



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2008 SEP -9 PM 4:30
NHTSA-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

07-JUL-2008

Repository ☐

Reference No.
10233413

OWNER INFORMATION (Type or Print)

Name

Address

City WATERBURY

State CT

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 8/14/08

VEHICLE INFORMATION

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

1N4AL1D53

Make

NISSAN

Model

ALTIMA

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

062100 ENGINE AND ENGINE COOLING:COOLING SYSTEM:RADIATO

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-JUL-2008

Failure Mileage
32955

Failure Speed
40

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: DOTM9ABC036)

☐ 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

Number of Deaths

Reported to Police

0

0

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 2003 NISSAN ALTIMA. ON JULY 3, 2008, WHILE DRIVING 40 MPH, THE VEHICLE BEGAN MOVING SLOWLY AND THE CHECK ENGINE LIGHT ILLUMINATED. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR A DIAGNOSTIC AND THEY IDENTIFIED THE CAUSE OF THE FAILURE AS THE CRANKSHAFT POSITION SENSOR. THERE IS NO RECALL AVAILABLE; THEREFORE, THE CRANKSHAFT SENSOR AND RADIATOR WILL BE REPLACED AT THE COST OF \$815. THE CURRENT AND FAILURE MILEAGES WERE 32,955.

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)

Because this vehicle has a warranty for coverage of the rear-sub frame rust and corrosion for 13 yrs, I feel the radiator corrosion is part of the same problem. The wheels rusted out after owning the car for two yrs and had to be repaired. I was told by the dealer if I didn't have the radiator replaced, it would damage my motor. I needed my car, so I had no choice but to pay the cost of replacing the radiator. As they would not cover the radiator, I don't know what else is rusting out with this vehicle that could be a safety concern.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

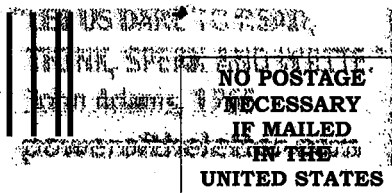
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SOUTHERN CT 054

15 AUG 2008 PM 4 L



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

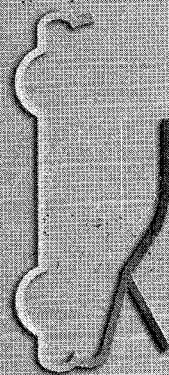
WASHINGTON, DC

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



WATERBURY, CT

HOME BUS

SERVICE ADVISOR: 277 GARY A H

COLOR	YEAR
GREEN	03
DEL DATE	
26JUN03	
OPTIONS:DLR:TRANSIT ENG:2.5 Liter Gas	

Service Hours

Mon - Fri: 7:30 AM - 5:00 PM
Sat: 8:00 AM - 3:00 PM

You may receive a
Customer Satisfaction
survey from
Nissan.

Please call me, Greg Perez,
if you feel you cannot
rate our service
Excellent.

\$50

Gift Certificate
To

ALLIE BENTLEY

Towards the purchase of an
Extended Warranty

For your. 03 NISSAN ALTIMA
Cannot be combined with any other.
Offers. See Service Advisor for full
details.

County Line
AUTO

Expires: 07Oct2008

R.O.#: 290651 VIN#: 3C290330

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COUNTYLINE BUICK NISSAN
2191 STRAITS TPKE
MIDDLEBURY, CT 06762
(203) 758-8221

C O P Y
07/09/2008 15:34:52
SALE

Transaction # 13
Card Type: VISA
Acc: *****
Entry: Swiped
Invoice # 290651
Batch No: 191001
Total: 469.57

Reference No.: 00000016
Auth.Code: 04521A
Respon. APPROVED



Invoice #: 290651

Tag #:

Customer #:

County Line
AUTO

Buick Nissan Mitsubishi Suzuki

2191 Straits Turnpike Middlebury, CT 06762

Phone: 203-758-8221 800-25-BUICK

Fax: 203-758-1502

www.countylineauto.com

VIN	LICENSE	MILEAGE IN	MILEAGE OUT
1N4AL11D53C2	J	32934	32936
RATE	INV DATE	READY	
89.00	09JUL08	09JUL08	

LIST NET TOTAL

SERVICE HOURS MON-FRI 7:30-5:30 SAT 8:00-2:00

***** THANK YOU FOR YOUR BUSINESS *****

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

ALL REPAIRS WARRANTED FOR DEFECTS IN WORKMANSHIP AND MATERIALS FOR A PERIOD OF 1 YEAR OR 12,000 MILES WHICHEVER COMES FIRST OR IN ACCORDANCE WITH MANUFACTURER WARRANTY, WHICHEVER IS LONGER. EXCLUDING ALIGNMENTS.



