


Apr 29 2010

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
	<p>Date Received MAY 06 2010 17-MAR-2010</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10320484</p>	

OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	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 JN1CA21A6WT		Make NISSAN	Model MAXIMA	Model Year 1998
Date Purchased OCT 17 2001	Dealer's Name and Telephone Number SUPERIOR HONDA 513-542-8000		Engine: No. Cylinders 6	Fuel Type: Prem
Original Owner <input type="checkbox"/>	Dealer's City CINCINNATI OH	State OH	Zip Code 45232	
Transmission Type AUTO	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 20-FEB-2010

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM Check Engine Lite Failure		Failure Mileage 177055	Failure Speed 30

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)	<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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 1998 NISSAN MAXIMA. THE CONTACT WAS DRIVING APPROXIMATELY 30 MPH, WHEN THE CHECK ENGINE LIGHT CAME ON. THE CONTACT STATED THE VEHICLE WAS TAKEN FOR A OIL CHANGE, FIGURING THAT WOULD REMEDIED THE VEHICLE DEFECT AND IT DID NOT REMEDIED THE DEFECT. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC AND REPAIR. THE DEALER STATED THAT OWNER OF THE VEHICLE WOULD HAVE TO PAY FOR REPAIRS. THE CONTACT STATED THAT EVENTHOUGH THE CHECK ENGINE LIGHT WAS OUT AFTER REPAIR, THE VEHICLE STILL DEFECTIVE. THE E FAILURE MILEAGE WAS 177,055. THE CURRENT MILEAGE WAS 177,106.

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.

Apr 29 2010

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

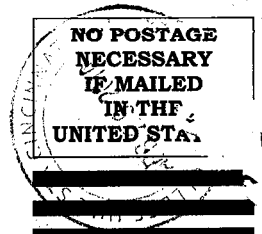
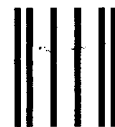
I Took To Falhaber Nissan MAR 12 - Problem "Check Engine Lite" on - got CAR back MAR 15
Paid BILL #46235 - CAR NOT RUNNING good - Took CAR back MAR 23 Alleged Adjust
Idle - No Charge same day MAR 23 - Took car back still NOT RUNNING WELL MAR 29
CAR WAS RETURNED MAR 30 - I had been complaining to NISSAN INTERNATIONAL
during this time and also NHTSA (MAR 17) AMANDA MURRAY NISSAN MANAGER
suggested on April 6 for me to take my car to BUSAM NISSAN in the area
I took car to BUSAM APR 8 and advised them of problems - I picked up
my CAR APR 9 - No Charge and No Change in conditions. I am Inclosing
copies of Invoices. 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



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

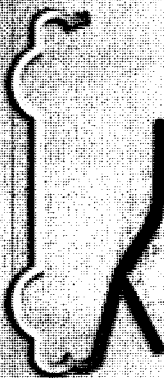
POSTAGE WILL BE PAID BY ADDRESSEE

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



61

Think your vehicle has a safety defect?



Use the enclosed form to file a report.

If so:

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236

NHTSA

U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #: 5425696

236713

FALHABER



INVOICE

8680 Colerain Avenue * (513) 385-1400
CINCINNATI, OH 45251

PAGE 1

CINCINNATI, OH

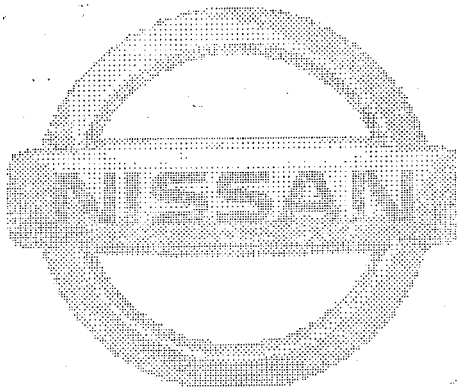
HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 690 DOUG WETHINGTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	98	NISSAN MAXIMA	JN1CA21A6WT		177055/177055	T781	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN98 DD			17:00 12MAR10		0.00	CASH	15MAR10
R.O. OPENED		READY	OPTIONS: DLR:1829				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A DIAGNOSIS CHARGE FOR CHECK ENGINE LIGHT ON/SERVICE ENGINE SOON LIGHT ON							
SS SEE LISTED STORY BELOW							
				30 CP		425.00	425.00
177055 RAN CONSULT CK GAVE P0400 EGR SYSTEM CLEANED EGR PORTS							

