



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

11-FEB-2008

Repository

Reference No. 10217655

OWNER INFORMATION (Type or Print)

Name

Address

City

SOMMERVILLE

State

MA

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 ____/____/____

VEHICLE INFORMATION

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

1N4AL11E22

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased

11-MAR-02

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

UNKNOWN

Vehicle Component Code

063140 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-JAN-2008

Failure Mileage

136777

Failure Speed

10

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. WHILE DRIVING 10 MPH, THE CHECK ENGINE LIGHT ILLUMINATED ON THE INSTRUMENT CONTROL PANEL. THE CONTACT TOOK HIS VEHICLE TO A LOCAL MECHANIC AND THEY STATED THAT AN ERROR CODE APPEARED FOR THE CATALYTIC CONVERTER. THE MECHANIC STATED THAT THE FAILURE WAS CAUSED BY THE SAME ISSUED OUTLINED IN NHTSA CAMPAIGN ID NUMBER 03V084000 (ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE). THE MANUFACTURER STATED THAT THE ENGINE NEEDED TO BE REPLACED. AN AUTHORIZED DEALER STATED THAT THE VEHICLE WAS PREVIOUSLY REPAIRED FOR THAT RECALL IN MARCH OF 2004. THE VEHICLE HAS NOT BEEN REPAIRED. THE CONTACT FILED A FORMAL COMPLAINT WITH THE MANUFACTURER. THE POWERTRAIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 136,777.

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.

February 12, 2009

To Whom It May Concern:

I am writing this letter in an effort to receive reimbursement for damaged sustained to my 2002 Nissan Altima. In March 2006 I purchased the vehicle from a private owner. At the time of purchase the car had approximately 78,000 miles on the odometer.

I began experiencing problems in January of 2008 when my Altima had just under 137,000 miles. One day I noticed the "service engine soon" light became illuminated on my dashboard. At the same time, I noticed my oil level was low. After adding oil and driving a few days, the level continued to drop. However, no oil was leaking externally from the engine. I found no oil spots on the ground in the areas where I normally parked my car.

When I brought the car to my mechanic he diagnosed that the code for the "service engine soon" light had been triggered by the catalytic converter. Upon another visit to this same mechanic, he was able to further diagnose that the oil consumption was happening in the area of the piston rings. I was told the oil was burning internally, causing the catalytic converter to fail. That converter had been installed on my car in October 2006.

Upon receiving this diagnosis I began researching my car's problem on the internet. I was able to locate a recall for 2002-2003 Nissan Altimas under the title "voluntary recall campaign engine exhaust pipe hanger pin and pre-catalyst." In the recall's description it states, "In addition, for 2002-2003 model year Altimas and 2002-2004 model year Sentras, there is a possibility that certain engine operating conditions may cause damage to the precatalyst. 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 low level, and the driver continues to operate the vehicle ignoring noticeable engine noise, engine damage may occur which could result in a fire."

After reading this description I became concerned with the similarity between the aforementioned recall and my own car's diagnosis. I called Nissan to inquiry further and they stated that this specific recall had already been performed on my car in March of 2004, prior to my ownership of the car.

I became suspicious of the similarity of the recall and the problem within my engine. Although pinpointing the exact cause of the damage would require disassembly, the fact that my diagnosis applied to the **same** year and model of the recall, in the **same** area of the engine, resulting in the **same** damaging effect on the motor, left me concerned with Nissan's product and/or the repair work performed in 2004.

Attached are two separate diagnoses for my car. The first diagnosis is from Old Time Auto of Lanoka Harbor, NJ, the shop that initially inspected my car. The second is from Colonial Nissan of Medford, Massachusetts. Both shops concluded that my engine was consuming oil due to internal damage. The oil was then being burned internally resulting in the catalytic converter failing, breaking apart and then destroying the piston rings.

After several phone calls and meetings with Nissan representatives I was told that the damage sustained to my engine was not related to the recall and the manufacturer's warranty was expired. I was denied a new engine.

