



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-JUN-2009

Repository

Reference No.

10272743

OWNER INFORMATION (Type or Print)

Name

Address

City

APOLLO BEACH

State

FL

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 1/1/

VEHICLE INFORMATION

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

1N4AL24E18C

Make

NISSAN

Model

ALTIMA

Model Year

2008

Date Purchased

Dealer's Name and Telephone Number

AUTOWAY NISSAN OF BRANDON

Engine:

No: Cylinders 4

Fuel Type:

Original Owner

Dealer's City

TAMPA

State

FLA

Zip Code

33619

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

2/8/09 5/11/09 5/19/09

Incident Date(s)

09-FEB-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 141000 AIR BAGS: FRONTAL

Failure Mileage

21000

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 2008 NISSAN ALTIMA. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 08V521000 (AIR BAGS) AND IMMEDIATELY CALLED THE DEALER FOR REPAIRS. THE VEHICLE WAS REPAIRED ACCORDING TO THE RECALL BECAUSE THE FRONT PASSENGER SIDE AIR BAG CONTINUED TO ILLUMINATE ON THE INSTRUMENT PANEL. IN THE EVENT OF A CRASH, THE AIR BAG MAY NOT FUNCTION PROPERLY. HE CALLED THE MANUFACTURER AND WAS REFERRED BACK TO THE DEALER, BUT THEY COULD NOT REMEDY THE FAILURE. THE FAILURE STILL PERSISTS. THE FAILURE AND CURRENT MILEAGES WERE 21,000.

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)

THE PASSENGER SIDE AIRBAG INTERMITTENTLY DEACTIVATES WHILE A PASSENGER IS SEATED. THE DEALER HAS FAILED TO FIX THIS PROBLEM, AS OF TODAY 6/8/09.

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

SAINT PETERSBURG FL

13 JUN 2009 PM 12 1

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

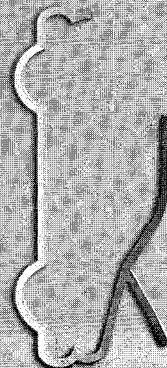
**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**

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



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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





NISSAN NORTH AMERICA, INC.

National Headquarters
Consumer Affairs Department

P.O. Box 685003
Franklin, Tennessee 37068-5003

FAX SERVICE RECEIPTS
615-967-2601

[Redacted]
Apollo Beach, FL [Redacted]

866-799-1690
EXT. 1440

FILE # 6503610
MALDEN HIMEICKS
EXT. 47101

OWNER NOTIFICATION

NRHOL

41454 SHAWNA

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 which relates to motor vehicle safety exists in some Altima vehicles. Our records indicate that you own the Nissan vehicle identified by the Vehicle Identification Number on the cover of this notice.

Reason for Recall

The Occupant Classification System (a part of the passenger air bag system) in the front passenger seat cushion of your vehicle may have been manufactured out of specification. In some cases, this could deactivate the passenger air bag in your vehicle. If this occurs, the **red** air bag warning light will continuously flash after the vehicle is started (it is normal for the red air bag warning lamp to flash for about seven seconds when the vehicle is first started). This could result in the passenger air bag not inflating in a crash, potentially increasing the risk of injury.

What Nissan Will Do

Your Nissan dealer will test the passenger air bag system using a special tool to verify that it is functioning as designed. If appropriate, the passenger seat cushion (containing OCS hardware) will be replaced. This service, free for parts and labor, can take up to 2 hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule, or parts availability.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle inspected and, if necessary, repaired. Please bring this notice with you to your service appointment. Instructions have been sent to your Nissan dealer.

If the red air bag warning light in your vehicle continuously flashes after the vehicle is started, please take your vehicle to the dealership as soon as possible. In the interim do not allow passengers to ride in the passenger seat. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires 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.