CUSTOMER PAY MATERIALS/DISPOSAL CHARGES FOR REPAIR ORDER							9.50



CHECK PAID
GASH 668
MAR 15 2010
By JM
FALHABER NISSAN, INC.

CUSTOMER COPY

<p>IMPORTANT</p> <p>You will receive a questionnaire from Nissan in the next few weeks. If for any reason you cannot grade us "Excellent" on each question, please contact the Service Manager.</p> <p>Thank You, Falhaber Nissan (513) 385-1400</p>	<p>SERVICE HOURS</p> <p>MONDAY - FRIDAY 7:30 AM - 6:00 PM</p> <p>SATURDAY BY APPT. ONLY</p>	<p>WARRANTY STATEMENT AND DISCLAIMER:</p> <p>THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p>	<p>TOTALS</p> <p>425.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>9.50</p> <p>434.50</p> <p>0.00</p> <p>28.25</p>
	<p>SHOP SUPPLY COSTS: We have added a charge equal to 3% of the cost of labor, not to exceed \$5.00, to the Repair Order for shop supplies used in connection with the repair.</p> <p>ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.</p>	<p>CUSTOMER SIGNATURE</p>	<p>PLEASE PAY THIS AMOUNT</p>	<p>462.75</p>

CUSTOMER COPY

2

CUSTOMER #: 5425696

236976



INVOICE

DUPLICATE 1
PAGE 1

8680 Colerain Avenue * (513) 385-1400
CINCINNATI, OH 45251

CINCINNATI, OH
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 690 DOUG WETHINGTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	98	NISSAN MAXIMA	JN1CA21A6WT [REDACTED]		177111/177115	T957	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN98 DD			17:00 23MAR10		0.00	CASH	23MAR10
R.O. OPENED	READY	OPTIONS: DLR:1829					
10:26 23MAR10	12:34 23MAR10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES VEHICLE SPITS SPUTTERS AND STALLS
 SS SCAN FOR DTC NONE IN SYSTEM AT THIS TIME,
 ADJUSTED IDLE, CAR NEVER STALLED DURING
 TODAY'S VISIT, RECOMMENDED RETURNING WHEN/IF
 PROBLEM RETURN

30 CP 0.00 0.00

177115 - 11:00 - OUT
 177144 - 12:10 back from Test Run
 12:30 OUT
 177163 - Wed (24)



CUSTOMER COPY

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	<p>SHOP SUPPLY COSTS: We have added a charge equal to 3% of the cost of labor, not to exceed \$5.00, to the Repair Order for shop supplies used in connection with the repair.</p>	<p>CUSTOMER SIGNATURE</p>	<p>PLEASE PAY THIS AMOUNT</p>	<p>0.00</p>
	<p>ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.</p>			

CUSTOMER COPY

3
 CUSTOMER #: 5425696

177188

237136



INVOICE

CINCINNATI, OH
 HOME:
 BUS:

PAGE 1

8680 Colerain Avenue * (513) 385-1400
 CINCINNATI, OH 45251

CONT:N/A
 CELL:

SERVICE ADVISOR: 690 DOUG WETHINGTON

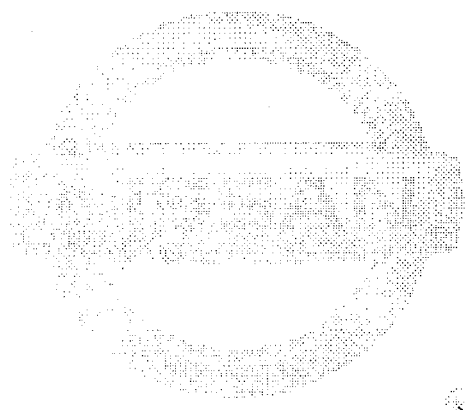
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	98	NISSAN MAXIMA	JN1CA21A6WT		177168/177168	T418	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN98 DD			17:00 29MAR10		0.00	CASH	30MAR10

