



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 JUN -8 AM 10:14
20-MAY-2008

Repository

Reference No.
10228353

OWNER INFORMATION (Type or Print)

Name

Address

City CHICAGO

State IL

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 6/2/08

VEHICLE INFORMATION

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

3N1AB51D121

Make

NISSAN

Model

SENTRA

Model Year

2002

Date Purchased

JUNE 2002

Dealer's Name and Telephone Number

KELLY NISSAN 708-499-1000

Engine:

No: Cylinders

4

Fuel Type:

MID GRADE

Original Owner

Dealer's City

OAKLAWN

State

IL

Zip Code

60458

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: YES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

17-MAY-2008

Failure Mileage

15000

Failure Speed

25 MPH
50 MPH

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 SENTRA. WHILE ATTEMPTING TO DRIVE UP AN EXIT RAMP AT AN UNKNOWN SPEED, THE VEHICLE BEGAN TO STALL. THE ENGINE LIGHT ILLUMINATED AND THEN THE VEHICLE STALLED COMPLETELY. THE CONTACT HAD TO WAIT FIVE MINUTES TO RESTART THE VEHICLE AND DRIVE HOME. THE VEHICLE HAS BEEN DIAGNOSED SEVERAL TIMES, BUT THE FAILURE STILL PERSISTS. THE CURRENT AND FAILURE MILEAGES WERE 15,000.

PROBLEM BEGAN AS SOON AS I ENTER HIGHWAY ON 5-17-08, ENGINE LIGHT WENT ON WHILE I WAS GOING 50 MPH THEN I STARTED LOOSING ACCELERATION TRAVELING ON THE RIGHT LANE AT 25 MPH TILL I WAS ABLE TO FIND AN EXIT RAMP WHERE I FINALLY LOST COVER

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ALL POWER. I WAITED A FEEL MINUTES AND STARTED UP AGAIN, THEN DROVE TO THE STATE EMISSION TESTING STATION. MY ~~ENGINE~~ LIGHT WAS STILL ON AND THE CAR RAN ROUGH AND MY CAR FAILED THE TEST, I WILL ENCLOSE A COPY OF REPORT. I THEN TOOK CAR TO KELLEY NISSAN TOLD THEM CAR WAS DOING THE SAME THING LIKE IN JAN, 08 WHEN MY WIFE TOOK CAR FOR RECALL, THEY TOLD ME I WOULD HAVE TO MAKE A RESERVATION, DATE WAS MAY 30TH THEY SAID THE PROBLEM WAS ^{NOT} RELATED TO RECALL, BUT WAS UNDER WARRANTY FOR EMISSION CONTROL MODULE (E.C.M)

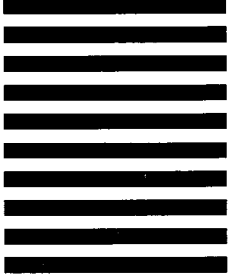
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



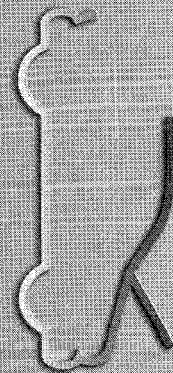
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
**Vehicle Safety Hotline
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



ILLINOIS

Vehicle Inspection Report and Certificate



This test is authorized by the Vehicle Emissions Inspection Law of 2005 (625 ILCS 5/13C)

SUMMARY RESULTS

OVERALL RESULT	MONITORS	MIL	DTC	
PASS	READY	OFF	0	

VEHICLE INFORMATION

VIN 3N1AB51D121	LICENSE PLATE NUMBER	YEAR 2002	MAKE NISSAN	MODEL SENTRA
ODOMETER 159000	GVWR 2952	FUEL TYPE GASOLINE	VLT ROW ID 20020392	VEHICLE TYPE LDV

INSPECTION INFORMATION

TEST FACILITY NUMBER 22	TEST FACILITY LANE 1	FACILITY ADDRESS 5231 W. 70th Place, Bedford Park			
TEST DATE 6/7/2008	TEST START TIME 11:13:33 AM	TEST END TIME 11:15:31 AM	WAIT TIME 0	TEST ID 200195430	TEST TYPE OBDII
INSPECTOR ID IN002289	TEST # 2	RDY REJ # 0	TEST ELIGIBILITY DATE March 2008	REGISTRATION RENEWAL MONTH June	

