



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

03-JUL-2008

Repository ☐

Reference No.

10233132

OWNER INFORMATION (Type or Print)

Name

Address

City

DETROIT

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized representative, please contact the vehicle manufacturer.
Signature of Owner _____ Date 7/14/08

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

1N4BL11D72C

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased

11-1-01

Dealer's Name and Telephone Number

Memcraft auto

248-363-1300

Engine:

No: Cylinders

4

Fuel Type:

Regular unleaded

Original Owner

Dealer's City

Southfield

State

MI

Zip Code

48034

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

160000 STRUCTURE

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-MAR-2008

Failure Mileage

86000

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 CONTACT NOTICED METAL HANGING FROM THE BOTTOM OF HER VEHICLE. THERE WAS A HOLE UNDER THE DRIVER SIDE, WHICH EXPOSED ROTTEN METAL. THE VEHICLE WAS INSPECTED AND THE FLOORBOARD WAS DIAGNOSED AS THE CAUSE OF THE FAILURE. THE SALES DEALER TOOK PICTURES AND SENT THEM TO THE MANUFACTURER. MOST RECENTLY, THE MANUFACTURER STATED THAT THEY COULD NOT BE OF ASSISTANCE AND THAT THE WARRANTY WOULD NOT COVER THE CORROSION UNDERNEATH THE VEHICLE. THE SALES DEALER INFORMED THE CONTACT THAT SHE WOULD BE RESPONSIBLE FOR THE \$6,000 REPAIR COST. THE CURRENT MILEAGE WAS 89,000 AND FAILURE MILEAGE WAS APPROXIMATELY 86,000.

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.

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

* Driver Side is where hole, and rotten metal is. Vehicle, (serviced) at Superior Nissan in Dearborn, Mi Tel# [REDACTED] also, was with at my manager of this dealership, told me that Nissan was responsible. 6-24-08 [REDACTED] is his name. Superior Nissan, has serviced this car for the last 6 yrs.

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

DETROIT MI 482

15 JUL 2008 PM 5:17

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:
U.S. Department of Transportation
National Highway Traffic Safety Administration

My, 2002 Nissan Altima, car has RUSTED OUT FROM THE INSIDE OUT.. per the manger of the dealership.. of Supeior Nissan of Dearborn, Michigan... [REDACTED] inform me of this, upon taking my car there for repair of the FLOOR BOARD; of the driver side* of my vehicle..

I had been, in contact with Consumer Affairs of Nissan, since March 2008. They, had given me the impression..they were going to repair my car.

Consumer Affairs, gave me nothing short of the run around, about my vehicle.

I first, had taken it to the dealership, where I purchased it off the Show Room Floor in November, of 20001.

I was, told my Tammroff, Dealership..that they were not responsible.

I have brought and paid for my car, I really thought I could expect better service, than I have received. From the dealership and Nissan.

I am, really amazed, at how my vehicle..can be serviced for the last past 6 yrs..and no Tech. has brought this to my attention, concerning, the Floor Boards of my 2002 Nissan Altima..

Safety, for me and my family is of out most importance..and seems not to be an issue to anyone else!!

Tammorff, dealership in Southfield, Mich. is where I purchased car, and Superior Nissan is who, has been servicing my car..

My, car was suppose to have been inspected, my a Nissan Engineer..I was told...that never happen..

I, was the person, who found metal..hanging from undneath my car.. which..has resulted in a Large hole...from the *Inside out..

A MATERIAL DEFECT OF METAL!! RUSTING (FROM *INSIDE OUT)!!

[REDACTED]

7-14-08



Superior Pontiac Buick GMC Truck Inc.



GMC

14505 Michigan Ave.
Dearborn, Michigan 48126
Phone: (313) 846-1122



D.B.A. Superior Nissan, Inc.

15101 Michigan Ave.
Dearborn, Michigan 48126
Phone: (313) 846-0040

STATE FACILITY NUMBER F-152656

STATE FACILITY NUMBER F-126251

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/08	190780	87058	16285	33063	C	01NIZ00LOF	*LUBE, OIL & FILTER
02/05/08	186528	83955	16285	35475	C	47NIZ	BODY TRIM
11/02/07	182156	80844	47089	41731	C	01NIZ00LOF	*LUBE, OIL & FILTER
08/03/07	177131	77746	47089	41731	C	01NIZ	MAINTENANCE
				33063	C	01NIZ00LOF	*LUBE, OIL & FILTER
				33063	C	01NIZ00LOF	*LUBE, OIL & FILTER

SALESPERSON NO.

S E R V I C E

STATE REG# F-126251

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	VEHICLE I.D. NO. 1N4BL11D	YEAR/MAKE/MODEL 02/NISSAN/ALTIMA	PRODUCTION DATE	STOCK NO.	LICENSE NO. 193066	R. O. NO.
			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 06/24/08
			CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
			TURBO ☐ MMC ☐ AIR COND. ☐ P. S. ☐ TRANS ☐ MILEAGE 88,296	ADVISOR NO. 16285	ADVISOR DON FRAHM	
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work herein set forth to be done along with the necessary materials 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 delay 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 garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.			
APPOINTMENT ☐ Yes ☒ No	TIME RECEIVED 02:48pm	DATE ESTIMATED COMPLETION 06/24/08	PRIORITY 06:00pm	LABOR RATE 92.00	X	
CUSTOMER SIGNATURE						

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00	ORIGINAL ESTIMATE SUMMARY PARTS LABOR TOTAL HOURS
X	AUTHORIZED ADDITIONS DATE: TIME:
1 C 47NIZ BODY TRIM FLOOR BOARD PASS SIDE RUSTING OUT.	BY:
<i>Rusting from inside out / per reg.</i>	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.
	ALL PARTS WILL BE RETURNED UNLESS OTHERWISE INDICATED DISCARD ☐ CUST. INTL.
	CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE, AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.
	Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.
ALL DEFECTS MUST BE CLEARLY CIRCLED	
NOTES:	
REPAIRS PROPERLY COMPLETED & CHECKED BY:	
AUTHORIZED REPRESENTATIVE	



0101J193066

CUSTOMER COPY

193066