

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10352839
Date: Monday, May 23, 2011 9:16:28 AM
Attachments: [SCAN0006.JPG](#)
[SCAN0007.JPG](#)
[SCAN0008.JPG](#)
[SCAN0009.JPG](#)
[SCAN0010.JPG](#)
[EVOO_EMAIL_RESPONSE.doc](#)
[10352839.pdf](#)
[Nissan VIN 1N4AL11D23C \[REDACTED\] COMPLAINT CLARIFICATION.docx](#)

EQ-10352839-7622



www.safercar.gov

From: Mattson, Ryan CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, May 23, 2011 9:07 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10352839

From: [REDACTED]
Sent: Sunday, May 22, 2011 8:16 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10352839

Good Morning,

Do you have a status on this complaint? #10352839

Thank you.

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Sun, Nov 28, 2010 at 5:31 PM
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: 10352839
To: dataquality@dot.gov

Please see attached COMPLAINT CLARIFICATION along with additional documentation.

ODI complaint 10352839

[REDACTED]

On Fri, Nov 12, 2010 at 11:22 AM, <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.
NHTSA/Office of Defects Investigation



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

1200 New Jersey Avenue SE
Washington, DC 20590

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 failures(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



S E R V I C E - C O M M

09/03/10 11:34:35

CICSWB08

FIVE YEARS CLAIM HISTORY

WARRANTY CLAIM DATA

VIN: 1N4AL11D23C

RO DATE: 10/15/03 RO NBR: *010802 SERVICING DEALER: PERRY NISSAN, INC.

MILEAGE: 24,422

COLUMBIA

MO 65203

PNC: R3007 '02-'03 L31 QR25 ENGINE CAMP

SUBLET: 0.00

OPERATIONS: R30071 LABOR OP #1

PARTS REPLACED:

152089E000	FILTER OIL
206958J010	BEARING-SEAL, EXHAUST JOINT
A65908J026	COVER - EXHAUST MANIFOLD KIT
LOCALENOIL	ENOIL DESCRIPTION

ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU>



Joe Machens Nissan

201 Nebraska Ave. • Columbia, MO 65203
Phone 573-443-1660 Toll Free 877-305-1660

CUSTOMER NO. 12746	ADVISOR CASEY	329	TAG NO. 2162	INVOICE DATE 08/23/10	INVOICE NO. NICS107972
[REDACTED] COLUMBIA, MO [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 124,288	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 03/NISSAN/ALTIMA/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 N 4 A L 1 1 D 2 3 C			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 08/23/10
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			
MO: 124288					

JOB# 1 CHARGES-----

LABOR-----
J# 1 10NIZ DRIVEABILITY HOURS: 0.50 TECH(S):325 48.50
CUST STS HAD EXHAUST WORK DONE, NOW VEHICLE IS USING OIL.
COMPLETED DIAG AS PER OLD TSB, COMPLETED CRANKCASE
PRESSURE TEST, 58KPA LESS THAN 90 SECONDS
NEEDS ENGINE, OIL CONSUMPTION VERIFIED AND OIL LOW

JOB# 1 TOTALS-----
LABOR 48.50
JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 48.50

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A HW HAZARDOUS WASTE DISPOSAL 1.50
JOB # A SS SHOP SUPPLIES 3.40
TOTAL - MISC 4.90

TOTALS-----
TOTAL LABOR.... 48.50
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 4.90
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.36
TOTAL INVOICE \$ 53.76

CUSTOMER SIGNATURE

The Automotive Garage of Columbia, LLC

2308 Industrial Dr
Columbia, MO. 65202
Phone - 573-446-2047 Fax - 573-446-2049

INVOICE

170

Org. Est. # 000794

INVOICE

Work Completed Date : 07/23/2010

Print Date : 07/23/2010

[REDACTED]
Columbia, MO [REDACTED]
Cell [REDACTED]
Cust ID : 2249

Ref # :

2003 Nissan - Altima S

2.5L, In-Line4, VIN (A)

Lic # : [REDACTED]