OBD TEST INFORMATION

On-Board Diagnostic (OBD) System Check

SYSTEM MONITORS				MALFUNCTION INDICATOR LAMP (MIL)	
COMPRESIVE COMPONENT	READY	FUEL SYSTEM PERFORMANCE	READY	OBD MALFUNCTION INDICATOR LIGHT STATUS: OFF	
ENGINE MISFIRE	READY	A/C REFRIGERANT	NOT SUPPORTED	DIAGNOSTIC TROUBLE CODES (DTC)	
CATALYTIC CONVERTER EFF.	READY	EGR FLOW	NOT SUPPORTED	STORED DIAGNOSTIC TROUBLE CODES: NONE	
EVAPORATIVE CONTROL SYSTEM	READY	HEATED CATALYST	NOT SUPPORTED		
HEATED OXYGEN SENSOR	READY	OXYGEN SENSOR	READY		
SECONDARY AIR SYSTEM	NOT SUPPORTED				

The vehicle listed above has received an On-Board Diagnostic (OBD) System check. The computer system in the vehicle was checked for the illumination of the Malfunction Indicator Lamp (MIL) also known as the Check Engine Light; Diagnostic Trouble Codes (DTC) stored in the computer system; and vehicle specific System Monitors. At this time, the vehicle has passed the Illinois Emission Standards, please keep in mind if the Check Light comes on before your next test, have it looked at by a qualified technician and together we can help clean the air we breathe!

COMMENTS

Congratulations, your vehicle meets Illinois testing standards. The emissions test requirement for the renewal of this vehicle's registration has been satisfied. You may renew no sooner than 90 days prior to the registration expiration date. Please note your New Test Eligibility date as printed below on the Vehicle Emissions Compliance Certificate. See customer service representative for instruction. If you have any questions or comments regarding your test please visit www.epa.state.il.us/air/vim.

State of Illinois

PASS



V22016952413



VIN: **3N1AB51D12L**

PLATE: _____

REGISTRATION RENEWAL AUTHORIZED

YEAR: **2002**

CERTIFICATE NUMBER: _____

MAKE: **NISS**

NEW TEST ELIGIBILITY DATE: **March 2010**



Vehicle Emissions Compliance Certificate



ILLINOIS

Vehicle Inspection Report



This test is authorized by the Vehicle Emissions Inspection Law of 2005 (625 ILCS 5/13C)

SUMMARY RESULTS

OVERALL RESULT	MONITORS	MIL	DTC	
	FAIL	READY	ON	1

VEHICLE INFORMATION

VIN	LICENSE PLATE NUMBER	YEAR	MAKE	MODEL
3N1AB51D12L		2002	NISSAN	SENTRA
ODOMETER	GVWR	FUEL TYPE	VLT ROW ID	VEHICLE TYPE
15000	2952	GASOLINE	20020392	LDV

INSPECTION INFORMATION

TEST FACILITY NUMBER	TEST FACILITY LANE	FACILITY ADDRESS			
22	2	5231 W. 70th Place			
TEST DATE	TEST START TIME	TEST END TIME	WAIT TIME	TEST ID	TEST TYPE
5/17/2008	8:07:04 AM	8:09:22 AM	3	200083081	OBDII
INSPECTOR ID	TEST #	RDY REJ #	TEST ELIGIBILITY DATE		REGISTRATION RENEWAL MONTH
IN002297	1	0	March 2008		June

OBD TEST INFORMATION

On-Board Diagnostic (OBD) System Check

SYSTEM MONITORS				MALFUNCTION INDICATOR LAMP (MIL)	
COMPRESIVE COMPONENT	READY	FUEL SYSTEM PERFORMANCE	READY	OBD MALFUNCTION INDICATOR LIGHT STATUS: ON	
ENGINE MISFIRE	READY	A/C REFRIGERANT	NOT SUPPORTED	DIAGNOSTIC TROUBLE CODES (DTC)	
CATALYTIC CONVERTER EFF.	READY	EGR FLOW	NOT SUPPORTED	STORED DIAGNOSTIC TROUBLE CODES:	
EVAPORATIVE CONTROL SYSTEM	READY	HEATED CATALYST	NOT SUPPORTED	P2138 - Throttle/Pedal Position Sensor/Switch "D" / "E" Voltage Correlation	
HEATED OXYGEN SENSOR	READY	OXYGEN SENSOR	NOT READY		
SECONDARY AIR SYSTEM	NOT SUPPORTED				

