



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

Repository ☐

09-JAN-2009

Reference No.
10254383

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH EASTON

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?
In the absence of an Signature of Owner

☒ YES

☒ NO

Date 2/22/09

VEHICLE INFORMATION

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

1N4AL11D52C

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)

19-DEC-2008

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component-Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage

103000

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 STATED THAT THE CHECK ENGINE INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. HE TOOK THE VEHICLE TO THE GAS STATION FROM WHERE THE VEHICLE WAS PURCHASED AND THEY REFERRED HIM TO A DEALER. THE DEALER PERFORMED AN OIL CONSUMPTION TEST AND DISCOVERED THAT THE VEHICLE LOST THREE QUARTS OF OIL AFTER 630 MILES. THE DEALER STATED THAT THE VEHICLE WAS OUTSIDE OF THE WARRANTY; THEREFORE, THEY COULD NOT ASSIST. THE MANUFACTURER STATED THAT THEY COULD NOT ASSIST DUE TO THE EXPIRED WARRANTY. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 103,000.

ENGINE TROUBLE CODE P420

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)

The root cause is a defective catalytic converter installed as original equipment (NISSAN). Material from the defective catalytic converter have damaged the engine causing excessive oil consumption. Nissan dealership (Mastra Nissan, Raynham, MA (888-820-9021)) performed oil consumption test and provided estimate for new catalytic engine replacement, service order nos 543408 and 544047. Contacted Nissan Corporate, reference File # dated Jan. 7, 2009. Engine/catalytic replaced on 2/13/09 @ Eastern Sunoco.

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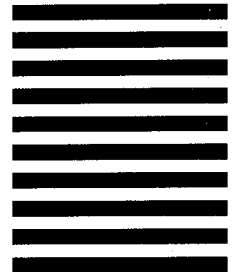
**National Highway
Traffic Safety
Administration**

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**



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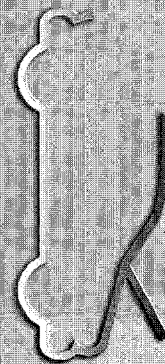
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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

