

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration**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 [REDACTED]

Address [REDACTED]

City COLUMBIA

State MO

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

[REDACTED]

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 [REDACTED]

Make

NISSAN

Model

ALTIMA

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

03-JUL-2010

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

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 FUEL TANK 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/TAILO 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.

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 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.

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 [REDACTED]

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>

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		
PCV Valve	1.00	27.40	27.40	Intermediate pipe with flex pipe and converter assembly - Remove/Renew (includes replacing gaskets, bolts, and springs as needed)	152.00
Bolt (exhaust manifold to intermediate pipe)	2.00	7.16	14.32	O2 Sensor - Upstream - Renew	45.60
Springs	2.00	6.80	13.60	O2 Sensor - Downstream - Renew	45.60
Bolts	2.00	10.90	21.80	PCV Valve - Renew	38.00
Shop Supplies/Sealer	1.00	20.00	20.00	Spark Plugs - Renew	45.60
O2 Sensor - Upstream	1.00	192.44	192.44	Ignition Boots - Renew	30.40
O2 Sensor - Downstream	1.00	202.99	202.99	Lube, oil, and filter	9.50
PCV Valve	1.00	22.00	22.00	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.	
Spark Plugs	4.00	16.50	66.00		
Ignition Boots	4.00	24.44	97.76	Service Request/Customer States: Check transmission, Prolonged shift points, check noise, check oil light, check noise when turning to left or right.	
Up To 5qt Standard Motor Oil	1.00	14.99	14.99		
Standard Oil Filter	1.00	5.50	5.50	Diagnostic/Check-Out: Visual/physical check of transmission. Check engine oil level. Test drive	

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Odometer Out :

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Hat # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
				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.	



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