

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) 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 NOV 22 2011 28-SEP-2011		Repository ☐ Reference No. 10427742	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		HARRISON		State		ME	
Zip Code				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				Make		Model	
1N4BL11D55N				NISSAN		ALTIMA	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Model Year	
Aug. 2005		Berlin City Nissan		No: Cylinders		2005	
Original Owner ☒		Dealer's City		State		Zip Code	
		Portland		ME			
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
		☒ Cruise Control				Incident Date(s)	
						23-SEP-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 162000 STRUCTURE: BODY						Failure Mileage	
						124000	
						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: DOTM49ABC036)		☐ 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 2005 NISSAN ALTIMA. THE CONTACT STATED THAT THE VEHICLE WAS BEING EXAMINED BY AN INDEPENDENT REPAIR SHOP FOR A STATE INSPECTION WHEN SHE WAS INFORMED THAT THERE WAS A VERY LARGE HOLE IN THE FRAME UNDER THE VEHICLE. THE HOLE WAS THE RESULT OF SEVERE RUST AND CORROSION. THE VEHICLE WAS THEN TAKEN TO AN AUTHORIZED DEALER AND THE FAILURE WAS CONFIRMED. THE VEHICLE WAS NOT REPAIRED. A COMPLAINT WAS ALSO FILED WITH THE MANUFACTURER. THE FAILURE MILEAGE WAS 124,000. The failure was repaired at a cost of \$400 to us. I could not get through Maine's annual safety inspection without repair. The rot was evidently from the inside out + did not show on exterior until the undercoating failed. If someone does not have state inspection (cont'd)							
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.							

The Web is flooded with the exact same issue with 2005 Nissan Altima's. Unfortunately they may not report it to NHTS (attached some complaints.)

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

they could be totally unaware that the floor beneath their feet is rotting through under the carpet. Mine was almost completely rotted through (see pictures). We had it serviced (routine ^{tire rotation} maintenance) several times in between 2010 inspection and this one & it was not obvious until this one. The passenger side was starting to rot also which our body shop addressed while fixing the driver's side. I have attached pictures during repair & the repair bill.

Nissan Corporate Complaints was totally unresponsive to remedying this in any way. They said "due to the ~~age~~ mileage". I had Nissan's (2) in the past and drove them for 250,000 mi with no issue of corrosion. Same with my Toyota Camry. This corrosion is incredibly dangerous safety issue particularly because it does not show until it's progressed immensely and very dangerous. This was the third 2005 Nissan our body shop repaired this year, same issue.

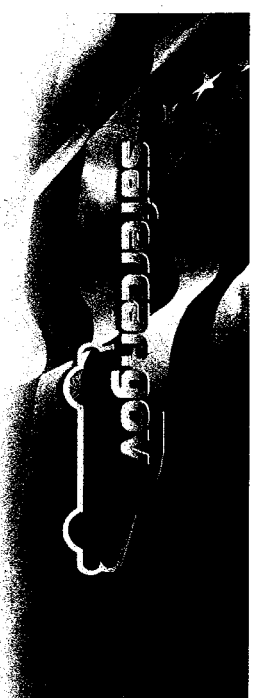
They tried to say it was due to the mileage on my car but as you will see it happened on a lot with much less mileage,

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

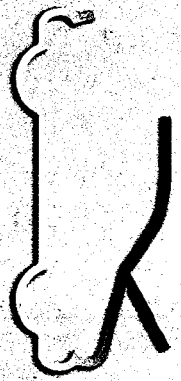
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Sammy's Lube Express and Car Wash

682 Roosevelt Trail • Windham, Maine 04062

Phone: 207-892-5695

SAMMY'S LUBE EXPRESS & WASH
682 ROOSEVELT TRAIL
WINDHAM ME 04062
(207) 892-5695

68997

DATE	09/23/2011 16:42
INVOICE NO.	00001-068997
TRANSACTION NO.	11092300068997
EMPLOYEES	RFD JGBD RFD

CUSTOMER INFORMATION

HARRISON, ME

VEHICLE INFORMATION

YEAR	2005	LICENSE PLATE	
MAKE	NISSAN/DATSUN	ALTERNATE ID	
MODEL	ALTIMA	MILEAGE	124576
ENGINE	6cyl 3.5L FI		
VIN#			

FLEETS

SERVICE HISTORY

DATE	09/23/11	MILEAGE	124576	SERVICES	FS
------	----------	---------	--------	----------	----

SERVICE CHECKLIST

1. ENGINE OIL	REPLACED
2. OIL FILTER	REPLACED
3. CHASSIS LUBRICATION	SEALED
4. REAR DIFF FLUID	N/A
5. TRANS/TRANSAXLE FLUID	FULL
6. WIPER BLADES	CHECKED OK
7. AIR FILTER	CHECKED OK
8. BREATHER FILTER	N/A
9. PCV VALVE	N/A
10. BRAKE FLUID	FULL
11. POWER STEERING FLUID	FULL
12. COOLANT RESERVOIR	FULL
13. WINDSHIELD WASH FLUID	N/A
14. TIRE PRESSURE	N/A
15. FRONT DIFF FLUID	N/A
16. TRANSFER CASE FLUID	N/A