DESCRIPTION	TOTALS
LABOR AMOUNT	180.00
PARTS AMOUNT	257.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.00
TOTAL CHARGES	442.99
ADJUSTMENTS	0.00
SALES TAX	26.58
PLEASE PAY THIS AMOUNT	469.57

DUPLICATE 1

Customer Copy

Page 2 of 2

THANK YOU!

Invoice #: 290651

County Line
AUTO

WATERBURY, CT

HOME [REDACTED] BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 277 GARY A HADLEY EMAIL: [REDACTED]

Customer #: [REDACTED]

Buick Nissan Mitsubishi Suzuki
2191 Straits Turnpike Middlebury, CT 06762
Phone: 203-758-8221 800-25-BUICK
Fax: 203-758-1502
www.countylineauto.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREEN	03	NISSAN ALTIMA	1N4AL11D53C2 [REDACTED]	[REDACTED]	32934	32936
DEL DATE	RATE	INV. DATE	READY			
26JUN03	89.00	09JUL08	09JUL08			

OPTIONS: LR: TRANSIT ENG: 2.5 Liter Gas

LIST NET TOTAL

Service HoursMon - Fri: 7:30 AM - 5:00 PM
Sat: 8:00 AM - 3:00 PM

You may receive a
Customer Satisfaction
survey from
Nissan.

Please call me, Greg Perez,
if you feel you cannot
rate our service
Excellent.

A O/S CHECK ENGINE LIGHT IS ON - SCAN FOR CODES AND REPORT CAUSE: SHORTED

DE85AA RPL CRANKSHAFT POSITION SENSOR (OBD)

1422 WPN94 0:30 hrs.

2 23731-6N21A CRANKSHAFT

EJ34AA DTC P0335 - CRNKSHT POS SENSOR (POS)

1422 WPN94 0:50 hrs.

FC: HD62

PART#: 23731-6N21A

COUNT:

CLAIM TYPE: PP

AUTH CODE:

****32936 SHORTED CHECKED FOR SERVICE ENG. LITE ON DASH COMMING ON /
****CHECKED CAR ON CONSULT AND CHECKED FOR CODES / CODE P0725 STORED /
****(ENG. SPEED SIGNAL) CODE P0335 (CKP SEN/CIRCUIT) FURTHER DIAG. ON
****VEHICLE FOUND CAM AND CRANK POSITION SENSORS SHORTEN OUT / REPLACED
****CRANK AND CAM POSITION SENSORS / REPAIRS COVERED UNDER NISSAN GOODWILL
****POLICY / NO CHARGE TO CUSTOMER FOR CAM AND CRANK SENSORS REPLACED /

(N/C)

(N/C)

(N/C)

B ENGINE COOLING CHECK
300 REPLACED RADIATOR**

1422 CPN 2.00 hrs.

1 9891 RADIATOR

1 A/F ANTIFREEZE

****32936 REPLACED RADIATOR UNIT / AND TOPPED OFF ENG. COOLANT SYSTEM
****AND PRESSURE TEST ENG. COOLANT SYSTEM /

	180.00		
239.00	239.00	239.00	239.00
18.99	18.99	18.99	18.99

SIGNATURE: _____
E-MAIL ADDRESS: _____**EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DESCRIPTION	LABOR AMOUNT	PARTS AMOUNT	GAS, OIL, LUBE	SUBLET AMOUNT	MISC. CHARGES	TOTAL CHARGES	ADJUSTMENTS	SALES TAX	PLEASE PAY THIS AMOUNT

Thank
You
For
Your
Business!

County Line
AUTO