mail

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

RE: Reference Number 10212323

To Whom It May Concern:

I am writing this letter in regards to the complaint that I filed with this office on December 19, 2007. I called regarding my car, a 2002 Nissan Altima 3.5 SE, which had the "SERVICE ENGINE SOON" light on. I contacted your office after I have failed to reach a reasonable agreement with the manufacturer to fix the problem.

I was driving the car to church at an average speed of 35 to 45 mph when the "SERVICE ENGINE SOON" light came on. I turned off the car and I let it stay for a few minutes and then I turned the engine on and the "SERVICE ENGINE SOON" light was still on. This was the second time this problem happened. The first time it happened was about three months prior. The first time I took the car in to a Nissan Dealership and they ran a quick diagnostic telling me that the Camshaft Positioning Sensor was out of phase. They then cleared the codes and ran another diagnostic on the vehicle which did not show any other codes. They then informed me that this was not a problem and that it might have been a bad code.

The second time the "SERVICE ENGINE SOON" light came on there was yet another problem. The day after the light came on I wanted to take the car to the Nissan Dealership again and when I tried turning on the car the car would not start. I waited for about five (5) minutes and then I tried to turn the car on and it finally turned on. I took it to the dealership and they told me that it would be \$150.00 to run a diagnostic on the car, which was free three months earlier. While at the dealership I asked them to check and see if there were any recalls on the vehicle and they told me that there were no recalls. I then called the manufacturer and I was informed that there was a recall on my vehicle. They said that there was a recall on the fuel tank which had the problem of forming water vapor crystals in cold weather which could block the fuel flow to the engine therefore cutting the engine off during normal operation. At first they told me that they could fix this problem and then five minutes later when I was transferred to another agent they told me that they will not fix this problem because I live in Georgia and there is no problem of freezing in Georgia.

I asked them if they would perform the recall if I was going to travel to a colder state and they told me that they will not do that. This means that I'm stuck with the car here in Georgia and if by any chance I want to go up north or if it freezes in Georgia then I am taking a chance driving my car during those conditions. At this time I realized that Nissan would do anything to cut a few corners and save a few extra dollars at the expense of putting me and other Nissan owners in the risk of having an engine failure because they believe that Georgia doesn't have freezing conditions. I beg of you to investigate this recall and make the right decision regarding requiring the manufacturer to replace those faulty parts here in Georgia for Nissan owners.

To get back to the "SERVICE ENGINE SOON" issue in question, I would like to share with you the following information that I found regarding this recall. Nissan had a campaign regarding the "Engine and Engine Cooling" problems on certain vehicles in their line-up. Please find a copy of this Recall attached. This campaign number is 03V455000 dated November 17, 2003. This campaign goes like this:

"COMPONENT: Engine and Engine Cooling **DEFECT SUMMARY:** On certain passenger vehicles, the circuit board for the Crank Position Sensor or Cam Position Sensor may have an improper solder joint due to solder deformation caused by heat stress accelerated by the existence of flux residue during the soldering process.

CONSEQUENCE SUMMARY: THIS COULD CAUSE THE "SERVICE ENGINE SOON" WARNING LIGHT TO COME ON, CREATE A NO START CONDITION, CAUSE REDUCED ENGINE POWER, OR CAUSE THE ENGINE TO STOP RUNNING WITHOUT WARNING DURING VEHICLE OPERATION, WHICH COULD RESULT IN A

CRASH. CORRECTIVE SUMMARY: Dealers will replace the Crank Position Sensors. Camshaft Position Sensor(s), and in some cases, the Variable Timing Control Sensor(s). Vehicles involved in a previous campaign, 01V357, are also included in this new campaign. The replacement sensors used in that campaign are also affected. Owner Notification began on December 22, 2003."

After reading this recall I went back through my car's service invoices to see if my car was involved in this campaign. The dealer told me that my car was not involved in this campaign yet I found an invoice from that same dealership with invoice number NICS58217 dated March 23, 2004 which says otherwise. Please find a copy of this invoice attached and refer to Labor J# 2+10NIZ13 which is a Driveability Recall described as "Customer states received recall notice in mail Crank Potion Recall, Performed Recall on Crank Potion Sensor per Nissan Bulletin" showing that my car was involved in the recall.

My car showed signs of most of the problems that were caused by this recall. The "SERVICE ENGINE SOON" warning light came on, the car failed to start, and there is a significant reduction of engine power. I personally do not want to see the last sign of the engine turning off during vehicle operation. I believe that this is an irresponsible act on

behalf of Nissan to allow people like myself, who after paying a large sum of money for a vehicle to drive it with the possibility of the engine cutting off while in operation. Please think of this as if it was your vehicle and your family put in this situation every time they entered the car. Is the cost of replacing the faulty parts such great as compared to a human life?

The most ironic thing about this is the fact that Nissan tried to fix the problem earlier and they ended up replacing broken parts with broken parts. This is why they had two campaigns to fix this problem. One would think that if they tried once they would have fixed the problem but that doesn't seem to be the case.

After showing the invoice to the Nissan Dealership that performed the work they told me that this was not a recall, even though it clearly states that this was a Recall which was corrected as to the Nissan Bulletin.

I took the car to another Nissan Dealership that ran a diagnostic on the car and found out that the Variable Timing Control was faulty. They did a quick fix on it and they said that the car is fine. It is obvious that it is just a matter of time until the problem reoccurs and until I would have to get it fixed again because no quick fix could solve this problem.

I believe that serious consideration should be given to this problem and that the problem should be corrected in a timely manner. I am asking you to put this problem into perspective and decide if this is a roadworthy car to be driven on our highways with such a list of problems. I understand that companies like Nissan are in the business of making money but should that be at the expense of the consumer? Would anyone in their right mind think that this is a safe car when you know that at any moment the engine can cut off causing you to crash? I still have to drive this car to and from work on a daily basis, I just pray that the engine will not cut off on me and that the problem does not persist. I would be grateful if this problem receives the proper attention and if it is solved.

Attached please find the documents pertaining to this matter:

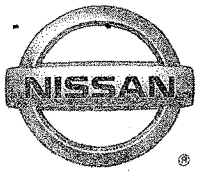
- 1) A copy of the Gwinnett Place Nissan invoice number NICS58217 dated 03/23/04;
- 2) A copy of the Diagnostic Results from Auto Zone;
- 3) A copy of the Diagnostic Results from Nissan;
- 4) A copy of the recall notices.

I hope that the provided information is sufficient to make a decision regarding this case in a timely manner. I hope to hear from you soon.

Thank you for your support in this matter.

Sincerely,

A large black rectangular redaction box covering the signature area.



GWINNETT PLACE NISSAN

3280 COMMERCE AVE. • DULUTH, GEORGIA 30096

TEL (770) 476-7771 • FAX (770) 476-4388

www.gwinnettnissan.com



TELE: 770-476-7771
TOLL-FREE: 800-845-0385

SVC DIRECT: 770-813-6750
SVC FAX: 770-813-6789

CUSTOMER NO.	ADVISOR DANNY HARRIS	127	TAG NO.	INVOICE DATE 03/23/04	INVOICE NO. NICS58217
LAWRENCEVILLE, GA	LABOR RATE	LICENSE NO. 0	MILEAGE 22,572	COLOR OPAL BLUE M	STOCK NO.
	YEAR / MAKE / MODEL 02/NISSAN/ALTIMA/4 DOOR SEDAN			DELIVERY DATE 02/11/02	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 N 4 B L 1 1 D 9 2 C			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			P. O. NO.	R. O. DATE 03/23/04
COMMENTS					

JOB# 1 CHARGES

LABOR
J# 1 11NIZ03 RECALL HOURS: TECH(S):226
CUSTOMER STATES RECIEVED RECALL NOTICE IN MAIL
FRONT AIRBAG SENSOR RECALL
PERFORMED AIRBAG SENSOR RECALL PER NISSAN BULLETIN

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	23731-AL627	CRANKSHAFT POSI	
				TOTAL - PARTS

WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL

0.00

JOB# 2 CHARGES

LABOR
J# 2+10NIZ13 DRIVEABILITY RECALL HOURS: TECH(S):226
CUSTOMER STATES RECIEVED RECALL NOTICE IN MAIL
CRANK POSITION RECALL
PERFORMED RECALL ON CRANK POSITION SENSOR PER NISSAN BULLETIN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	98581-3Z085	SENSOR-AIR BAG	
				TOTAL - PARTS