I believe Nissan is incorrect in their assessment and that the damage to my engine was directly related to Nissan parts and/or the recall work performed before I owned the car. I believe this is not coincidental. Although the pre-catalyst was apparently replaced in March 2004, it still failed causing the catalytic converter to fail which in turn caused the engine damage.

Because of a looming date of inspection, I was forced to purchase another engine for my Altima.

I am seeking reimbursement for the replacement engine I purchased in the amount of \$3100. I am also seeking reimbursement for the cost of having my car diagnosed at Colonial Nissan in the amount of \$91. In total I am seeking \$3191. Attached are receipts for parts and labor.

Thank you for your time and consideration.

Sincerely,



COLONIAL NISSAN OF MEDFORD

162 Mystic Avenue
 MEDFORD, MA 02155
 (781) 395-5300

CUSTOMER NO.	ADVISOR BENJAMIN COLLINS	TAG NO.	INVOICE DATE 02/21/08	INVOICE NO. NTCS43639
	LABOR RATE	LICENSE NO. 193	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 02/NISSAN/ALTIMA	MILEAGE 137,213	DELIVERY DATE	DELIVERY MILES
SOMERVILLE, MA (VEHICLE I.D. NO. 1N4A111E22		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	F.T.E. NO.	P.O. NO.	R.O. DATE 02/21/08	
BUSINESS PHONE	COMMENTS			

MO: 137213

TOTALS

THANK YOU FOR CHOOSING COLONIAL NISSAN. WE APPRECIATE YOUR BUSINESS GREATLY. YOU MAY BE RECEIVING A SURVEY IN THE MAIL FROM NISSAN ASKING HOW YOUR SERVICE VISIT WAS. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED", PLEASE CONTACT THE SERVICE MANAGER RICK LANZA AT (781) 395-5300. THANK YOU AGAIN.

TOTAL LABOR	91.00
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 \$	91.00

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

CUSTOMER SIGNATURE

FEB 21 2008

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY

SEE DEALER FOR WARRANTY COVERAGE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

TERMS:

CASH CHECK
 OTHER CREDIT CARD
 WARRANTY

Thank You

WE APPRECIATE YOUR CONFIDENCE IN OUR DEALERSHIP

Reynolds and Reynolds ERMNTS14E CC016890 G (12/05)



COLONIAL MOTOR GROUP



COLONIAL NISSAN OF MEDFORD

162 Mystic Avenue
MEDFORD, MA 02155
(781) 395-5300

CUSTOMER NO.	ADVISOR BENJAMIN COLLINS	TAG NO. 193	INVOICE DATE 02/21/08	INVOICE NO. NICS43639
SOMERVILLE, MA	LABOR RATE	LICENSE NO.	MILEAGE 137,213	COLOR GREEN/
	YEAR / MAKE / MODEL 02/NISSAN/ALTIMA	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1 N 4 A L 1 1 E 2 2	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/21/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 137213	

JOB# 1 CHARGES				
LABOR # 1	11N1Z	ENGINE MINOR	HOURS	TECH(S) 139
CUST STATES SERVICE ENIGNE SOON LIGHT IS ON INSPECTED VEHICLE. FOUND P0420 CODE STORED INSIDE THE ECM PERFORMED DIAGNOSIS. FOUND CAT CONVERTER TO HAVE BROKEN APART INTERNALLY CAUSING MATERIALS TO CAUSE DAMAGE TO RINGS CREATING BLOW-BY TO PISTON RINGS. VEHICLE WILL NEED ENGINE TO BE REPLACED AS WELL AS CONVERTER ASSEMBLY, MANIFOLD ETC.				
			91.00	
JOB# 1 TOTALS				
			LABOR	91.00
JOB# 2 CHARGES				
LABOR # 2	55N1Z1NSP	MULTI PT INSPECT	HOURS	TECH(S) 139
COURTESY MULTIPOINT INSPECTION CHECK OIL LEVEL HAS HAD TO ADD OIL IN THE LAST MONTH COMPLETED COURTESY MULTIPOINT INSPECTION SEE LTNE 1				
			0.00	
JOB# 2 TOTALS				
			LABOR	0.00
JOB# 3 CHARGES				
LABOR # 3	02N1Z	RECALL	HOURS	TECH(S) 139
RECALL R0712 RECEIVED NOTICE PERFORMED RECALL R0712				
			WARRANTY	
JOB# 3 TOTALS				
			LABOR	0.00