The vehicle listed above has received an On-Board Diagnostic (OBD) System check. The computer system in the vehicle was checked for Diagnostic Trouble Codes (DTC) stored in the computer system and vehicle specific System Monitors. At this time, the vehicle has not passed the Illinois Emission Standards. Your vehicle's computerized self-diagnostic system (OBD) registered the fault(s) listed above. This fault(s) is probably an indication of a malfunction of an emission component. However, multiple and/or seemingly unrelated faults may be an indication of an emission-related problem that occurred previously but upon further evaluation by the OBD system was determined to be only temporary. Therefore, proper diagnosis by a qualified technician is required to positively identify the source of the emission-related problem. The problems identified on this report must be corrected in order to pass the required OBDII test.

COMMENTS

Failure reason: The Malfunction Indicator Light (MIL) was commanded on for one or more diagnostic fault codes listed above. This vehicle is eligible for two retests. See customer service representative for instruction. If you have any questions or comments regarding your test please visit www.epa.state.il.us/air/vim.



KELLY NISSAN ON 95TH

4300 West 95th Street
 Oak Lawn, Illinois 60453
 708-499-1000
 FAX: 708-499-0530
 www.kellynissan.com

copy
REF # 10228353

ALL PARTS AND SERVICE WORK ARE GUARANTEED FOR 12000 MILES OR 12 MONTHS

CELL: _____

CUSTOMER NO.	ADVISOR JOE PERVAZAS	TAG NO.	INVOICE DATE 06/03/08	INVOICE NO. NICS231513
CHICAGO, IL	LICENSE NO.	MILEAGE 15,833	COLOR CLOUD WHITE	STOCK NO.
	YEAR / MAKE / MODEL 02/NISSAN/SENTRA/SE-R AUTO	DELIVERY DATE 06/03/02	DELIVERY MILES 45	
	VEHICLE I.D. NO. 3 N 1 A B 5 1 D 1 2 L	SELLING DEALER NO. 1864	PRODUCTION DATE	
RESI	F.T.E. NO.	P.O. NO.	R.O. DATE 05/31/08	
	COMMENTS EP Q25-203158			

JOB# 1 CHARGES

LABOR
J# 1 30NIZECU/ECM RPL ECU/ECM TECH(S):813 WARRANTY
 CUST STATES THAT THE SES LIGHT IS ON.
 CUST STATES THAT ON OCCASION THE CAR WILL DIE OUT AND
 WILL NOT ACCEL OVER 20MPH, WHEN THE AC IS TURNED ON.
 CUST CONTACTED NISSAN REF# 6160456
 SPOKE TO DARRYL.
 FOUND DTC P02138--TEST DROVE--UNABLE TO DUPLICATE THE
 CUSTOMER CONCERN, CONTACTED NISSAN FIX REPORT# 896907--THEY
 STATE THE E.C.M. NEEDS TO BE REPLACED.
 TECH REPLACED THE ELECTRONIC CONTROL MODULE, RETESTED
 SYSTEM--OK, TEST DROVE--OK.

ANY WARRANTIES ON THE ITEM/ITEMS
 SOLD HEREBY ARE THOSE MADE BY THE
 MANUFACTURER. THE SELLER, KELLY
 NISSAN ON 95TH, HEREBY EXPRESSLY
 DISCLAIMS ALL WARRANTIES, EITHER
 EXPRESS OR IMPLIED, INCLUDING ANY
 IMPLIED WARRANTY OF MERCHANTABILITY
 OR FITNESS FOR A PARTICULAR
 PURPOSE, AND KELLY NISSAN ON 95TH
 NEITHER ASSUMES NOR AUTHORIZES
 ANY OTHER PERSON TO ASSUME FOR IT
 ANY LIABILITY IN CONNECTION WITH THE
 SALE OF THIS ITEM/ITEMS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	23710-8U503	ENGINE CONTROL		WARRANTY
	1	4A7724	HAND 23710		WARRANTY
				TOTAL - PARTS	0.00

G.O.G. & SUPPLIES	WARRANTY
FREIGHT (PARTS)	0.00
TOTAL - GOG	0.00

JOB# 1 TOTALS	WARRANTY
JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL	0.00

COMMENTS
 DROP OFF A.T

TOTALS	WARRANTY
THANK YOU FOR SERVICING YOUR VEHICLE WITH KELLY NISSAN! AT KELLY NISSAN WE WANT YOU TO BE COMPLETELY SATISFIED! IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR AND DISCUSS IT WITH THEM, THEY WILL DO THEIR BEST TO RESOLVE YOUR CONCERNS	
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

*WHERE
 SERVICE IS
 AN ATTITUDE,
 NOT JUST A
 DEPARTMENT*

SERVICE HOURS:
 Mon. - Fri. 7 A.M. - 6 P.M.
 Saturday 7 A.M. - 5 P.M.

