


NOV 20 2010


Raleigh, NC
November 18, 2010

Mr. Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation Enforcement
1200 New Jersey Avenue, NW
Washington, DC20580

Re: Case #290962—2008 Nissan Altima

Dear Mr. Reid,

On November 12, I received your letter (Attachment 1A) via E-mail with the Vehicle Owner's Questionnaire, which is also updated and enclosed herein (Attachment 1B).

The problem with acceleration happened, again, on 9 November 2010; i.e. the car was backed out of the driveway, put into Drive and would not move beyond 5mph. After about 100 feet of a slow roll, and trying to engage the accelerator, it caught with a lurch.

I took the car back to Crossroads Nissan. Attachment ^D details their "fix" for the problem. According to the dealer, the transmission was overfilled with fluid, causing the car to "shut down". (The first trip to Crossroads Nissan is Attachment E; second trip to Crossroads is Attachment ~~F~~)(C)

Thank you for your time and attention to this matter.

Sincerely,



Attachments 1A, 1B, A, B, C, D, E

/NHTSA-Nissan

MC
122010
TGW



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

1200 New Jersey Avenue SE
Washington, DC 20590

Copy

- Attachment 1A

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.


If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

 <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>		FOR AGENCY USE ONLY 100148	
		Date Received 30-AUG-2010	Repository <input type="checkbox"/> Reference No. 10352735
OWNER INFORMATION (Type or Print)			
Name			Daytime Telephone Number
Address			E-mail Address
City	State	Zip Code	Evening Telephone Number
RALEIGH	NC		
<p><i>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).</i></p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1N4AL21E28C		Make NISSAN	Model Year 2008
Date Purchased 26 AUG-08	Dealer's Name and Telephone Number CROSSROADS NISSAN		Engine: No: Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City WAKE FOREST, NC	State NC	Fuel Type: Gas
		Zip Code 27587	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure: \$
			Incident Date(s) AUG 09 23-AUG-2010 MAY 10 JUL 10 SEP 10
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 181000 VEHICLE SPEED CONTROL: ACCELERATOR PEDAL		Failure Mileage 10000	Failure Speed 5
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	Number of Deaths
		Reported to Police N	
<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 2008 NISSAN ALTIMA. THE CONTACT STATED THE ACCELERATOR PEDAL WAS STUCK IN THE UP POSITION AND WHILE DEPRESSING THE PEDAL, THE VEHICLE FAILED TO MOVE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY PERFORMED A DIAGNOSTIC TEST BUT COULD NOT DUPLICATE THE FAILURE. THEY ALSO REPROGRAMMED THE COMPUTER BUT THE PROBLEM CONTINUED TO EXIST. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 10,000. THE DEALER REPLACED THE THROTTLE LEVER ASSEMBLY. UPDATED 11/05/10</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p><small>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.</small></p>			



ATTACHMENT A - Page 1

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(Newer 3 of 61 Older)

2008 NISSAN ALTIMA ISSUE=290962 PROJ=12

NHTSAHC show details Aug 27 (1 day ago) Reply

New window

Print all

Sponsored Links (feedback)

2010 Equinox Stands Tall

See How the Equinox Measures Up to The Competition. Available Now. www.Chevrolet.com/AllNewEquinox

The 2010 Honda Clearance

Mr. Opportunity is back. Get a great deal on a new Honda thru 9/5. www.honda.com

2010 VW Jetta TDI

Best selection in the Carolina's Bob King VW in Wilmington NC www.vwtdi.co

Used Nissan Altima

Looking for a Great Deal on A Pre-Owned Vehicle? You'll Find It Here www.CapitalLincolnMercuryofCary.com

\$69 Nissan ALTIMA Chip

60 Horsepower Increase 7 MPG Boost Custom ECU Chip Easy Installation www.GForceChips.com

Toyota Recall

Toyota takes care of its customers Read the FAQs at Toyota.com Toyota.com/Recall

Nissan Altima Clearance

Dealers Need to Reach Sales Goals. Get Our Special Internet Price Now! DealersClearingLots.com/Nissan

New Nissan Altima Quotes

Fast & Free Nissan Altima Quotes. Get the Inside Price from Dealers! www.WhyPaySticker.com

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When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Project: NHTSA Hotline Center
Case: 2008 NISSAN ALTIMA
Case Number: 290962

Date: 08/27/2010 **Time:** 16:47:22
Creation Date: 08/27/2010 **Creation Time:** 14:00:15

Description:

Entered on 08/27/2010 at 16:47:22 EDT (GMT-0400) by BOL:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

If you are interested in filing a complaint you may call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you.