R.O. OPENED READY OPTIONS: DLR:1829
 10:48 29MAR10 13:00 30MAR10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES ENGINE STARTS TO RUN BAD AND THEN QUILTS
 SS UNABLE TO CONFIRM QUITTING ON ROAD TEST--CAR
 HAS BEEN DRIVE DIFFRENT TIME/TEMP OVER 20
 MILES--NO CODES IN SYSTEM

30 CP 0.00 0.00



CUSTOMER COPY

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	DESCRIPTION	TOTALS																					
LABOR AMOUNT	0.00																						
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LESS INSURANCE	0.00																						
SALES TAX	0.00																						
PLEASE PAY THIS AMOUNT	0.00																						
<p>SHOP SUPPLY COSTS: We have added a charge equal to 3% of the cost of labor, not to exceed \$5.00, to the Repair Order for shop supplies used in connection with the repair.</p> <p>ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.</p>		<p>CUSTOMER SIGNATURE</p>																					

4

CUSTOMER #:153150

204908



WORKORDER

BUSAM MOTOR SALES, INC.

1501 East Kemper Road

CINCINNATI, OHIO 45246

Ph: (513) 771-8100

CINCINNATI, OH

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 377 BURCHFIELD, KEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BURG	98	NISSAN MAXIMA	JN1CA21A6WT		177249/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN98 IS			17:00 08APR10			CASH	
R.O. OPENED	READY	OPTIONS: DLR:22040 ENG:3.0 Liter Gas					
08APR2010 11:48							

RECOMMENDED SERVICE
CURRENT MILEAGE 177249

- | | |
|----------------------------------|----------------------------------|
| MI200 -MINOR SERVICE | C07 -COOLING SYSTEM SERVICE |
| MI194 -ROTATE AND BALANCE FOUR T | MI187 -C.V. BOOT SERVICE-REPACK |
| MI199A -15,000/45,000 MILE SERVI | EM09 -REPLACE TIMING BELT OR CHA |
| MI199 -COMPLETE MAJOR SERVICE | MI212 -REPLACE DRIVE BELTS |
| MI195 -AUTOMATIC TRANSMISSION SE | |

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
 >> THE ABOVE SERVICE BE PERFORMED NOW <<

W - O - R - K - O - R - D - E - R

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	CPN		CHECK CAR RUNS ROUGH AND STALLS

ESTIMATE: UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE:	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	ORIGINAL ESTIMATE	DATE
		\$	\$	TIME
WRITTEN ESTIMATE	ORAL ESTIMATE	I DO NOT REQUEST AN ESTIMATE	INITIAL HERE	BY
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.		REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE:	PHONE ESTIMATE FOR AUTHORIZED ADDITIONS:	
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on street highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.		DISCARD	TALKED TO:	
CUSTOMER SIGNATURE		ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> VISA <input type="checkbox"/> IMC <input type="checkbox"/> OTHER		



Disclaimer of Warranties
 Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

CUSTOMER COPY

5

177290

153150

204908

5:25

BUSAM

INVOICE

BUSAM MOTOR SALES, INC.

1501 East Kemper Road

CINCINNATI, OHIO 45246

Ph: (513) 771-8100

CINCINNATI, OH

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 377 KEN BURCHFIELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BURG	98	NISSAN MAXIMA	JN1CA21A6WT [REDACTED]		177249/177249		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN98 IS			17:00 08APR10			CASH	09APR10
R.O. OPENED	READY	OPTIONS: DLR:22040 ENG:3.0_Liter_Gas					
08APR10	09APR10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK CAR RUNS ROUGH AND STALLS						
	NPF NO PROBLEM FOUND AT THIS TIME						
	523 CPN					0.00	0.00

BUSAM



Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

CUSTOMER SIGNATURE

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
PARTS/LABOR/DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY