

OCT 1 2 2010

?

[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 Signature]

Enc: Attachments A, B, C

/NHTSA-Nissan

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110210  
TGW

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ATTACHMENT A

New Mazda 3 On Sale - [www.MazdaofRaleigh.com](http://www.MazdaofRaleigh.com) - Fun to Drive - Great MPG & More!

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### 2008 NISSAN ALTIMA ISSUE=290962 PROJ=12 Inbox X

NHTSAHC Aug 27 (1 day ago) Reply

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

**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](http://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,

[www.nhtsa.dot.gov](http://www.nhtsa.dot.gov) Response Team

Mail  
Contacts  
Tasks  
Compose mail  
Inbox  
Buzz  
Starred  
Sent Mail  
Drafts

Personal  
Travel  
6 more ▾

Chat  
Search, add or invite

Call phone  
estate66

reply  
Residential Help  
techsupport

Invite a friend  
Give Gmail to:

Send Invite 50 left

[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](http://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](http://www.honda.com)

[2010 VW Jetta TDI](#)  
Best selection in the Carolina's Bob King VW in Wilmington NC  
[www.vw.com](http://www.vw.com)

[Used Nissan Altima](#)  
Looking for a Great Deal on A Pre-Owned Vehicle? You'll Find It Here  
[www.Cablers.com/UsedNissan.com](http://www.Cablers.com/UsedNissan.com)

[558 Nissan ALTIMA Chip](#)  
60 Horsepower Increase 7 MPG Boost Custom ECU Chip Easy Installation  
[www.BForceECM.com](http://www.BForceECM.com)

[Toyota Recall](#)  
Toyota takes care of its customers Read the FAQs at Toyota.com  
[Toyota.com/Recall](http://Toyota.com/Recall)

[Nissan Altima Clearance](#)  
Dealers Need to Reach Sales Goals Get Our Special Internet Price Now!  
[DealersClearingLots.com/Nissan](http://DealersClearingLots.com/Nissan)

[New Nissan Altima Quotes](#)  
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REF NR 10352735

For Official Response: U.S. Dept. of Trans. 1-888-327-4236  
2008 To 2010 Altima 5E

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: [Redacted] NHTSA 242161  
Address: [Redacted] ID:

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Select multiple conversations at once – check the first, then press shift and check the last.

You are currently using 4 MB (0%) of your 7492 MB.

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Casey VA on call  
299301 12/5/09  
Office of Defects Investigation / CRS  
NHTSA-216 1200 N. 17th Avenue  
Washington, DC 20590

Gmail

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Attachment B

Mail  
Contacts

2010 Toyota Venza - www.SETbuyatoyota.com/Venza - Check Out the Latest O

Tasks

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Compose mail

1 of 62 Older

Inbox

Buzz  
Starred  
Sent Mail  
Drafts

### Acknowledgement from NHTSA/ODI of your safety complaint

Inbox X

US DI 12:34 PM (2 hours ago)

New window  
Print all

Personal

Travel  
6 more

Chat

Search, add, or invite

Secure chat  
Call phone  
estate66

reply  
Residential Help  
Restoration Hardware  
techsupport

Invite a friend  
Give Gmail to:

Send Invite 50 left

Sponsored Links

Marshall's Back To School  
Spending Less Is The New  
Back To School Trend.

Sears Department Stores  
Shop for Appliances, Electronics,  
Tools & More at Sears. Top Brands.

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

Branson Vacations \$129  
4 day 3 nights in a Deluxe Suite  
Includes Show Tickets and more

Holiday Inn Express Suites  
Holiday Inn Express Hotel & Suites  
Book & Get \$10 Off, Save Up To 50%

Book Group Travel Online  
Over 3,000 Hotels Worldwide. Real  
Time Pricing & Instant Confirmation

More about...  
Earn Reward Points  
Redeem Points  
Holiday Inn Hotels  
Sears Online

About these links

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 [Federal Gov](http://www.nhtsa.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.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

# CROSSROADS



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

*Attachment C*

CELL: [REDACTED]

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

**LABOR & PARTS**

J# 1 10NIZ DRIVEABILITY TECH(S):113 WARRANTY  
 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	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	18002-ZX00A	LEVER COMPLETE		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 00NIZ27PI			MULTI POINT INSPECTI TECH(S):113		0.00
PERFORM COMPLEMENTARY MULTI-POINT INSPECTION AND PROVIDE RESULTS. PERFORMED MULTIPOINT INSPECTION					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
<b>TOTALS</b>					
*****				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
				<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**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 OF 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.

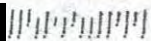
SCHEDULE YOUR NEXT APPOINTMENT ON LINE  
 \*\*\*\* CROSSROADS-NISSAN.COM\*\*\*\*\*

CUSTOMER SIGNATURE

**THANK YOU FOR YOUR BUSINESS!**

The Reynolds and Reynolds Company ERMNTS1414E C0371460 Q (07/07)

RALEIGH, NC.



RALEIGH PAID 37636

NOV 11 1994



OFFICE OF DEFECTS INVESTIGATION / CRD  
NVS-216  
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1208 NEW JERSEY AVE, S.E.  
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