WARRANTY
0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL

0.00

TOTALS

WE AT GWINNETT PLACE NISSAN APPRECIATE YOUR BUSINESS.
AND HOPE YOUR SERVICE EXPERIENCE WAS A PLEASANT ONE.
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH ANY
PART OF YOUR VISIT, PLEASE DO NOT HESITATE TO CALL OUR SVC
MANAGER, CHRIS TOMLINSON OR OUR DIRECTOR OF FIXED OPERATIONS
JOHN ROSE AT 770-813-6750. AGAIN, THANK YOU FOR YOUR
BUSINESS.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

AUTHORIZATION TO REPAIR

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto. I authorize you to retain possession of this vehicle if the repairs listed hereon are not paid for.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer, not the seller. Gwinnett Place Nissan hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Gwinnett Place Nissan neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



Mon Dec 17 17:52:53 2007

AutoZone #597

2440 LAWRENCEVILLE
LAWRENCEVILLE, GA 30044
(770)962-3997

OEM Number to Cross:P0021

Selected Application Questions:

Heater controls

CATALOG	WARRANTY	PART#	CORE	PRICE
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TROUBLESHOOTING P0021				0.00
OEM Brand: NISSAN/DATSUN				

Definition

Intake Valve Timing (IVT) control circuit failure
- Bank 2

Probable Causes

- 1.-IVT control solenoid open or shorted
- 2.-Cam/crank sensors out of phase
- 3.-Dirt buildup at control valve

*SHOWS THAT THE
VARIABLE TIMING CONTROL
& CAM/CRANK SENSORS
SHOWING PROBLEMS*

TROUBLESHOOTING P0011
OEM Brand: NISSAN/DATSUN

0.00

Definition

Intake Valve Timing (IVT) control circuit failure
- Bank 1

Probable Causes

- 1.-IVT control solenoid open or shorted
- 2.-Cam/crank sensors out of phase
- 3.-Dirt buildup at control valve

TROUBLESHOOTING P0011

0.00

SYSTEM ENGINE
DATE 07/14/2007 00:01:47
PI# 23710 - 8J164

SELF-DIAG RESULTS

DTC RESULTS TIME

**NO DTC IS DETECTED.
FURTHER TESTING
MAY BE REQUIRED.**

Campaign Number: 03V455000

Date: 2003-Nov-17

Component: Engine And Engine Cooling **Defect Summary:** ON CERTAIN PASSENGER VEHICLES, THE ~~CIRCUIT BOARD FOR THE CRANK POSITION SENSOR OR CAM POSITION SENSOR MAY HAVE AN IMPROPER SOLDER JOINT DUE TO SOLDER DEFORMATION CAUSED BY HEAT STRESS ACCELERATED BY THE EXISTENCE OF FLUX RESIDUE DURING THE SOLDERING PROCESS.~~ **Consequence Summary:** ~~THIS COULD CAUSE THE "SERVICE ENGINE SOON" WARNING LIGHT TO COME ON, CREATE A NO START CONDITION, CAUSE REDUCED ENGINE POWER, OR CAUSE THE ENGINE TO STOP RUNNING WITHOUT WARNING DURING VEHICLE OPERATION, WHICH COULD RESULT IN A CRASH.~~ **Corrective Summary:** DEALERS WILL REPLACE THE CRANK POSITION SENSORS, CAMSHAFT POSITION SENSOR(S), AND IN SOME CASES, THE VARIABLE TIMING CONTROL SENSOR(S). VEHICLES INVOLVED IN A PREVIOUS RECALL CAMPAIGN, 01V357, ARE ALSO INCLUDED IN THIS NEW CAMPAIGN. THE REPLACEMENT SENSORS USED IN THAT CAMPAIGN ARE ALSO AFFECTED. OWNER NOTIFICATION BEGAN ON DECEMBER 22, 2003.

OWNERS SHOULD CONTACT NISSAN AT

1-800-647-7261 OR

INFINITI AT

1-800-662-6200

Fuel pump in
cold states - 1
frozen fuel
particles
block fuel pump -

NHSA

1-888-327

4236

celva
EXT.