You may also visit our web site at www.nhtsa.dot.gov for information pertaining to Recalls and Defects. The site will provide you with the following resource information:

- Compliance Testing Database
- How To File a Complaint
- Early Warning Reporting Assistance
- Questions and Answers on Recalls and Defects
- View Existing Defect Investigations
- Monthly Defect Investigation Reports
- Search Technical Service Bulletins

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

For Official Response: U.S. Dept. of Trans., NHTSA,
1200 N. J. Ave. 1 S.E.,
West Building, D.C. 20590

REF NR 10352735

Attachment A - Page 2

Comments: I am writing to tell you about a problem i have had with my 2008, Nissan Altima, which I purchased new in August 2008. On one occasion, about a year ago, the car simply rolled to a stop with the engine running. The car was braked, and I then tried to re-accelerate. The car, rolled about 50 feet and then just stopped. The second time, about two months ago, the accelerator would not depress after braking for a Stop. The third time, about a week ago, I backed out of the driveway, put the car in Drive, and, again, the accelerator would not depress. Each time, the engine continued to run, no alarm lights came on, but the accelerator simply would not depress for about ten seconds. On August 26, 2010, I took the car to the Nissan dealer, who checked it out but could find nothing. They said they "reprogrammed" the computer. Dealer said he reported this problem to Nissan headquarters, and told me there were no other reports to Nissan of this particular problem. I don't think that report means anything, because it usually take several accidents for a problem to surface and draw attention. We have been lucky so far--the car did not stop accelerating in heavy traffic, but it could happen when trying to merge with traffic. Would you please let me know if you have heard of this problem from anyone else?

Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]
Email Address: [REDACTED] **NHTSA ID:** 242161

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Attachment B - Page 1

[REDACTED]
Raleigh, NC [REDACTED]
September 29, 2010

Office of Defects Investigation/CRD
NVS-216
U.S. Department of Transportation-NHTSA
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Dear Sir or Madam: Re: Case #290962

Further to my letter of 27 August 2010, (page 2 of Attachment A), the following Attachment B is a copy of your (NHTSA) reply to my letter.

On 23 September 2010 I had another incident with the Nissan Altima 2008 when it would not accelerate. I was turning left on a green arrow from a full stop, and the car would only go about 5 5mph, regardless of how hard I pressed on the accelerator. It felt as if the accelerator pedal was pushing back at my foot. I barely coasted through the intersection before it caught. In the meantime I almost got rear-ended. I immediately drove over to the dealer (a half mile away) and they kept the car for five days, during which time they diagnosed the problem and ordered parts. That resulted in the repair outlined in the enclosed Attachment C.

I am writing this to alert you to Nissan's solution to the problem; i.e., a resistance in the throttle assembly. Was this problem only in my car, or is it a problem in other Nissans, as well? You might want to pursue this further.

Sincerely,

[REDACTED]
Enc: Attachments A, B, C

/NHTSA-Nissan

copy NA on call 299301 22888 Office of Defects Investigation / ODI NVS-216 1200 N. Jefferson Ave WTTU No 29590



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Attachment B - Page 2

2010 Toyota@ Venza - www.SETbuyatoyota.com/Venza - Check Out the Latest O About these ads

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Invite a friend Give Gmail to:

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1 of 62 Older

Acknowledgement from NHTSA/ODI of your safety complaint

Inbox X

US DI show details 12:34 PM (2 hours ago) Reply

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10352735

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday TTY: 1-888-424-9153 Have your ODI Number available. (Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm> Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

To find out more about NHTSA, please go to the [Safercar.gov](http://www.Safercar.gov) Web site or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

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www.Sears.com

Get the Perfect Hotels
Book With the Travel Company Rated #1 in Customer Service by Consumers
www.Expedia.com

Branson Vacations \$129
4 day 3 nights in a Deluxe Suite Includes Show Tickets and more
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Holiday Inn Express Suites
Holiday Inn Express Hotel & Suites Book & Get \$10 Off, Save Up To 50%
CheapOstay.com/HolidayInnExpress

Book Group Travel Online
Over 3,000 Hotels Worldwide. Real Time Pricing & Instant Confirmation
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REF NR 308994 for call on SNov

CROSSROADS



11120 CAPITAL BLVD.
WAKE FOREST, NC 27587
(919) 435-5720
www.crossroadscars.com

Attachment C

CELL: [REDACTED]

CUSTOMER NO. 7470	ADVISOR VARICK MILES	TAG NO. 114 1088	INVOICE DATE 09/28/10	INVOICE # NICS38904
[REDACTED]	LABOR RATE	LICENSE #	MILEAGE 10,678	COLOR DK SLATE ME
RALEIGH, NC	YEAR / MAKE / MODEL 08/NISSAN/ALTIMA/4DR SDN I4 2.5S CVT	DELIVERY DATE 08/26/08	DELIVERY MILES 11	STOCK #
DECLINED	VIN # 1 N 4 A L 2 1 E 2 8 C	SELLING DEALER #	PRODUCTION DATE	
WORK PHONE	F.T.E. #	P.O. #	R.O. DATE 09/23/10	
REMARKS	MILEAGE OUT MO: 10682			

