



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

OCT - 9 2009

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

18-SEP-2009

Repository ☐

Reference No.
10284480

PERSONAL INFORMATION (Type or Print)

Name

Address

City

LOWELL

State

MA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1N4AL11E55C

Make

NISSAN

Model

ALTIMA

Model Year

2005

Date Purchased

12/7/05

Dealer's Name and Telephone Number

Ira Nissan of Tewksbury 978-746-2500

Engine:

No: Cylinders

4

Fuel Type:

Unleaded

Original Owner

☒

Dealer's City

Tewksbury

State

MA

Zip Code

01876

Transmission Type

AUTO

☐ Antilock Brakes

☐ Cruise Control

Powertrain

2.5 L
125 hp

Multiple Failure:

Incident Date(s)

01-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage

44916

Failure Speed

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

Number of Deaths

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 2005 NISSAN ALTIMA S/SL. THE CONTACT STATED THAT WHEN ATTEMPTING TO START THE VEHICLE, THE ENGINE WARNING LIGHT WAS DISPLAYED ON THE INSTRUMENT CONTROL PANEL, AND THEN THE VEHICLE EXHIBITED A NO START CONDITION. THE VEHICLE WAS TAKEN TO THE DEALER, AND A TECHNICIAN CONCLUDED THAT SHE WOULD HAVE TO PAY \$ 255.45 TO REPLACE THE CRANKSHAFT POSITION SENSOR. THE MANUFACTURER WAS CONTACTED IN REFERENCE TO RECALL# 07V527000 (ENGINE AND ENGINE COOLING. UPON CONTACT SHE WAS ADVISED BY A REPRESENTATIVE THAT BECAUSE THE VEHICLE IDENTIFICATION NUMBER WAS EXCLUDED FROM THE VIN RANGE SHE WAS INELIGIBLE FOR A FREE REMEDY. NO REPAIRS WERE MADE. THE FAILURE MILEAGE WAS 44,916. THE CURRENT MILEAGE WAS 49,000. BL

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.

CUSTOMER #: 7616227
UNIT# N6006

378566

Ira Nissan of Tewksbury

623 Main St. · Tewksbury, MA 01876
Phone: 978-746-2500
www.iramotorgroup.com

INVOICE

LOWELL, MA

PAGE 1

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

SERVICE ADVISOR: 8234 DAX RUSHLOW

SUB:		SERIAL:							
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
SHEER SILV	05	NISSAN ALTIMA		1N4AL11E550			44916/44919		T049
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
18AUG05 DD		18AUG2010	17:20 21JAN09			VARIES	CASH	21JAN09	
		OPTIONS: STK:N6006							
09:39 21JAN09		12:02 21JAN09							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THE SERVICE ENGINE LIGHT IS ON, ALSO STATES AT TIMES VEHICLE DOES NOT START PROPERLY, STATES WILL CRANK BUT NOT TURN OVER (STATES STARTING ISSUE BEGAN THE LAST FEW DAYS AND THEN THE ENGINE LIGHT CAME ON). PLEASE CHECK AND ADVISE MISC PERFORMED DIAGNOSTIC, CODE P0335-CRANKSHAFT POSITION SENSOR FAILURE. REPLACED CRANKSHAFT POSITION SENSOR. CLEARED CODES. RETEST. OK NOW.

5768	PHLONG, SOPHON LIC#:	/					
	C	2.00			186.00	186.00	
1	23731-6N21A CRANKSHAFT				56.76	56.76	56.76
PARTS:	56.76	LABOR:	186.00	OTHER:	0.00	TOTAL LINE A:	242.76

B PERFORM COURTESY 27 MULTI POINT INSPECTION

BK7 BRAKE MEASUREMENT 7 MM

5768 PHLONG, SOPHON LIC#:

C 0.00

0.00 0.00

TIRE9 TIRE MEASUREMENT 9/32

5768 PHLONG, SOPHON LIC#:

C 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CREATED 2009-01-20 03:50:00PM
TAKEN BY BEN COLL INS

***** THANK YOU FOR CHOOSING IRA NISSAN *****
*** OF TEWKSBURY TO SERVICE YOUR VEHICLE ***
*** IF YOU ARE NOT 100% SATISFIED ***

IRA NISSAN

PAID

CK# CASH

CR. CARD INT.

PLEASE CONTACT
WALTER SAZO SERVICE MANAGER
978-746-2558 OR walters@iramotorgroup.com

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT
UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR
ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY
OTHER CAUSE BEYOND OUR CONTROL.

In addition to the charges for parts, labor, tax, etc., Ira Nissan of Tewksbury also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

Replacement parts and
tires are warranted for
defects in material or
workmanship by the
manufacturer.

Please present your
receipt and the vehicle
to our Service
Department during
normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	186.00
PARTS AMOUNT	56.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGE	9.38
TOTAL CHARGES	252.14
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	3.31
PLEASE PAY THIS AMOUNT	255.45

CUSTOMER COPY