



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

19-DEC-2008

Repository ☐

Reference No.  
10252258

OWNER INFORMATION (Type or Print)

Name

Address

City KULPMONT

State PA

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

1N4AL11D72

Make

NISSAN

Model

ALTIMA

Model Year

2002

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

Multiple Failure:

Incident Date(s)

13-NOV-2008

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE

Failure Mileage

87000

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: 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

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 STATED THAT THE CATALYTIC CONVERTER NEEDED TO BE REPLACED BECAUSE A PIECE OF IT BROKE OFF IN THE ENGINE. THE CHECK ENGINE INDICATOR ILLUMINATED AND THE DEALER STATED THAT IT NEEDED TO BE REPLACED. THE ENGINE WAS DAMAGED; HOWEVER, THE DEALER DID NOT KNOW THE SEVERITY. THE NISSAN MANUFACTURER STATED THAT THERE WAS A RECALL IN 2002 FOR THE CATALYTIC CONVERTER, BUT THE VEHICLE WAS NEVER REPAIRED ACCORDING TO THE RECALL. THE CONTACT STATED THAT THERE WAS NO FAILURE WITH THE CATALYTIC CONVERTER, WHICH IS WHY HE NEVER TOOK IT IN FOR REPAIR. HE ALSO COMPLETED A CLAIM WITH NISSAN, BUT HE RECEIVED A DENIAL LETTER FOR THE REPAIRS. THE FAILURE MILEAGE WAS 87,000.

CONTACT STATES THAT NISSAN RECALL FOR CATALYTIC CONVERTER SHOULD HAVE DETECTED THE PROBLEM, AS WELL AS SUBSEQUENT ENGINE FAILURE.

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.

## 2002 Nissan Altima

VOLUNTARY RECALL CAMPAIGN ALTIMA AND SENTRA QR25DE ENGINE EXHAUST PIPE HANGER PIN AND PRE-CATALYST SERVICE CAMPAIGN BULLETIN

### VOLUNTARY RECALL CAMPAIGN ALTIMA AND SENTRA QR25DE ENGINE EXHAUST PIPE HANGER PIN AND PRE-CATALYST

#### SERVICE CAMPAIGN BULLETIN

Reference Number(s): NTB03-070C, Date of Issue: November 17, 2006  
NISSAN: 2002-2003 Altima, 2002-2004 Sentra

## INTRODUCTION

**NOTE:** This bulletin has been amended. This version instructs NTB06-051a be used to reprogram the ECM on 2003 and 2004 Applied Vehicles. Please discard all previous versions of this bulletin.

**NOTE:** For 2003 and 2004 Applied Vehicles: When you perform Procedure C (ECM Reprogramming), go to NTB06-051a for reprogramming information. You will still need to perform all other parts of this bulletin on 2003 and 2004 Applied Vehicles.

Nissan has determined that some 2002-2003 model year Altima and 2002-2004 model year Sentra vehicles equipped with the 2.5 liter engine have defects that relate to motor vehicle safety. For 2002-2003 model year Altimas, there is a possibility that the exhaust pipe hanger pin may catch debris from the road that could be ignited by contact with the catalytic converter and cause a fire. 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 pre-catalyst. 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.

## IDENTIFICATION NUMBER

Nissan has assigned identification number R3007/R3014/R3015/R3016/R3017 to this campaign. These numbers must appear on all communications and documentation of any nature dealing with this campaign.

**NOTE:** The multiple PNC codes (shown above) are used to define the model and repair group (e.g., those that do NOT require certain repairs or parts kits).

## NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of vehicles potentially affected is approximately 360,000.

## DEALER RESPONSIBILITY

It is the retailer's responsibility to check Service Comm for the campaign status on each vehicle falling within

## 2002 Nissan Altima

### VOLUNTARY RECALL CAMPAIGN ALTIMA AND SENTRA QR25DE ENGINE EXHAUST PIPE HANGER PIN AND PRE-CATALYST SERVICE CAMPAIGN BULLETIN

the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

## OVERVIEW OF REPAIR

### Exhaust Pipe Hanger Pin:

- The exhaust pipe hanger pin is shortened on 2002-03 Altima, except those that were already repaired. This repair is NOT necessary on Sentra vehicles.

**(This repair may be needed only if the PNC code is R3007.)**

### ECM Reprogramming / Pre-Catalyst / Exhaust Heat Shields:

- ECM reprogramming is required to prevent future damage to the pre-catalyst. A special reprogramming card is available that contains ECM reprogramming data for all models/engine/transmission configurations affected by this campaign.
- The exhaust pre-catalyst will be tested to determine if the pre-catalyst needs to be replaced.
- The exhaust pre-catalyst will be inspected to determine if more extensive repairs are needed, that, for a limited number of vehicles, may include engine replacement.
- Installation of new Heat Shields on the exhaust system for vehicles with PNC code R3007, R3014 and R3016.

**NOTE:** For vehicles with PNC code R3015 and R3017 new heat shields are not required. Do not use a visual inspection to determine the need for new heat shields, use the PNC code.

Use the "Repair Flow Chart" in the Service Procedure to determine the complete repair procedures for a specific vehicle.

## SPECIAL CUSTOMER ASSISTANCE FEATURES

Customers should be informed that:

- A. The basic repair for this campaign should take approximately 3 hours to complete.
- B. A limited number of vehicles affected by this campaign may require more extensive campaign repairs.
- C. If more extensive repairs are required:
  - The repair may take up to 5 days to complete.
  - Car Rental Assistance is available upon owner request and is to be provided free of charge to the customer.

## 2002 Nissan Altima

### VOLUNTARY RECALL CAMPAIGN ALTIMA AND SENTRA QR25DE ENGINE EXHAUST PIPE HANGER PIN AND PRE-CATALYST SERVICE CAMPAIGN BULLETIN

Refer to the CLAIMS INFORMATION section of this bulletin for additional information related to Car Rental Assistance.

## INFORMATION REGARDING ENGINE & EXHAUST SYSTEM MODIFICATION (S)

Some vehicles may be presented for repair that have been modified using non-Nissan components or in a way not authorized by Nissan. Vehicles that have minor or cosmetic modifications (such as a modified air filter/intake system) will be eligible for this campaign, as long as the modifications do not affect the dealer's ability to diagnose and install the campaign parts in accordance with this bulletin within the allotted time(s).

Owners of vehicles with more extensive, non-Nissan approved engine and/or exhaust system modifications may be responsible for bringing the vehicle into a condition that allows the campaign procedures to be followed and the repairs completed. Extensive modifications to these systems may make diagnosis (an essential part of this campaign) and the installation of campaign parts not possible. In such cases, the engine/vehicle must be returned to an appropriate condition in order for the campaign repair to be performed.

For example, the following Original Equipment Manufacturer (OEM) parts must be installed and functional:

- all oxygen sensors
- the pre-catalytic converter
- catalytic converter
- engine (ECM) control module

Once the campaign repair is completed, the re-installation of any non-Nissan parts is the financial responsibility of the owner and the cost to install these parts must be negotiated between the dealer and the vehicle owner. The Nissan dealer may elect not to perform any repairs that may violate emissions or other regulations.

For questions regarding modified equipment, contact the Warranty Claims Call Center

**2002 Nissan Altima**  
**VOLUNTARY RECALL CAMPAIGN: EXHAUST PIPE HANGER PIN AND PRE-CATALYST SERVICE CAMPAIGN**  
**BULLETIN**

**QR25 Engine Exhaust Campaign**

Once all repairs are complete:

- Fill out the VIN, Technician's initials, and date (below).
- Place a check mark ☒ next to each item (below).

| Vehicle Identification Number | Technician's Initials | Date |
|-------------------------------|-----------------------|------|
|                               |                       |      |

**Check Campaign Parts Installation:**

- ☐ All shields installed (if needed)
- ☐ All fasteners secure
- ☐ Oxygen sensors connected
- ☐ Exhaust hanger pin cut (if needed)

**Check Oil:**

- ☐ Oil and filter changed
- ☐ No oil leaks
- ☐ Oil pan drain plug is tight
- ☐ Oil level correct

**Check Engine Operation:**

- ☐ Engine idles normally
- ☐ No coolant, oil, or fuel leaks
- ☐ "Check Engine Light" is OFF
- ☐ No abnormal engine noises or exhaust noises
- ☐ No blue smoke from exhaust

**Other Items:**

- ☐ Clock is correctly set
- ☐ Radio presets are set
- ☐ Interior is clean

G00282090

**Fig. 78: QC Checklist**

**OWNER'S LETTER (VEHICLES WITH EXHAUST PIPE HANGER PIN)**

Dear Nissan owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect that relates to motor vehicle safety exists in some 2002-2003 model year

Carls Auto Center

Tuesday, December 09, 2008 12:26:48 PM

## 2002 Nissan Altima

### VOLUNTARY RECALL CAMPAIGN: EXHAUST PIPE HANGER PIN AND PRE-CATALYST SERVICE CAMPAIGN BULLETIN

Nissan Altima vehicles equipped with the 2.5 liter engine.

#### Reason for Recall

There is a possibility that the exhaust pipe hanger pin may catch debris from the road that could be ignited by contact with the catalytic converter and cause a fire. In addition, there is a possibility that certain engine operating conditions may cause damage to the pre-catalyst. 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.

#### What Nissan Will Do

In order to prevent these incidents from occurring, your Nissan dealer will shorten the exhaust pipe hanger pin. The dealer will also reprogram the electronic control module to prevent any future damage to the pre-catalyst. In addition, the dealer will install heat shields on certain components of the exhaust system on vehicles that do not already have them. This free service should take about three hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon the dealer's work schedule.

The pre-catalyst will be tested to ensure it is working properly and replaced if necessary. If damage is found inside the pre-catalyst, it will be necessary to replace the engine. Nissan anticipates that few engines will need to be replaced. If the engine needs to be replaced, this also will be free of charge and will take several days. In this case, a car rental allowance is available from your Nissan dealer upon request.

**NOTE:** If the engine or exhaust system of your vehicle has been modified with non-Nissan parts or in a way not authorized by Nissan, you may be responsible for bringing the vehicle into a condition that allows the campaign diagnostic procedures to be followed and the repairs completed. If it is not possible to properly test the pre-catalyst and install all of the campaign parts, you will have to pay the cost to return the vehicle to an appropriate condition in order for the dealer to perform the campaign repairs. You may also have to pay to add any modifications back to your vehicle.

#### What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Until then, check engine oil regularly and fill as needed. If you notice excessive engine noise or an abnormal odor from the engine compartment, you should stop driving and contact your Nissan dealer to arrange to have the vehicle towed to the dealer for repair. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-333-0829. If you reside in Hawaii, please call 1-808-836-0888.

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

## 2002 Nissan Altima

### VOLUNTARY RECALL CAMPAIGN: EXHAUST PIPE HANGER PIN AND PRE-CATALYST SERVICE CAMPAIGN BULLETIN

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

## OWNER'S LETTER (VEHICLES WITHOUT EXHAUST PIPE HANGER PIN)

Dear Nissan owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect that relates to motor vehicle safety exists in some 2002-2003 model year Nissan Altima and 2002-2004 model year Sentra vehicles equipped with the 2.5 liter engine.

### Reason for Recall

There is a possibility that certain engine operating conditions may cause damage to the pre-catalyst. 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.

### What Nissan Will Do

In order to prevent this incident from occurring, your Nissan dealer will reprogram the electronic control module to prevent any future damage to the pre-catalyst. In addition, the dealer will install heat shields on certain components of the exhaust system on vehicles that do not already have them. This free service should take about three hours to complete, but your dealer may require your vehicle for a longer period of time based upon the dealer's work schedule.

The pre-catalyst will be tested to ensure it is working properly and replaced if necessary. If damage is found inside the pre-catalyst, it will be necessary to replace the engine. Nissan anticipates that few engines will need to be replaced. If the engine needs to be replaced, this also will be free of charge and will take several days. In this case, a car rental allowance is available from your Nissan dealer upon request.

**NOTE:** If the engine or exhaust system of your vehicle has been modified with non-Nissan parts or in a way not authorized by Nissan, you may be responsible for bringing the vehicle into a condition that allows the campaign diagnostic procedures to be followed and the repairs completed. If it is not possible to properly test the pre-catalyst and install all of the campaign parts, you will have to pay the cost to return the vehicle to an appropriate condition in order for the dealer to perform the campaign repairs. You may also have to pay to add any modifications back to your vehicle.

### What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Until then, check engine oil regularly and fill as needed. If you notice excessive engine noise or an

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## 2002 Nissan Altima

### VOLUNTARY RECALL CAMPAIGN: EXHAUST PIPE HANGER PIN AND PRE-CATALYST SERVICE CAMPAIGN BULLETIN

abnormal odor from the engine compartment, you should stop driving and contact your Nissan dealer to arrange to have the vehicle towed to the dealer for repair. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-333-0829. If you reside in Hawaii, please call 1-808-836-0888.

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