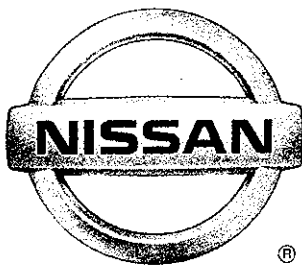


DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JUL - 8 2011	
				Repository ☐	
				Reference No. 10403825	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
Address [REDACTED]			Evening Telephone Number [REDACTED]		
City OCEANSIDE	State CA	Zip Code [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 1N4AL21E89N [REDACTED]			Make NISSAN	Model ALTIMA SL	Model Year 2009
Date Purchased 7/22/2009	Dealer's Name and Telephone Number MOSSY NISSAN 760-780-9797 OR 877-817-6711			Engine: No: Cylinders 4	Fuel Type: GAS
Original Owner ☒	Dealer's City OCEANSIDE	State CA	Zip Code 92056		
Transmission Type CONTINUOUSLY VARIABLE TRANSMISSION (CVT)	☒ Antilock Brakes ☒ Cruise Control	Powertrain Automatic CVT		Multiple Failure: 3 - See below NOTE	Incident Date(s) 26-MAY-2011
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC				Failure Mileage 11165	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 (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 2009 NISSAN ALTIMA. THE CONTACT STATED THAT THE MASTER CYLINDER WAS LEAKING FLUID ABNORMALLY. THE SAFETY WARNING LIGHT STARTED TO ILLUMINATE AND THE VEHICLE WAS TAKEN TO THE DEALER. AFTER INSPECTING THE FAILURE, THEY REPLACED THE MASTER CYLINDER UNDER WARRANTY. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 11,165. <i>The problem started with 5,500 miles on vehicle. The safety warning light came on three times before taking vehicle to dealer. Each time had to add brake fluid to master cylinder.</i>					
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.					



By law you have the right to
have emissions service done at
the facility of your choosing.



MOSSY NISSAN

BAR #ARD212141 EPA #CA0001904

3535 College Blvd | Oceanside CA 9205

760-720-979

PLEASE READ IMPORTANT INFORMATION ON BACK

Owner/Driver Information:		Billing Information:		Service Order
1247209		373072		R02257287
[REDACTED]		Nissan Motor Corporation ALL STORES		License Plate
OCEANSIDE CA [REDACTED]		CA 373072		Tag Number
Home Phone: [REDACTED]		Reference:		0468
Work Phone: [REDACTED]		Billing: W		
Alternate Phone: [REDACTED]		Terms: NET30		

Please verify your primary Email address (note any changes): [REDACTED]

Date In	Mileage In	Date Out	Service Advisor		
5/25/2011 9:52 a.m.	11,165	5/26/2011 9:58 a.m.	Carlos Lona		
Year, Make, Model	V.I.N.	Unit Id	Exterior / Interior Color	In Service Date	
2009 NISSAN ALTIMA	1N4AL21E89N [REDACTED]	413513	DARK SLATE / CHARCOAL		

Description / Item	Qty	Price	Extend
--------------------	-----	-------	--------

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

Service Request #1

Completed by 334

Condition CHECK AND SET TIRE PRESSURE LF _ RF _ LR _ RR _
Cause
Correction CHECK AND SET TIRE PRESSURE LF 35_ RF35 _ LR 35_ RR 35_
 • We Support a Green Environment
 • Our complimentary service will protect our environment and improve your fuel economy.
 Labor to: Perform Tire Inflation Service

Service Request #2

Completed by 334

Condition CUSTOMER STATES NOTICED LIGHT IN DASH STATES CHECK BRAKES AND CUSTOMER
 STAES
 NOTICED BRAKE FLUID WAS LOW AND CUSTOKER STATES TOPPED OFF FLUID. SINCE
 THEN LIGHT HAS BEEN OFF, CUSTOMER STATES HAD THE CAR FOR ABOUT 2 YEARS
 AND IN THAT TIME
 BRAKE FLUID HAS BEEN TOPPED OFF 4 TIMES, 2 WEEKS AGO CUSTOMER TOPPED
 OFF BRAKE FLUID
Cause MASTER CYCLINDER LEAKING BRAKES FL.
Correction REPLACED MASTER CYCLINDER ASSEMBLY AND BLEED SYSTEM. TEST DRIVE.
 CYL BRAK MASTER [02N/46010-JA00A] 1
 Warranty Labor
 Sublet to Hertz car rental [HERTZ]

Service Request #3

Completed by 334

Condition COMPLIMENTARY NISSAN MULTI-POINT INSPECTION