

CL-10352839-4804

JAN 23 2014

Form Approved: O.M.B. No. 2127-0008



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

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

30-AUG-2010

Repository ☐

Reference No.
10352839

OWNER INFORMATION (Type or Print)

Name

Address

City

COLUMBIA

State

MO

Zip Code

Daytime Telephone Number

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

1N4AL11D23C

Make

NISSAN

Model

ALTIMA

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

03-JUL-2010

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 063200 ENGINE AND ENGINE COOLING:
EXHAUST SYSTEM: MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Failure Mileage
123000

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: DOTM9ABC036)

☐ Original Equipment
☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 2003 NISSAN ALTIMA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 30 MPH, SHE NOTICED THAT THE VEHICLE STARTED LOSING POWER. SHE DROVE THE VEHICLE TO A REPAIR SHOP WHERE SHE WAS INFORMED THAT THE CATALYTIC CONVERTER WAS REPLACED. A FEW DAYS LATER, THE MECHANIC NOTICED THAT THE VEHICLE WAS BECOMING LOW ON OIL. THE CONTACT FILLED THE OIL RESERVOIR AND NOTICED THAT THERE WAS VERY LITTLE OIL LEFT. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALERSHIP WHERE THE CONTACT WAS TOLD THAT SHE NEEDED A NEW ENGINE AND THE PROBLEM WAS WIDESPREAD WITH THE CATALYTIC CONVERTER. THE CONTACT CALLED THE MANUFACTURER WHO ADVISED HER TO TAKE THE VEHICLE IN FOR A DIAGNOSTIC FEE BEFORE THEY COULD ESCALATE HER CASE TO A REGIONAL SPECIALIST. THE CONTACT TOOK THE VEHICLE INTO THE DEALERSHIP WHERE IT WAS CONFIRMED THAT SHE NEEDED A NEW ENGINE; THE MANUFACTURER STATED THAT THERE WAS NOTHING THEY COULD DO TO ASSIST. THE VEHICLE HAD NOT BEEN REPAIRED AT THE TIME OF THE COMPLAINT. THE CONTACT BELIEVED THE FAILURE TO BE RELATED TO RECALL 03V084000 (ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE) BUT THE MANUFACTURER REFUSED TO REPAIR IT SINCE THE MILEAGE WAS TOO HIGH. THE CURRENT MILEAGE WAS APPROXIMATELY 124,000. THE FAILURE MILEAGE WAS APPROXIMATELY 123,000. UPDATED 12/02/10 *BF

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.

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SMD