LABOR & PARTS	DRIVEABILITY	TECH(S):113	WARRANTY
J# 1 10N1Z	CUSTOMER STATES STILL HAS PROBLEM WITH VEHICLE NOT RESPONDING WHEN ACCELERATING - 10 SECOND DELAY BEFORE RESPONDING. CUSTOMER STATES THAT THROTTLE PEDAL STICKS AND WILL NOT DEPRESS WHEN INCIDENT OCCURS. PERFORM ENGINE DIAGNOSTICS-CHECK FOR FAIL CODES. NONE PRESENT. CONSULT WITH NISSAN TECH LINE RECOMMENDED CHECK THROTTLE ASSY. FELT SLIGHT RESISTANCE AT END OF THROTTLE LEVER. REPLACED THROTTLE LEVER ASSY. RECHECK OK.		
PARTS			
JOB # 1	1	18002-ZX00A	LEVER COMPLETE
			JOB # 1 TOTAL PARTS 0.00
			JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 00N1Z27PI	MULTI POINT INSPECTI	TECH(S):113	0.00
PERFORM COMPLEMENTARY MULTI-POINT INSPECTION AND PROVIDE RESULTS. PERFORMED MULTIPOINT INSPECTION			
PARTS			
JOB # 2			0.00
			JOB # 2 TOTAL LABOR & PARTS 0.00

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

Attorney's fees and/or collection cost may be added if collection of past due account becomes necessary.

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

SERVICE HOURS
Mon. - Fri. 7:30 A.M. - 7 P.M.
SATURDAY 8:00 A.M. - 4 P.M.

*****		TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

SCHEDULE YOUR NEXT APPOINTMENT ON LINE
**** CROSSROADS-NISSAN.COM*****

CUSTOMER SIGNATURE _____

THANK YOU FOR YOUR BUSINESS!

ALL RECOMMENDED SERVICES ARE BY CROSSROADS NISSAN OF WAKE FOREST AND MAY VARY FROM MANUFACTURERS SPECIFICATIONS.

The Reynolds and Reynolds Company EPRINTS14E C0871480 Q (07/07)

CROSSROADS



11120 CAPITAL BLVD.
WAKE FOREST, NC 27587
(919) 435-5720
www.crossroadscars.com

Attached

CELL: [REDACTED]

CUSTOMER NO. 7470	ADVISOR VARICK MILES	114	TAG NO. 1626	INVOICE DATE 11/16/10	INVOICE # NICS40292
[REDACTED]	LABOR RATE	LICENSE #	MILEAGE 11,276	COLOR DK SLATE ME	STOCK #
RALEIGH, NC	YEAR / MAKE / MODEL 08/NISSAN/ALTIMA/4DR SDN I4 2.5S CVT			DELIVERY DATE 08/26/08	DELIVERY MILES 11
DECLINED	VIN # 1N4AL21E28C			SELLING DEALER #	PRODUCTION DATE
	F.T.E. #	P.O. #	R. O. DATE 11/09/10		
	WORK PHONE	REMARKS			MILEAGE OUT MO: 11303

LABOR & PARTS	DRIVEABILITY	TECH(S): 113	WARRANTY
<p>J# 1 10N1Z CUSTOMER STATES STILL HAS PROBLEM WITH VEHICLE NOT ACCELERATING AT TIMES WHEN APPLIED. TRANSMISSION FLUID OVERFULL SPOKE WITH TECHLINE. CHECKED FLUID LEVEL WITH TEMP COUNT ABOVE 161 AND WAS OVER THE FULL MARK. DRAINED SOME FLUID AND RECHECKED WITH TEMP COUNT AT 174 AND FLUID LEVEL MIDWAY IN HASHMARKS.</p>			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			UNIT PRICE
			JOB # 1 TOTAL PARTS 0.00
			JOB # 1 TOTAL LABOR & PARTS 0.00
<p>J# 2 00N1Z27P1 MULTI POINT INSPECTI TECH(S): 113 INTERNAL PERFORM COMPLEMENTARY MULTI-POINT INSPECTION AND PROVIDE RESULTS. PERFORMED MULTIPOINT INSPECTION</p>			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			UNIT PRICE
			JOB # 2 TOTAL PARTS 0.00
			JOB # 2 TOTAL LABOR & PARTS 0.00
<p>J# 3 02N1Z OIL & FILTER CHANGE TECH(S): 113 INTERNAL OIL AND FILTER CHANGE COMPLETED OIL AND FILTER CHANGE</p>			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			UNIT PRICE
			JOB # 3 TOTAL PARTS 0.00
			JOB # 3 TOTAL LABOR & PARTS 0.00
<p>J# 4 00N1ZGTIR GREEN TECH(S): 113 0.00 MEASURE TIRE TREAD DEPTH AND IT IS AT OR ABOVE 6/32 TIRE TREAD DEPTH OK AT THIS TIME</p>			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			UNIT PRICE
			JOB # 4 TOTAL PARTS 0.00
			JOB # 4 TOTAL LABOR & PARTS 0.00
<p>J# 5 02N11495 14.95 OIL CHANGE TECH(S): 113 12.00 CHANGE OIL AND FILTER, SET TIRE PRESSURE AND TOP OFF ALL LEVELS. PERFORMED SERVICE</p>			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			UNIT PRICE
JOB # 5	1	PK6	OIL AND FILTER 17.95
JOB # 5	1	11026-01M02	WASHER-DRAIN ****
JOB # 5	1	15208-65F0C	OIL FILTER ****
JOB # 5	5	OIL	MOTOR OIL ****
			JOB # 5 TOTAL PARTS 17.95

