

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received APR 16 2010</p>		<p>Repository <input type="checkbox"/></p>		<p>08-MAR-2010</p>	
<p>Reference No. 10317738</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>Evening Telephone Number [REDACTED]</p>		<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Address [REDACTED]</p>		<p>City WOODMER</p>	
<p>State NY</p>		<p>Zip Code [REDACTED]</p>		<p>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).</p>	
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1N4AL11D62C [REDACTED]</p>		<p>Make NISSAN</p>		<p>Model ALTIMA</p>	<p>Model Year 2002</p>
<p>Date Purchased 3/1/2010</p>	<p>Dealer's Name and Telephone Number Multz Auctions</p>			<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Plainville</p>		<p>State NY</p>	<p>Zip Code 11803</p>	
<p>Transmission Type <input type="checkbox"/> Antlock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>		<p>Multiple Failure:</p>		<p>Incident Date(s) 04-MAR-2010</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 062000 ENGINE AND ENGINE COOLING: COOLING SYSTEM</p>				<p>Failure Mileage 126100</p>	<p>Failure Speed 0</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>		<p>Child Seat Component Code:</p>	
<p>Failed Part:</p>		<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2002 NISSAN ALTIMA. THE CONTACT STATED TWO DAYS AFTER HE BROUGHT THE VEHICLE IT WOULD NOT START. THE CONTACT STATED HE IS HAVING THE SAME PROBLEMS AS IN THE RECALL 03V455000. THE DRIVER STATES HE CONTACTED HIS NISSAN DEALER AND THEY TOLD HIM TO BRING IN THE VEHICLE AND THEY WOULD CHECK IT AND IF IT WERE THE SAME PROBLEM THEY WOULD FIX IT FREE OF CHARGE. THE CONTACT STATED THAT NOW THEY ARE TELLING HIM HIS VEHICLE VIN IS NOT INCLUDED IN THE RECALL. THE FAILURE AND CURRENT MILEAGES WAS 126,100.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

Woodmere, NY

Nissan North America, Inc
One Nissan Way
Franklin, TN 37067

March 11, 2010

To Whom It May Concern:

I am very displeased with the current business practice of your company. I recently purchased a used 2002 Nissan Altima on February 26, 2010 and no more than 3 days later it stopped working. I called Nissan's corporate office number 1-800-647-7261 on March 5, 2010 and spoke to a customer service representative at extension: 41539. I told the representative that according to the National Highway Traffic Safety Administration (NHTSA): 03V4555000 that there is a recall on my current vehicle which would cause my vehicle not to start. The representative told me there was no such recall for my vehicle and if a Nissan Service Tech were to find that it was the recall that was affecting my car Nissan would reimburse me any monies spent. I called the closest Nissan dealership which was Five Towns Nissan and had my vehicle towed to their location and discovered that it was the crank shaft position sensor. I called Nissan's corporate number and spoke to Charisma at extension: 41431 and she told me that a regional Manager would call me back that everything should be taken care of.

I received a call from Tanya P. who is a regional manager on March 8, 2010 telling me that there was no recall for my vehicle because it is V.I.N specific. I told her that the same recall that I discovered on www.recalls.gov is the same recall that is affecting the ability of my vehicle to start. Tanya explained to me that she will speak to the higher ups to review my file then she will give me a call. On March 9, 2010 I was informed by Tanya P. that Nissan would not honor the recall due to the fact the recall was repaired in October, 2004 and that I would be held financially responsible.

On March 10, 2010 I paid \$423.32 for the repair of crank shaft position sensor. Today being March 11, 2010 my vehicle is having the same issue that has caused my vehicle not to start. I have called the servicing dealer and left numerous voice messages on Alex voicemail box, who I was informed is the supervisor. I would like my vehicle repaired any monies spent refunded.

Sincerely,

CC:

Office of the Attorney General
The Capitol
Albany, NY 12224-0341

Federal Trade Commission
Consumer Response Center
Reference: 25669323
600 Pennsylvania Avenue, NW
Washington, DC 20580

National Highway Traffic Safety Administration
Reference: 10317738
400 Seventh St., S.W.
Washington, D.C., 20590

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