PARTS HOURS:
 Mon. - Fri. 7 A.M. - 6 P.M.
 Saturday 7 A.M. - 5 P.M.

CUSTOMER SIGNATURE _____

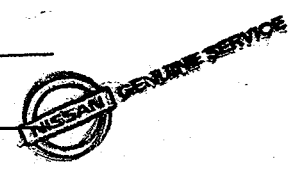
INTEGRA GRAPHICS • 708-385-0950 06/2006



Required Vehicle Repair Data

The Repair Data must be completed before the vehicle can qualify for a retest or a waiver. Only repairs made by a recognized repair technician will qualify for a waiver on 1981 or newer vehicles. If your vehicle failed the emissions test we recommend that you have your vehicle repaired by a qualified technician who is experienced in the repair of emissions components. Please have the person who performs repairs fill out this form. Bring this form, along with the emissions repair work order form and all receipts for parts and labor costs for the current repair work, when you return for a retest. Please complete the appropriate sections.

Repair Data

1. Repaired By: <input type="checkbox"/> Motorist <input checked="" type="checkbox"/> Repair Technician	2. Emissions-related cost incurred since last test. To be completed by the motorist or repair technician. \$ <u>0</u> Total for this repair only:	3. To be completed by repair technician only: Repair Facility ID: <u>1864</u> Repair Facility Phone Number: <u>708-499-1050</u> (Area Code)
4. To be completed by repair technician only: We completed all emissions-related repairs that we recommended to the motorist: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
5. Repair facility information, if applicable (please print or stamp): Facility Name: <u>Kelly's</u> Street Address: <u>1350 W 95th St</u> City: <u>Oak Lawn</u> State: <u>IL</u> Zip: <u>60453</u> 		
6. To be completed by the person performing the repairs: I certify the above information is correct. Print Name: <u>RON SZARZYNSKI</u> Signature: <u>[Signature]</u>		

Your vehicle may be eligible for warranty repair work under Section 207 of the Clean Air Act. Check with your repair facility, dealership, or manufacturer for complete warranty coverage.

This vehicle may be eligible for waiver, after receiving a retest if:

1. the vehicle has been tested at least twice and has failed to comply with emissions standards;
2. a minimum of \$450 in emissions related repairs (excluding tampering-related repairs) have been made;
3. all eligible emissions-related warranty repairs and adjustments have been completed;
4. all emissions control devices are present and appear to be working properly;
5. repairs for model year 1981 and newer were conducted by a recognized repair technician;
6. evidence of repair is presented consisting of either signed and dated receipts identifying the vehicle and describing the work performed and amount charged for eligible emission-related repairs, or an affidavit executed by the person performing the eligible emissions-related repairs
7. the vehicle has passed the gas cap test; and
8. the motorist (excluding repair technician) is present and requesting a waiver.

Information Regarding OBD Tests - Readiness Rejects

Your vehicle cannot pass the OBD I/M test if during the test it is determined that critical emissions control systems have not been completely diagnosed by the vehicle's OBD system. In this case, the vehicle is considered NOT READY for inspection and may be REJECTED. This can happen if you have recently had power train service conducted on your vehicle, replaced the battery, or if your battery has run down.

The diagnostic system is designed to evaluate critical emissions control systems during normal driving. This may take several days of routine driving. If you have done this and the vehicle is still REJECTED, consult your vehicle's owner's manual and/or see your dealer or a recognized repair technician to assist you in preparing the vehicle for inspection.

Readiness Code Descriptions

- | | | |
|-----------------------------------|-----------------------------------|--|
| CAT - Catalyst Efficiency | AIR - Secondary Air System | OS2HEAT - Oxygen Sensor Heating System |
| CATHEAT - Catalyst Heating System | AC - Air Conditioning Refrigerant | EGR - Engine Gas Recirculation System |
| EVAP - Evaporative System | O2S - Oxygen Sensor Performance | |