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

Attorney's fees and/or collection cost may be added if collection of past due account becomes necessary.

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

SERVICE HOURS
Mon. - Fri. 7:30 A.M. - 7 P.M.
SATURDAY 8:00 A.M. - 4 P.M.

THANK YOU FOR YOUR BUSINESS!

ALL RECOMMENDED SERVICES ARE BY CROSSROADS NISSAN OF WAKE FOREST AND MAY VARY FROM MANUFACTURERS SPECIFICATIONS.

The Reynolds and Reynolds Company EPAINTS14E C0571460 Q (07/07)

CROSSROADS



Attachment E

11120 CAPITAL BLVD.
WAKE FOREST, NC 27587
(919) 435-5720
www.crossroadscars.com

NISSAN AFFAIRS
Consumed Division -> 1-800-647-7261

CUSTOMER NO. 7470	ADVISOR VARICK MILES	114	TAG NO. 1451	INVOICE DATE 08/26/10	INVOICE # NICS38065
	LABOR RATE	LICENSE #	MILEAGE 10,247	COLOR DK SLATE ME	STOCK # C820358
RALEIGH, NC	YEAR / MAKE / MODEL 08/NISSAN/ALTIMA/4DR SDN I4 2.5S CVT			DELIVERY DATE 08/26/08	DELIVERY MILES 11
DECLINED	VIN # 1 N 4 A L 2 1 E 2 8 C			SELLING DEALER #	PRODUCTION DATE
	F.T.E. #	P.O. #	R. O. DATE 08/26/10		
WORK PHONE	REMARKS				MILEAGE OUT MO: 10253

LABOR & PARTS
1 IONIZ DRIVEABILITY TECH(S):116 WARRANTY

C/SAYS AFTER COMING TO A STOP GOING DOWNHILL AND MAKING A TURN, VEHICLE WOULD NOT ACCELERATE (ENGINE DID NOT REV RESPOND DED LIKE NOT TAKING GAS BUT ALSO FELT SOME RESISTANCE FROM ACCELERATOR)
ROAD TEST
COULD NOT DUPLICATE ON MULTIPLE TEST RUNS
CONTACT TECH LINE FOR INSTANCES REGARDING THIS ISSUE
CHECK ECM AND TRANSMISSION CONTROL MODULES FOR CODES
NO PREVIOUS OR CURRENT FAIL CODES STORED.
CUSTOMER ADVISED.

JOB # 1 TOTAL LABOR & PARTS 0.00

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

Attorney's fees and/or collection cost may be added if collection of past due account becomes necessary.

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

SERVICE HOURS
Mon. - Fri. 7:30 A.M. - 7 P.M.
SATURDAY 8:00 A.M. - 4 P.M.

SCHEDULE YOUR NEXT APPOINTMENT ON LINE
**** CROSSROADS-NISSAN.COM*****

CUSTOMER SIGNATURE

*RESULTS OF FIRST TRIP
to DEALER on 26 AUGUST
2010*

**THANK YOU
FOR YOUR BUSINESS!**

ALL RECOMMENDED SERVICES ARE BY CROSSROADS NISSAN OF WAKE FOREST AND MAY VARY FROM MANUFACTURERS SPECIFICATIONS.



[Redacted]
Raleigh, NC [Redacted]

Mr. Cardy Reid, Chief
Correspondence Research Division
Office of Defects Investigation Enforcement
1200 New Jersey Avenue, NW
Washington, DC 20580

Re: Case # 290962
- ODI # 10352735