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY

SEE DEALER FOR WARRANTY COVERAGE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

TERMS:
 CASH CHECK
 OTHER CREDIT CARD
 WARRANTY

Thank You
WE APPRECIATE YOUR CONFIDENCE IN OUR DEALERSHIP

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$91.00 (+TAX)

O. T. A. L.L.C.
 730 RT.9 SOUTH
 LANOKA HARBOR, NJ. 08734
 Phone - 609-242-1146
 Voted BEST Auto Repair Service in Ocean County

INVOICE

20260

STATE FACILITY #000583
 E.R.F.#002884

Invoice Date : 02/09/2008
 Print Date : 02/09/2009

INVOICE FROM HISTORY

Work Completed Date : 02/09/2008

Toms River, NJ
 Cellular -- Cellular
 Cust ID :
 Ref # :

2002 Nissan - Altima
 2.5L, In-Line4, VIN (A)
 Lic # :
 Unit # :
 Vin # : **1N4AL11E22**
 Hat # :

Odometer In :
 Odometer Out : 136370

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
				"CHECK ENGINE" LIGHT ON IN DASH. PERFORMED IGNITION, FUEL & COMPUTER SYSTEM ANALYSIS. FOUND CODE P0420 STORED IN COMPUTER MEMORY. PERFORMED INDIVIDUAL COMPONENT TESTING. TRACED PROBLEM TO FAULTY CATALYTIC, CONVERTER WHICH WAS BURNED OUT FROM ENGINE BURNING OIL. NOTE- CONVERTER WAS REPLACED IN 10/06 AT 98,000 MILES. WARRANTY FROM DEALER ONLY 12 MONTHS/12,000 MILES.	89.00
				DIAGNOSTIC CREDIT	-44.50

[Technicians : JOE, . 1; JEFF, . 3]

Org. Estimate \$0.00 Revisions \$0.00 Current Estimate \$ 0.00 Additional Cost Revised Estimate

Labor:	44.50
Parts:	0.00
Sublet:	0.00
<hr/>	
Sub:	44.50
Tax:	3.12
Total:	47.62
Bal Due:	\$0.00

[Payments - Police/Fire/EMT/Friends - \$47.62]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. The person signing this ticket acknowledges it to be legally binding & holding to secure payment & all if any lawyer or collection agency fees & commissions. Storage charge of \$20.00 per day can be added. 12 MONTH 12,000 MILE LIMITED WARRANTY from date of completion.

SIGNATURE..... Date..... Time.....

Written By: Please, Select



NISSAN NORTH AMERICA, INC.

Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
Telephone: 1.800.647.7261

August 7, 2008

Summerville, MS

File

Dear

Thank you for contacting Nissan North America, Inc. regarding your 2002 Altima.

This letter is in response to your request for assistance with repairs to your vehicle.

Nissan carefully and completely reviewed all the information you provided, giving consideration to all the facts. Based on this review, Nissan North America, Inc. respectfully declines your request for assistance with repairs based on the following:

The vehicle is outside of the manufacturer's warranty.

Thank you for allowing us the opportunity to review this matter. We regret that a more favorable response is not possible.

Sincerely,

Nissan North America, Inc.

A handwritten signature in cursive script that reads "MaryAnn Bechrad".

MaryAnn Bechrad
Regional Consumer Affairs Specialist
North East Region

