



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

01-JUN-2009

Repository Reference No.
10272585

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City ST LOUIS

State MO

Zip Cod [REDACTED]

Daytime Telephone Number
[REDACTED]E-mail Address
[REDACTED]Evening Telephone Number
[REDACTED]

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

1N4AL11D82C2 [REDACTED]

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)

12-JAN-2009

 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM, 063140 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: EMISSION CONTROL: CATALYTIC CONVERTOR

Failure Mileage

114000

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 EXPERIENCED AN ISSUE WITH HER CATALYTIC CONVERTER. WHEN SHE TOOK THE VEHICLE IN FOR EMISSIONS TESTING, SHE WAS INFORMED THAT THE CATALYTIC CONVERTER WAS FAULTY AND NEEDED TO BE REPLACED. THE NISSAN MANUFACTURER STATED THAT THERE WAS NO RECALL FOR THIS ISSUE. THE FAILURE MILEAGE WAS 114,000. UPDATED 06/10/09 *BF

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.

From: Reid, Randy (NHTSA)
Sent: Tuesday, June 09, 2009 9:31 AM
To: Fogle, Brenda CTR (NHTSA)
Cc: Wells, Cynthia CTR (NHTSA)
Subject: FW: Complaint 10272585:

Brenda, please add a copy of this correspondence to original ODI 10272585.

From: Reid, Randy (NHTSA)
Sent: Tuesday, June 09, 2009 8:58 AM
To: [REDACTED]
Subject: FW: Complaint 10272585:

[REDACTED]

Thank you for contacting the National Highway Traffic Safety Administration's Office of Defects Investigation. We have a standard to respond to all consumer complaints in 20 days upon receipt. In some cases the response can take more than the 20 day standard. This can happen when we have an ongoing investigation or more research is required to provide an accurate response. Your complaint number 10272585 was received on June 1, 2009, we will review our database to identify any safety defect trends. After your complaint is thoroughly reviewed we will provide an appropriate response.

Sincerely,

Randy Reid Chief
Correspondence Research Division

From: Wells, Cynthia CTR (NHTSA)
Sent: Tuesday, June 09, 2009 8:31 AM
To: Reid, Randy (NHTSA)
Subject: FW: Complaint 10272585:

Consumer has a question....

From: Berry, Kristin CTR (NHTSA)
Sent: Tuesday, June 09, 2009 8:17 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Complaint 10272585:

Kristin Berry

BLF Technologies Inc.
on assignment with
National Highway Traffic Safety Administration
Dept. Of Transportation
kristin.berry@dot.gov
202-366-0699, W48-212

From: [REDACTED]
Sent: Monday, June 08, 2009 11:23 PM
To: Berry, Kristin CTR (NHTSA)
Subject: Complaint 10272585:

Ms. Berry,

Would you please tell me how long does it usually takes to respond to a complaint?

Thank you,

[REDACTED]