



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 FEB 22 AM 10:15
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 27-JAN-2010	Repository <input type="checkbox"/>
	Reference No. 10302626

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	WALTHAM	State	MA
Zip Code	[REDACTED]		

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

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 1N4AL11DX2C [REDACTED]	Make NISSAN	Model ALTIMA	Model Year 2002
Date Purchased 7/14/02	Dealer's Name and Telephone Number HYANNIS NISSAN 508-771-3636		Engine: No: Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City HYANNIS, MA	State MA	Zip Code 02601
Transmission Type AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 07-JAN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS	Failure Mileage 72000	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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. WHILE THE CONTACT WAS ATTEMPTING TO HAVE HER VEHICLE INSPECTED SHE WAS INFORMED THAT THE FRAME OF THE VEHICLE WAS BEGINNING TO RUST. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALERSHIP AND THERE WERE NO PRIOR WARNINGS, THE CURRENT AND FAILURE MILEAGES WERE 72000.

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

Vehicle number 1N4AL11DX2C [REDACTED]

Email address [REDACTED]

Since my vehicle is less than 8 years old, low mileage and in perfect condition expect the problem explained below I plan on keeping it for at least 4 more years. After reporting this to Nissan Consumer Affairs I was instructed to have it looked at by a Nissan dealer. Clay Nissan of Newton, MA has inspected (photos taken) and forwarded the information to Nissan Consumer Affairs who do not feel the vehicle is worth the repairs and that I should purchase a new vehicle. Of course they mention purchasing a new Nissan which I can not afford car payment at this time. I don't believe if that did not feel this was a serious problem they wouldn't recommend replacing my vehicle. Clay Nissan of Newton, MA has provided me with an estimate of repairs (after several calls) I received an estimate. Attached is a copy of that estimate. When I spoke to service of Clay Nissan I was told that they made a mistake on the form about the insurance and they confirmed the price on the estimate. A short time later another representative from Clay auto body called and said the price was not for the entire job but only for one side and that I needed to double the cost.

Clay Nissan representatives were surprised what good condition and lack of rust until the two areas were exposed. The rust is so bad that it has created holes in the floor panel. One area is under the driver's foot area and one on the passenger area. I have been told by two professional auto service technicians that this is a safety issue. Not only with time the holes will get bigger and has a potential of mold build up on carpet. Holes continue to grow possibility of the floor support will be compromised.

There has been a recall for Altima 2002 thru 2005 for corrosion of the rear sub frame and the warranty has been extended to 13 years. My car has been inspected and it is not a problem at this time. I know this isn't the same part but they extended warranty on part of the vehicle why wouldn't this damage be covered.

Thank you for your time spent in checking out this safety issue.

[REDACTED]

You can obtain photos from Clay Nissan or email me at the above address and I will forward the photos.