DESCRIPTION

QTY. PRICE

FULL SERVICE OIL CHANGE	1.00	24.90
4612 OIL FILTER	1.00	0.00
mobil special 5/30	4.50	0.00
maine legislature tax	1.00	1.10

N/A = NOT APPLICABLE or
NOT ACCESSIBLE or
UPON CUSTOMER REQUEST

SERVICE COMMENTS

driver floorboard rotted

Said could not do safety inspection
sticker until repaired.

SUBTOTAL	26.00
TAXABLE PARTS	0.00
TOTAL	26.00
CCARD	26.00

MESSAGES

Recommend next service on 12/22/2011 or 127576 miles.

7th oil change free with punch card

VISA
XXXXXXXXXXXX
A:04518c EXP:XX-XX

X

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

COUPON

COUPON

COUPON

☐ Works Car Wash
☐ Works Truck/Van Wash
2256
12/22/2011
127576
5/30
Sammy's
Car Wash

Redeem with stamp only.

68997

SLE warrants all workmanship against failure for a period of 30 days or 1,000 miles, whichever occurs first. Warranty does not apply if customer or anyone else tampers with or alters SLE products or manufacturer's original equipment. The customer must notify SLE of any problems so that SLE has the opportunity to cure the problem. Failure to notify voids any responsibility on behalf of SLE.

OIL WARNING! IF YOUR OIL WARNING LIGHT COMES ON (OR YOUR GAUGE LOSES PRESSURE) STOP YOUR CAR IMMEDIATELY! NEVER OPERATE YOUR ENGINE WHEN THE OIL WARNING LIGHT IS ON! DOING SO MAY VOID WARRANTY!

682 Roosevelt Trail • Windham, ME

Took Car to dealer purchased from
as Nissan said. They confirmed
the problem (but of course quoted
fixed.

CUSTOMER #: 2075836333 4400 to get it 556934
UNIT# 911528



Over the top care. By down to earth people.

BERLIN CITY NISSAN OF PORTLAND

255 MAINE MALL ROAD

SOUTH PORTLAND, MAINE 04106

PH: (207) 774-1429 FAX: (303) 928-6846

(800) 414-1429

www.berlincity.com mmmmservice@berlincity.com

INVOICE

PAGE 1

HARRISON, ME

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5079 Stacy Dalphonse

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
KY2/POLISH	05	NISSAN ALTIMA	1N4BL11D55N		124646/124646	T0126	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22AUG05 DD			WAIT 27SEP11		115.00	CASH	27SEP11
R.O. OPENED		READY	OPTIONS: STK:5M30352				
27SEP11		27SEP11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES HAS HOLE IN LEFT SIDE FLOORBOARD-ADVISED BY NISSAN TO
HAVE ESTIMATED AND INSPECTED

98N INSPECTED VEHICLE FLOOR BOARDS-VERIFIED RUST
HOLE CONCERNS BELOW DRIVER SIDE

5038I30PS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

124646 VERIFIED RUSTY HOLE IN UNDERCARRIAGE BELOW DRIVERS FEET ALSO
FOUND WORN CARPET SPOT ABOVE HOLE

B MULTI POINT VEHICLE INSPECTION

MPI MULTI POINT VEHICLE INSPECTION

5038I30PS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

From: Stacy Dalphonse [SDalphonse@berlincity.com]
Sent: Wednesday, September 28, 2011 12:12 PM
To: [REDACTED]
Subject: RE: [REDACTED] Claim - 2005 Altima
Attachments: Rust repair

*Berlin City Nissan,
Portland, ME
Dealer where I purchased
it new.*

Attached is your estimate from the body shop we work with here, in agreement with your technicians' that you need that repair for your vehicle to be safe. I will forward our complimentary evaluation to Nissan as well as our estimate, with your file number to allow for their consideration for your good will assistance request. I appreciate your feedback and though I am disappointed that we cannot meet your expectations, I am relieved that you clearly have immense trust in the care your shop takes of your vehicle, I recommend always having your vehicle cared for by those you personally trust. You must know they are qualified and trained well for your complete care...*exactly* how I feel about my shop and the care I receive and provide here. This should be all you need from us, please let me know if that is not the case. Thank you.



Fax: 615-984-5021

Stacy Dalphonse
Nissan Service Manager

SDalphonse@berlincity.com
Toll Free: 800 414 1429
Direct: 315811
Main: 207 774 1429 x315811
Cell: (207)329-2301

berlincity.com



From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, September 28, 2011 10:20 AM
To: Stacy Dalphonse
Subject: [REDACTED] Claim - 2005 Altima

Hi Stacy,

A couple of things:

Nissan File #: 7270595

Maine Contract Regional Office
89 Larrabee RD, STE 4
Westbrook, ME 04092
(207)854-9166 X-2261
FAX: (207)854-9169

Corresp. to Nissan —

*Got nowhere even though
dealer Confirmed safety issue.*

*Jaci 800-647-
7261*

FAX

To: Jaci, Nissan Consumer Complaints

CVR+ 2

From: [REDACTED]

Cc:

Date: September 29, 2011

Re: [REDACTED] File #7270595

FAX#: 615-984-5021

Jaci,

Following is an e-mail from the Mgr at Berlin City where I purchased the 2005 Nissan Altima. This is confirmation that they are in agreement that the vehicle is a safety issue. I have also forwarded the report from the Inspection Station stating that the driver side floorboard is rotted. Also Berlin City said in their diagnostic that my air filter was very dirty. As you can see on my service report it states "Air Filter (item 7.) — Checked OK. They said it was not "very dirty" as Berlin City said, and did not need to be replaced yet and had considerable life left.

As I told her, the estimate from their body shop is just a "bandaid" for something that requires major surgery to correct properly. The Inspection Station that rejected it said it is rotted through to the floor boards and that is why it is a safety issue. They also said the passenger side is designed the same way (drainage holes) and could easily become the next safety issue.

Please advise [REDACTED] should there be a problem with this transmission. Thank you.

The information contained in this facsimile transmission is legally privileged and **CONFIDENTIAL** intended only for use of the individual or entity named above. If the reader of this transmission is not the intended recipient you are hereby notified that any dissemination, distribution, or copying of this transmission is strictly prohibited. If you have received this transmission in error, please immediately notify us via (207) 854-9166, and return the original transmission to the address above via U.S. Mail. Thank you.

TRANSMISSION VERIFICATION REPORT

TIME : 09/29/2011 10:34
NAME : MAINE REG OFC
FAX : 2078549169
TEL :
SER.# : 000J7N198761

DATE, TIME 09/29 10:33
FAX NO./NAME 16159845021
DURATION 00:01:06
PAGE(S) 03
RESULT OK
MODE STANDARD
ECM

Maine Contract Regional Office
89 Larrabee RD, STE 4
Westbrook, ME 04092
(207)854-9166 X-2261
FAX: (207)854-9169

FAX

To: Jaci, Nissan Consumer Complaints CVR+ 2
From:
Cc:
Date: September 29, 2011
Re: - File #7270595
FAX#: 615-984-5021

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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 failure(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,

Talked to Nissan Consumer Affairs

615-725-1000 "M" "I"

*They were totally unresponsive except Randy Reid
to offer us to buy a new one at
cost (\$28,000.00) Ya, right - after*

*this I am going to buy another
new Nissan Altima. Don't think
so - never again any Nissan product!!*

*They could have cared less about the safety issue. I know
many, many similar complaints
have been made (see some
following info.)*

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

NHTSA
www.nhtsa.gov

Finelines Autobody

Federal Tax ID: 01-0477566
Rt. 302 1866 Roosevelt Trail
Naples, ME 04055
Phone #: (207) 693-3838
Fax #: (207) 693-3900

Customer No: 343
Report No: 339
Claim #:
Assign No:

Estimate

10/7/2011

E-Mail: finelinesautobody@gmail.com

Vehicle Information

2005 Nissan Altima
Style: 4D SED
Color:
Color Code:
Production Date: / 0
License: State: ME
VIN: 1N4BL11D55N
Miles In: 0
Miles Out: 0
Condition:
Estimator: Ray Hansen
Insurance Company

Owner -

Naples, ME
Work Phone:
Work Phone:
Fax #:

Insured -

Home Phone:
Work Phone:
Fax #:

Insurance Information

Adjuster:
Claim #:
Policy #:
Deductible: \$0.00
Claim Rep:
Date of Loss: 10/7/2011

Accident Location

Phone #1: -
Phone #2: -

Claimant -

Home Phone:
Work Phone:
Fax #:

Appraisal Company

Phone #: -
Fax #: -
Date Assigned: 10/7/2011

Phone #: -
Fax #: -
Date of Inspection: 10/7/2011

Description of Work	Part Number	Price	Labor	Paint	Other
PILLARS, ROCKER & FLOOR - FLOOR & RAILS					
1 * Repair Front floor pan -left side -cut out rust hole 8"X18"			12.0*	body	
Other operations					
2 * Replace with new metal -Welded both sides		\$15.00 *			
3 * Seam seal both sides		\$10.00 *			
4 * Etch corrosion primer -both sides		\$15.00 *			
5 * Undercoat both sides		\$25.00 *			
Sub Totals		\$65.00	12.0		

THANK YOU FOR LETTING US SERVE YOU

	Hours	Rate	Total
Body Labor	12.0hrs	\$45.00/hr	\$540.00
OEM Parts			\$65.00 T
Tax	\$65.00 @ 5.0000%		\$3.25
Grand Total			\$608.25

Amount due
\$ 400.00

Thank you!
Ray Hansen
10-7-11

Our Body Shop - Trust (used in past for other vehicles)
They quoted \$400 and stuck to their quote. They found a lot more than anticipated when they got into it - therefore the 608.25 charge (total)

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Guide used is (ARF3745). 9/11

* Indicates Estimator's Judgment
T Indicates Taxed Item

CONSUMERAFFAIRS.COM

- Auto Warranties
- Auto Transporters
- Towing & Road Service
- Tires
- Auto Dealers
- Auto Service & Towing
- Auto Manufacturers
- Automotive

*Just a few of hundred's
of complaints of Rusted
out undercarriage, many
with a lot less mileage
than mine.*

Nissan Altima

Consumer Complaints & Reviews

Was looking for an annoying rattle and came across hundreds of complaints about Altima floor pans rusting through prematurely. I crossed my fingers and looked underneath to find that my passenger side has rusted all the way through and the drivers side is just starting to. I've read that it's a defect and water from the windshield drains have caused the issue. I've spared no expense maintaining this car and this should not have happened since it's garaged most of the winter.

Rick of Lincoln, NE

11/3/11

My 2005 Nissan Altima's floor boards are rusting on both sides, under the driver side and under the passenger side, with only 87,000 miles on the car.

Vera of Franklin, MA

11/1/11

I have a 2002 Nissan Altima. My passenger side floor board has rotted out completely so my carpet in my car is constantly wet and smells like mold. The driver's side is starting to do the same. We have had constant issues with the check engine light, gas/catalytic converter. It burns through about 2 1/2 quarts of oil a week and when you start the car white smoke pours from the exhaust as if the car is on fire. I am extremely disappointed in this car. My husband was out of work for almost 2 years. We don't have the money to fix this car and can't trade it in because of its issues. I purchased a Nissan because they are suppose to be so reliable but I'm finding out it's not. I hope someone can help me.

Janet of Rochester, NY

10/31/11

My 2005 Altima has been giving me so many problems. I really regret buying it two years ago. I paid 7 thousand cash for it and I wasted my money. I will never buy a Nissan again. I have had to replace the catalytic converter and crank shaft sensor. My tie rods just broke. My gas mileage sucks. It takes a couple of times to start the car. I am now aware of the recall with 05 altimas and the crank shaft sensor.

This problem costed me money for their recall mistake. Now my alternator is going out and just found out the catalytic converter is also going out again because the o2 sensors are not working correctly. Nissan Altimas are a hunk of junk. I am so upset I spent my hard earned money. I am a full time student and a single mother. I cannot afford these constant repairs. I feel like I bought a lemon and Nissan is getting away with all of this. I think Nissan should be sued.

Staci of upland, CA

10/31/11

I have a 2005 Nissan Altima that I took to my mechanic when I noticed something hanging under my passenger side of the car. After investigation, he found out that the floor boards on both the passenger and driver side were rotted out. It is going to cost me \$700 to have them both replaced. I also had him check why my service engine light was on. I found out that I need a catalytic converter. After reading other complaints, I saw that I am not alone. I will tell everyone I know to never buy Nissan. This car was purchased brand new off the showroom floor. Shame on Nissan!

Debbie of Aurora, IL

10/28/11

I am so disappointed with my 2006 Altima. There were two rusted gaping holes through the front floor boards. Isn't the metal used supposed to be rustproof? What a joke. Of course, there was no response from the dealership, and the Nissan.com is a joke as well. The complaint wouldn't submit. Besides, I could see from the posted comments that Nissan will not honor their warranty regarding this problem. Every time I see a Nissan driver, I feel like pulling along the side and tell them to check their floor board. I will never purchase a Nissan.

Mildred of Pittsburgh , PA

10/28/11

I recently purchased a 2005 Nissan Altima. I have had no major problems yet. I had heard, after the purchase, that many people had experienced problems with the passenger side floor rusting. I had my mechanic look at mine and he discovered a significant wet spot underneath the floor board. My mechanic stated that eventually, the moisture will deteriorate the floor and it will need to be replaced.

mary of johnstown, PA

10/27/11

I purchased a 2005 Nissan Altima (used) with 20,000 miles in 2005. The first year I had it, I had to replace the catalyst converter and O2 sensor. I had contacted Nissan because I felt it should have been their responsibility since I just purchased it. Nope, I was out of warranty, I was told. Two years after, I replaced the tort converter, tort pump and sealer on my transmission. Not ever a month later, I had to replace the crank shift sensor and engine speed sensor. Now this year, 2011, I just had to replace my whole transmission because the whole housing unit was cracked and I still need work done on my car. I will never buy another Nissan as long as I live.

Davia of Baltimore, MD

10/26/11

I have a 2006 Nissan Altima and I have had to replace the starter twice. Some sensors on my car went out causing my car to cut off while at red lights or in drive thru's (embarrassing), transmission leak, there is a ticking noise and my wheel shakes really bad even after replacing front and back brakes and rotors. It is a silver car and the paint is turning white on the hood? When I would accelerate my car would jerk pulling the whole engine up, that ended up costing me \$400.00 alone to repair and I'm not done with that just can't afford it right now. The one positive thing I will say about this car is that it is good on gas. But that's not good enough.

rebecca of palmdale, CA

10/26/11

It seems that I am having a lot of the same problems as the other people have had with their 2005 Nissan Altima. I purchased mine (used) in 2008 and am only up to 100,000 miles. I have been more than diligent in getting regular tune-ups and oil changes. I have had to replace my brakes 3 times, my battery twice, my transmission is jumpy when accelerating, my engine shakes enough that the passengers ask what's wrong with my car, I've had to have my ignition shaft sensor replaced twice, two wheel bearings, the heat only works when the car is in motion and after I've been driving for 10 minutes, and I am already seeing rust on the body and have noticed significant rust around the under carriage. I am possibly looking at a head gasket replacement as my 4th cylinder keeps misfiring and my oil is being used quicker than normal. I still have payments on this car and I am very unhappy with it.

Christina of Scottsville, NY

10/25/11

I recently bought a used Altima in September 2011, that's about a month ago, it has 33,800. I am hearing loud noises upon start up and my car has a constant vibration and shaking noise while in drive. I took it to the dealer within the first week and they didn't do any computer diagnostic, but they drove it around putting extra miles on my car for nothing, to tell me that they didn't hear what I was hearing. **. I traded

10/13/11

I bought a brand new 2005 Nissan Altima in February of 2005, and it only has 102,000 miles on it. Just the other day, I took it to my mechanic to check the rear brakes and while we were underneath it, we observed both the driver's and passenger side floor board were completely rusted out. My mechanic advised me to call Nissan and file a complaint. I did, and they told me to take it to a local dealer and get an estimate. The estimate was for about \$1,200 to replace the boards. I called Nissan back, and they told me a regional associate would review the complaint and call me back. In about 2 days one did call me, and like I figured, the associate said, "Sorry we will not cover the damage, because you are out of warranty". Needless to say I was very upset, so here I am.

D. of Hobart, IN

10/12/11

I purchased a 2009 Nissan Altima on September 2, 2011. About two weeks later, the car was making a whining noise. I brought it to the dealer and he told me they have an extended warranty for the transmission and that I needed to have mine replaced. After researching this on the internet, I feel that the dealer falsely advertised this car to me by withholding information about the transmission problems. I have been waiting for a new transmission to come in since September 22nd. I called yesterday and they have no idea when the new transmission will arrive. I always buy my used cars from a dealer rather than from a private party, as I feel there is some recourse for issues. I told my salesperson that I wanted to return the car but he said they could only give me trade-in value which would be less than what I paid just 20 days before. I realize this is an extended warranty and that there will be no charge but I feel it is ridiculous that I am still waiting for a part. The car has not been driven since September 22nd.

Cindy of Saint Paul, MN

10/6/11

Just purchased a 2002 Nissan Altima for my daughter because she needed a reliable four-door sedan, which I thought an Altima was. To my horrible findings, this vehicle is falling apart at every turn. I fear for my daughter's life as the car has stalled three times on a highway so far, and she is a single mom with a newborn. Also, this vehicle only has 86,000 miles, that's why we bought it, thinking that we'll get at least 200,000 out of it.

We have got nothing but problems since the purchase. The catalytic converter has apparently fallen apart into engine prior to us purchasing from a private owner. The flex tubing exhaust is blown apart apparently from the back pressure created from particles clogging the second catalytic or resonator, whichever it is. But I filed a complaint with Nissan only for them to blow me off. At the dealership, they want \$99.95 to diagnose a legitimate problem they know about--like, to tell me that the cat is empty and currently in pieces inside the piston chambers! I need a legitimate petition to sign against these bastards!

Jim of Sicklerville, NJ

10/3/11

Our 2003 Nissan Altima has been a lemon of a car. We have had air conditioning problems, cam position sensor replaced (twice), neutral safety switch replaced, excessive oil consumption problems, the stalling for no reason, etc. Nissan has a recall for these problems but not my VIN number, according to Nissan dealership! Nissan needs to step up and handle their problems correctly!

Bill of Clarksville, TN

9/13/11

There's rust underneath my 2005 Altima. And there's nothing anyone can do about this problem. I'm not the first.

Mandisa of Neptune, NJ

9/10/11

I own a 2007 Nissan Altima, and about two months ago, my air conditioning unit was not working, so I took the car to the dealership, to see what the problem was. I received a call from the dealer stating that the problem with my vehicle was the air compressor and that it needed to be replaced. I thought this was very strange due to the fact the car is only four years old. I was highly upset with this issue because I had to pay over \$600 to have this fix. My complaint is not with the dealership; it is with the makers of these cars. This is an issue that needs to be addressed immediately.

Keosha of Macon, GA

9/6/11

I have a 2009 Nissan Altima. This incident has happened twice already. I have my engine and all the electricity in the car turned off (while waiting in the car in a parking lot) and the battery gets drained out. When I try to press the start button to start the engine, all the icons start clicking and blinking and the engine won't start. This is an annoying problem. Sometimes, my car also makes a weird, deep popping or clunking noise while I'm driving and after I turn the engine off.

Evie of Anaheim, CA

8/25/11

I bought a 2011 Nissan Altima at the end of April 2011. In four months, my car tire pressure light comes on for four times. All the service department did is inflate and deflate the tire. They just told me that it was due to the weather being hot and then cold. They will not do any more investigation to find out why. Another incident within that four months is that the battery just drained itself. All they do is charge it up. Then, the tire pressure comes back on.

Nancy of Bowling Green, KY

gas). I contacted the NHTSA at 888 327-4236 and filed a complaint by phone. It took about 15 minutes. I also went to SaferCar and clicked on search complaints and safety recalls. This was very informative.

The engine is done and so am I with Nissan. This was our first and definitely our last. As most of the others in this forum, Nissan refuses to own up to an obvious defect. Now my wife will be driving our old standby, a 1984 GMC crew cab dually at 9 miles to the gallon. When I figured in the amount of oil I have been putting into the Nissan, I guess that isn't too bad.

Mark of Leona Valley, CA

5/5/11

I bought a 2005 Nissan Altima in June of 2006, new. I got an oil change the other day and was shown that the driver's side floorboards are rusted out. You can touch the underside of the rug. The passenger side is not far behind. I checked for any recalls and there were none. I was told by several different body shops that this was not ^{un}common with the Altima. I find it unbelievable in this day and age that a car can rust out in 5 years. I think Nissan should be held accountable for their product when they know that there is a problem. Toyota had.

Lisa of Newton, NH

4/29/11

Service engine soon light came on in my 2005 2.5 Altima. It was pulling code for crankshaft sensor. I had it replaced, started pulling code for apps, had the pedal replaced as well as TPS and cam sensor. Youngblood Nissan will not re-flash ECM because the SES is still illuminated. The car shuts off at times driving down the road. When attempting to accelerate, at times the car won't go more than 20 mph, jerks horribly on the transmission. I have been out of pocket between labor and parts, approximately \$1,000. I have 10 months left before this car is paid off. I am a single mother. This is my only means of transportation. I can't afford to purchase another vehicle and I am pissed Nissan isn't being held accountable. How many lives will have to be lost before someone holds them accountable?

Pattie of Springfield, MO

4/11/11

The car has burned oil since it was purchased and had only 102,000 miles on it. I looked online and the 2004 Altimas have the same problem caused from a faulty catalytic converter. My car experienced this same issue.

Monica of Garden Valley, CA

4/1/11

I buy a Nissan Altima 2005. The car have the service engine light on. I asked and he responded that to change the gas tap. I did but the light turn on again. I went to check with the autozone and they said that

5/26/10

I bout my 2002 nissan altima 2 years ago it had 60k miles . I've had nothing but trouble out of this car since i bout it. Ive had to replace the throttle body sensors, thermostates due to the heater never getting warm even after letting it run for 45min to an hr. Having to put oil in the car every week to 2 weeks due to it saying it completely dry!! It started running funny and wouldnt excellerate over 30 miles /hr even with the petal to the floor i took it to nissan paid for that to be fixed, only for it run ok for 3 months until it tore up again the engine light coming on and clattering awful again saying low on oil .

ASHLEY of KPT , TN

5/26/10

There are large holes the in the floor panels beneath both the driver and front passenger seats. These holes are caused by rust and corrosion, and appear to have been developing for some time.

Based on photographs of over 15 other Nissan Altimas, the rust appears to begin in an area around manufactured holes in the panel and continue to corrode the sheet metal floor until it is severely damaged or destroyed. There is no way to be aware of this damage if the dealer or other service agency does not notice the problem during routine service calls, or fails to notify the owner of the car when the car is in for service, or if the owner does not periodically examine the sheet metal under the car.

Tom of Minneapolis, MN

5/23/10

Back in 2007 I replaced a head gasket on this car 2002 Nissan Altima. Because the car had no waranty I took the car to a repair shop and had the work done. Nissan says they will not honor the work because it was not done by a nissan service person, I have had nothing but problems with this car. Also I am aware of other persons with the same problems. Nissan had a recall on the ECM they claim that this has nothing to do with the car getting hot an blowing a head gasket. I have made several attempts to have this matter resolved, though Nissan just continues to set it aside.

I am still having problems with the car it is completely not safe to drive. I am still having to carry full coverage ins. on the car because I have a loan. I am sending this email as an effort to have attention brought to this matter. I do not think this is a fair way to do business. Although the car is way used now it is still the only transportation I have and can not replace it at this point.

Crickette of Claremore, OK

5/18/10

I have purchased 2005 Altima 3.5SE in October 2004. Just few days ago I have discovered substantial RUST and corroded body undercarriage floor pans. I have been called by dealership to bring the vehicle stating there is lifetime warranty on corrosion on all vehicles. I spoke to Denis who informed me of no such thing existed (lifetime warranty) and I was out of luck as my car was confirmed to be out of waranty - well, I knew that myself.

Anyway, when I have insisted to have service look at it Service Director Peter was very surprised to see such a big hole in 2005 vehicle. He snapped few pictures with his Blackberry and I had some to show him as well on my phone. Anyway, I was given business card and told to e-mail narrative statement with what my original complaint is and to include all the pictures. He would want to have that forwarded as a claim to Nissan to try to get approval for repairs as it was obvious design flaw in the undercarriage where Nissan left certain areas OPEN unprotected in the form of round opening - which is there for no reason. That's how all the Altima floors rusted - because of their design flaw.

Aleksandar of Libertyville, IL

5/15/10

2003 Nissan Altima-86,958 mi. purchased new March 2003

RUSTED FLOOR BOARDS

I, too am a victim of rusted floor boards that will not pass inspection. This was found during an oil change on 4/21/10. All my maintenance work is done through the dealership on a regular basis. Why wasn't this noticed 3/30/10 when I had a catalytic converter replaced(another story)or on 10/23/09 at another oil change AND MULTI-POINT INSPECTION or at any of the other many garage appointments?

My auto-body technician found MANUFACTURER'S TAPE over the drain holes.

They sent pictures to the Nissan regional specialist. I was told by this person they handle things case-by-case, and they were NOT going to help me financially to get this repaired!

The auto-body technician needs a section of floor. The hole is so bad patching with a piece of metal won't do the job.

I have since been searching the web and found this is a common problem--NISSAN NOT TAKING RESPONSIBILITY for a flaw in their product. I have also found many people have had the rusted floor board problem and/or the catalytic converter problem. Neither are inexpensive repairs.

I'm ready to complete all the consumer forms I need to and spread the word that Nissan will not stand behind their product. As much as I love my Nissan, from what I've been reading I need to get rid of it (if I can).

nancy of Indiana, PA

5/14/10

I had to replace my son's clutch pedal bracket assembly on his 2006 Nissan Altima SE-R.

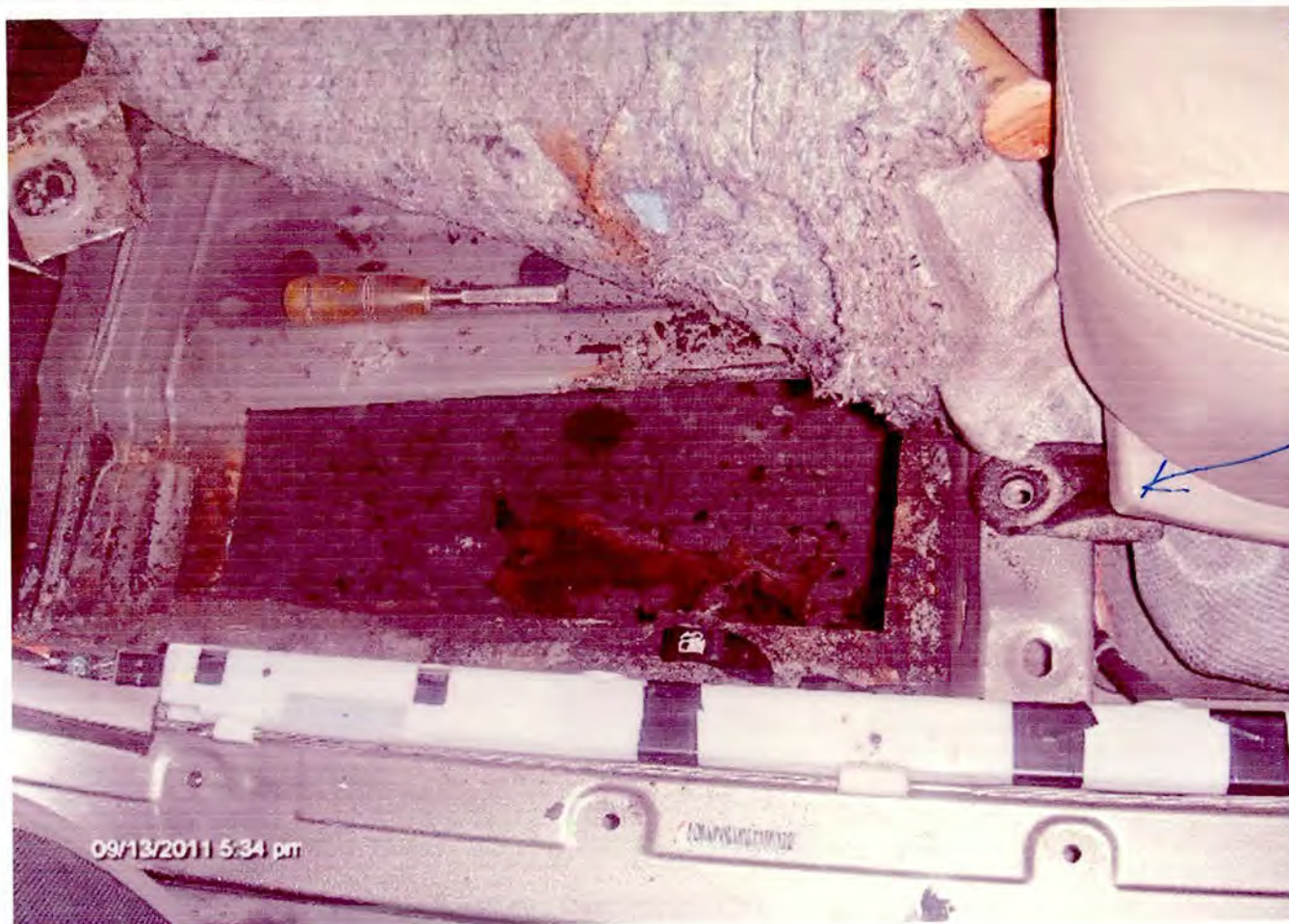
After 30 minutes of driving the spot welds on the bracket assembly broke loose. Two weld that helped keep it rigid. I had to take out the assembly and re-attach the broken parts in order for the car to be used once again. The bracket cost \$75 dollars and this shoddy assembly could have cost more if he had lost control due to it breaking.

John of Williston Park, NY



Rotted
piece
cut from
right
below
driver's
feet
under
the
carpet

Close to
totally
rotted
out,



← Driver's seat

Directly under the Carpet below driver's feet
←

09/13/2011 5:34 pm



Looking to front Compartment of
the Car from below when rotten
piece cut out





Looking
up into
front
driver
compartment.
When
rotted
piece
cut out







Start
of rot
on
Passenger
side

09/13/2011 5:38 pm



More
start
of
problem
on
Passenger
side



Repaired

Harrison, ME



Natl Highway Traffic Safety Administration
US Dept of Transportation
1200 New Jersey Ave, SE
Washington, DC 20077-9382
20590

