

 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			
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 27-SEP-2010		Repository ☐	
						Reference No. 10357793	
OWNER INFORMATION (Type or Print)							
Name [REDACTED]				Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]				Evening Telephone Number			
City ATLANTA		State GA		Zip Code [REDACTED]			
<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>							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1N4AL11D92C [REDACTED]				Make NISSAN		Model ALTIMA	
				Model Year 2002			
Date Purchased 5-2007		Dealer's Name and Telephone Number Associated Credit Union				Engine: No: Cylinders	
Original Owner ☐		Dealer's City Norcross		State GA		Fuel Type: unleaded	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain 2.5		Multiple Failure:	
						Incident Date(s) 09-JUN-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING						Failure Mileage 140000	
						Failure Speed 0	
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							
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>							
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 2002 NISSAN ALTIMA. THE CONTACT STATED THAT THE HEAD GASKET WAS BLOWN. THE CHECK ENGINE LIGHT HAD BEEN ILLUMINATED FRO SOME TIME AND THE CONTACT NOTICED THAT THE VEHICLE WOULD SHAKE ABNORMALLY AT VARIOUS SPEEDS. THE CONTACT, WHO WAS A CERTIFIED MECHANIC, STATED THAT THE HEAD GASKET FAILED DUE TO THE CATALYTIC CONVERTER FAILING. IN ADDITION, THE THIRD CYLINDER WAS BLOWN AND CAUSED THE ENGINE TO FAIL. THE DEALER ADVISED THE CONTACT THAT THE FAILURE WAS A KNOWN ISSUE AND WAS ASSOCIATED WITH NHTSA CAMPAIGN ID NUMBER: 03V084000 (ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD/HEADER/MUFFLER/TAIL PIPE). THE CONTACT DID NOT CONFIRM IF HIS VEHICLE WAS INCLUDED IN THE RECALL. THE CONTACT MADE REPAIRS TO THE VEHICLE HIMSELF AND REPLACED THE ENGINE. THE FAILURE MILEAGE WAS 140,000 AND THE CURRENT MILEAGE WAS 148,000.							
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 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.							

File # 094-2317
Ref # 269507

Campaign # with State Atty Gen. Off.
03V084000

My name is [REDACTED] 12/18/2010

My address is: [REDACTED] Atlanta, Georgia, [REDACTED]

My contact number is: [REDACTED]

I purchased a 2002 Nissan Altima from my credit union, in 2007 and have kept superior maintaince on the car every since. I began having problems with my car's idle back in the end of 2009. An automotive technician, at Midas told me after a diagnostic that the car had a cylinder 3 misfire. 2 months later, the car gets worse and starts to shake very badly; it barely cranks up anymore, and has smoke coming out the exhaust pipes at a HIGH rate.

I took my car to the Nissan dealership and was told that I have a blown head gasket, which they say is a recurring problem in the Nissan Altima 2.5 engines; he tells me that every 2002 Nissan that comes into the shop with a cylinder 3 misfire ends up having to replace the engine. He says that those were a problem engine for the year 2002 Nissan Altima's, and I might as well look into buying a new car or paying (\$2000, 000 plus) for a new motor to be put in the car. I have 140,000 miles on the car and I am not the original owner of the vehicle, since I purchased it from the credit union of course. I then called Nissan consumer affairs and told them the situation, and that I think they should pay for the costs, since THEY know they know that have faulty motors in the 2002 2.5 cars and the lady tells me, well since the car is out of warranty and you're not the original owner, there is nothing we can do.

I go home and research on the computer, and guess what; there are thousands and thousands of people out there with the same year car, model, and engine with the EXACT problem. I couldn't believe what I was reading; they had the EXACT problem I had. See for yourself, Google (Nissan Altima blown head gasket) ALL OF A SUDDEN 2002 POPS UP ON EVERY WEBSITE!!!!!!!!!!!!!! Everyone is trying to figure out what to do, how to get a class action started etc; to make Nissan responsible for this. With all the complaints on this issue out there, I KNOW Nissan is aware of the problem.

I have seen how the news can make change in big companies, and I know Nissan should pay for this! Please help me get this handled and make Nissan Pay!

I will talk on the news or whatever I have to do!

Nissan Pay for New Motor and Labor Costs and ANYTHING else related to fixing the problem!

**SAM'S
USED
PARTS
INC.**

700 Veterans Memorial Hwy.
Mableton, GA 30126

Phone: (770) 739-7815
Fax: (770) 732-0041
samsusedparts.com

CUSTOMER COPY



**30 DAY STANDARD WARRANTY
EXTENDED WARRANTIES AVAILABLE
SEE REVERSE SIDE FOR WARRANTY
NO WARRANTY ON ANY ELECTRICAL ITEMS**

REFERENCE NO.	DATE	TIME
01119772	09 16 10	10:40 am
P.O. NUMBER	CUSTOMER NO.	
	0390006	

S
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P
T
O

Please take this to the shipper

Tracer on file

2-018163-11

Tucker, GA

SALUDMAN

TYPE OF SALE

TAX CODE

SHIP VIA

Page 1

SAM-I

CSI

DELIVERY TICKET

PART NUMBER AND DESCRIPTION		UNIT PRICE	EXTENSION
200-77325	ENGINE ASSEMBLY	1300.00	1300.00
Requested 02 ALTIMA 2.5L (VIN A, 4th digit, QR25DE)			
WRO RETAIN MAILING ON PARTS FOR GUARANTEE, THANK YOU			
Subtotal		1300.00	
Taxes		1300.00	
Part		1300.00	
		TAX 3A	78.00
		TOTAL	1378.00

CEIVED BY

ATLANTA, GA

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HOME: BUS:

SERVICE ADVISOR: 1379 DOUGLAS ANCKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	02	NISSAN ALTIMA	1N4AL11D92C		143005/143005	T115
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN10 IS			WAIT 12MAY10		104.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:3783 ENG:2.5_Liter_Gas				
16:36 12MAY10	17:20 12MAY10					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET

A CUST STATES CAR HESITATES AND JERKS, CHECK ENGINE LIGHT ON INTERMIT
 DIAG CUSTOMER DECLINED REPAIR PAYING DIAG ONLY
 2588 CPN 104.00 104.00

B NISAAN MULTI POINT INSPECTION
 55NIZINSP NISAAN MULTI POINT INSPECTION
 2588ISHOP (N/C)

C TREAD
 NC NO CHARGE
 2588ISHOP (N/C)

REMOVED #3 CYLINDER SPARK PLUG THANKS FOR COMING BY!
 AND INSPECT COMB USTION
 CHAMBER (COOLANT LEAKING INTO
 #3 CYLINDE R) DUE TO LEAKING
 HEAD GASKET

WARRANTY

All original Equipment Parts and related labor is warranted for 12 months or 12,000 miles, which ever occurs first. Wear items excluded. NO WARRANTY ON USED PARTS OR AFTERMARKET PARTS.

PLEASE READ BEFORE SIGNING

DISCLAIMER OF WARRANTIES: All warranties on this product, or products, are those of the manufacturer. The seller, Capitol City Nissan, Inc. hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and Capitol City Nissan, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or accessories. This disclaimer in no way affects the provisions of the manufacturer's warranties.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	104.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	104.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	104.00

CUSTOMER COPY