Odometer In : 123359

Unit # :

Odometer Out :

Vin # : 1N4AL11D23C [REDACTED]

Hat # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
Exhaust Manifold and converter assembly	1.00	619.97	619.97	Diagnostic Check out of vehicle	76.00
Intermediate pipe with flex pipe and converter assembly	1.00	375.00	375.00	Perform engine compression test (regularly \$60.80)	N/C
Exhaust manifold gasket	1.00	22.00	22.00	Visual/Physical check out of vehicle condition (regularly \$76)	N/C
Pipe flange gasket (donut)	1.00	12.10	12.10	Exhaust manifold/converter assembly - Remove/Renew (includes replacing gaskets, bolts, and springs as needed)	190.00
Pipe flange gasket	1.00	12.10	12.10	Intermediate pipe with flex pipe and converter assembly - Remove/Renew (includes replacing gaskets, bolts, and springs as needed)	152.00
PCV Valve	1.00	27.40	27.40	O2 Sensor - Upstream - Renew	45.60
Bolt (exhaust manifold to intermediate pipe)	2.00	7.16	14.32	O2 Sensor - Downstream - Renew	45.60
Springs	2.00	6.80	13.60	PCV Valve - Renew	38.00
Bolts	2.00	10.90	21.80	Spark Plugs - Renew	45.60
Shop Supplies/Sealer	1.00	20.00	20.00	Ignition Boots - Renew	30.40
O2 Sensor - Upstream	1.00	192.44	192.44	Lube, oil, and filter	9.50
O2 Sensor - Downstream	1.00	202.99	202.99	Lubricate and check chassis. Change oil and oil filter. Check air filter and breather filter. Check all fluid levels and tire pressures. Perform basic safety inspection. Road test vehicle.	
PCV Valve	1.00	22.00	22.00	Service Request/Customer States: Check transmission, Prolonged shift points, check noise, check oil light, check noise when turning to left or right.	
Spark Plugs	4.00	16.50	66.00		
Ignition Boots	4.00	24.44	97.76		
Up To 5qt Standard Motor Oil	1.00	14.99	14.99		
Standard Oil Filter	1.00	5.50	5.50		

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Hat # :

Columbia, MO [REDACTED]

Cell [REDACTED]

Cust ID : 2249

Ref # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
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vehicle. Performance engine testing. Test exhaust system back pressure (6psi and above on acceleration. Normal 1.5psi). Engine compression test (75psi at first gauge reading. 150-160psi final gauge reading. Compression test normal.)

Pre-Service Findings: Restriction in exhaust system (catalytic converters primary and secondary have damage). O2 sensors faulty (damaged from excessive back pressure and heat). Spark plug damage from excessive back pressure and heat. PCV system damaged from excessive back pressure and heat.

Services Performed: Renew exhaust manifold including primary catalytic converter. Renew intermediate pipe including secondary catalytic converter. Renew gaskets, bolts, and mounting hardware. Renew O2 sensors (primary and secondary). Renew spark plugs, plug boots, and PCV valve. Lube, oil, and filter service. Retest backpressure and engine performance. Visual/Physical check over of vehicle condition.

Post-Service Findings: Customer to drive and advise of any performance problems noted.

The Automotive Garage of Columbia, LLC

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Ref # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
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[Technicians : Dodson, Brent]

Org. Estimate \$0.00

Revisions \$2,471.14

Current Estimate \$ 2,471.14

Additional Cost

Revised Estimate

PARIS, CAROLYN Cell:573-819-6705 07/22/2010 - 8:53 <none>

\$2,471.14

\$2,471.14

Parts: \$1712.57 Labor: \$632.70 Sublet: \$0.00 Taxes & Fees: \$125.87

Labor: 632.70**Parts: 1,739.97****Sublet: 0.00****Sub: 2,372.67****Tax: 127.89****Total: 2,500.56****Bal Due: \$2,500.56**

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

Written By: Trenhaile, Brian

Page 3 of 3

01.17.07 Copyright Mitchell 1 Invoice1a