51566

Sehnifer
irvin
EXT. 51622

NOV 17, 2003 | Recall ID# 55144 [Hide Details](#)

Recall Reason ENGINE AND ENGINE COOLING
Recall Date NOV 17, 2003
Model Affected ALTIMA
Potential Units Affected 630000

Recall Summary

ON CERTAIN PASSENGER VEHICLES, THE CIRCUIT BOARD FOR THE CRANK POSITION SENSOR OR CAM POSITION SENSOR MAY HAVE AN IMPROPER SOLDER JOINT DUE TO SOLDER DEFORMATION CAUSED BY HEAT STRESS ACCELERATED BY THE EXISTENCE OF FLUX RESIDUE DURING THE SOLDERING PROCESS.

Consequence

THIS COULD CAUSE THE "SERVICE ENGINE SOON" WARNING LIGHT TO COME ON, CREATE A NO START CONDITION, CAUSE REDUCED ENGINE POWER, OR CAUSE THE ENGINE TO STOP RUNNING WITHOUT WARNING DURING VEHICLE OPERATION, WHICH COULD RESULT IN A CRASH.

Remedy

DEALERS WILL REPLACE THE CRANK POSITION SENSORS. CAMSHAFT POSITION SENSOR(S), AND IN SOME CASES, THE VARIABLE TIMING CONTROL SENSOR(S). VEHICLES INVOLVED IN A PREVIOUS RECALL CAMPAIGN, 01V357, ARE ALSO INCLUDED IN THIS NEW CAMPAIGN. THE REPLACEMENT SENSORS USED IN THAT CAMPAIGN ARE ALSO AFFECTED. OWNER NOTIFICATION BEGAN ON DECEMBER 22, 2003. OWNERS SHOULD

CONTACT NISSAN AT 1-800-647-7261 OR INFINITI AT
1-800-662-6200 .

Notes

NISSAN NORTH AMERICA, INC. R3021/R3022

Sutherlin

Mall of Georgia



1855 ANITOX DRIVE
BUFORD, GA 30519
(678) 714-1885

CUSTOMER NO.	ADVISOR KEVIN PARSONS	15361	TAG NO.	INVOICE DATE 12/20/07	INVOICE NO. NICS148378
LAWRENCEVILLE, GA	LABOR RATE 99.99	LICENSE NO.	MILEAGE 65,711	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 02/NISSAN/ALTIMA/3.5/SE/AUTO			DELIVERY DATE 02/11/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 N 4 B L 1 1 D 9 2 C			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	R.O. DATE 12/20/07
RESIDENCE PHONE	COMMENTS			MO: 65711	

LABOR
1 05NIZ DRIVEABILITY TECH(S):24493 149.21
CUSTOMER STATES SERVICE ENGINE SOON WARNING LIGHT ON ---
DIFFICULTY STARTING AT TIMES --- LOSS OF POWER --- ADVISE
INITIATED CONSULT - RETRIEVED DTC #P0021 INT/V TIM CONT-B2
FAULT TRACING REVEALS NORMAL CYCLING OF (BOTH) INTAKE
TIMING CONTROL SOLENOIDS AT THIS TIME
RE-SET SYSTEM & PERFORMED IDLE AIR VOLUME
RE-LEARN PROCEEDURE
TOTAL - LABOR 149.21

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAITING

TECHNICIAN CERTIFICATION
24493 ANDREW J SCHAEFER 09

TOTALS

DEAR CLIENT, YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER ABOUT THE SERVICE YOU RECEIVED ON YOUR VEHICLE. THIS IS THE MANUFACTURER'S MEANS OF SCORING US---NOT THEMSELVES AND NOT YOUR VEHICLE.
IF YOU HAVE NOT HAD A "PERFECT" SUTHERLIN EXPERIENCE, PLEASE DO NOT LEAVE WITHOUT LETTING A MANAGER KNOW SO THAT WE CAN ENSURE YOU ARE 100% SATISFIED. WE ARE TRULY THANKFUL FOR YOUR BUSINESS. PLEASE CALL ON US AGAIN FOR ALL OF YOUR AUTOMOTIVE NEEDS.

TOTAL LABOR.... 149.21
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 149.21

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

CUSTOMER SIGNATURE

FAIT
DEC 20 2007
BY Disc