[Redacted signature line]

CUSTOMER #: [REDACTED]

166937

AutoWay Nissan of Brandon

INVOICE

9920 ADAMO DRIVE
TAMPA, FL 33619
(813) 623-1148

APOLLO BEACH, FL [REDACTED]
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 3251 JOHN WISMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	08	NISSAN ALTIMA	1N4AL24E18C [REDACTED]		18315/18315	T504	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03OCT07 DD			21:00 09FEB09		0.00	CASH	09FEB09
R.O. OPENED		READY		OPTIONS: STK:8C123657 ENG:2.5_Liter_Gasoline			
13:46 08FEB09		17:38 09FEB09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PB090	ALTIMA	VARISTOR	NTB08-095			
CAUSE: PER RECALL							
PB0900 OCS INSPECTION OK							
				1723	WN		(N/C)

***** Service Dept *****
 B WE HAVE PERFORMED A WALK AROUND INSPECTION, LOOKED UNDER THE HOOD, VISUAL INSPECTION OF TIRES, REVIEW MENU INC. FACT. REQUIRED SERV., OFFERED MULTIPPOINT INSPECT AND REVIEW COMPLETED REPAIR ORDER.
 1DDSDP WE HAVE PERFORMED A WALK AROUND INSPECTION, LOOKED UNDER THE HOOD, VISUAL INSPECTION OF TIRES, REVIEW MENU INC. FACT. REQUIRED SERV., OFFERED MULTIPPOINT INSPECT AND REVIEW COMPLETED REPAIR ORDER.

1723 ISP (N/C)

 C VEHICLE INSPECTION - CUSTOMER
 VINSP-C VEHICLE INSPECTION - CUSTOMER
 1723 ISP (N/C)

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of \$59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X _____
 CUSTOMER SIGNATURE

PAYMENT METHOD		DESCRIPTION	TOTALS
CASH	AMERICAN EXPRESS	LABOR AMOUNT	0.00
CHECK	VISA	PARTS AMOUNT	0.00
DISCOVER	MASTERCARD	GAS, OIL, LUBE	0.00
INTERNAL	OTHER	SUBLET AMOUNT	0.00
STATE OF FLORIDA REGISTRATION NUMBER #MV-01732		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER #:

175446

AutoWayo Nissan of Brandon

INVOICE

9920 ADAMO DRIVE
TAMPA, FL 33619
(813) 623-1148

TAMPA, FL
HOME:
BUS:

CONT:N/A
CELL:

PAGE 1

SERVICE ADVISOR: 2917 HAMZAH A MUBARAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	08	NISSAN ALTIMA	1N4AL24E18C		6902/6902	T6902	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03OCT07 DD			19:00 19MAY09		0.00	CASH	21MAY09
R.O. OPENED	READY	OPTIONS:					
17:26 19MAY09	16:12 21MAY09	STK:8C123657 ENG:2.5_Liter_Gasoline					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S: CUSTOMER STATES AIR BAG LIGHT COMING ON AND GOING OFF ON ITS OWN. CHECK AND ADVISE. PLEASE GIVE CUSTOMER A RIDE HOME NOT A RENTAL. SEE MANNY IF YOU HAVE ANY QUESTIONS							
	VE12AA	RPL	RIGHT SEAT CUSHION TRIM				
		99T	WN				(N/C)
		1	87300-JB01B CUSHION AS				(N/C)
MISC HANDLING							
			PO#BW7733				
			WN				(N/C)
FC:							
			SUBL REPLACE PASS SEAT CUSHION PO#1224464				
			WN				(N/C)
6902 CONFIRMED AIRBAG LIGHT WHEN IN SEAT. REPLACED PASSENGER SEAT BOTTOM CUSHION PER NISSAN TECH LINE.							

B VEHICLE INSPECTION - CUSTOMER							
			VINSP-C VEHICLE INSPECTION - CUSTOMER				
			99T ISP				(N/C)

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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X
CUSTOMER SIGNATURE

PAYMENT METHOD

CASH AMERICAN EXPRESS
CHECK VISA
DISCOVER MASTERCARD
INTERNAL OTHER

STATE OF FLORIDA
REGISTRATION NUMBER
#MV-01732

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED