

 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 18-NOV-2011 MAR 19 2012	
		Repository ☐ Reference No. 10436345	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
RAHWAY	NJ		
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
1N4AL11D32C		NISSAN	ALTIMA
Model Year		Engine:	Fuel Type:
2002		No: Cylinders	
Date Purchased	Dealer's Name and Telephone Number		
11/26/2001	PINE BELT NISSAN 609-978-6700		
Original Owner	Dealer's City	State	Zip Code
☒	MANAHAWKIN	NJ	08050
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
AUTOMATIC	☐ Cruise Control		Incident Date(s)
			04-NOV-2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING		Failure Mileage	Failure Speed
		80000	65
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 2002 NISSAN ALTIMA. THE CONTACT STATED THAT WHILE DRIVING 65 MPH, THE VEHICLE STALLED. THE VEHICLE WOULD NOT RESTART AND WAS TOWED TO AN INDEPENDENT MECHANIC. THE CONTACT WAS INFORMED THAT THERE WAS NO OIL IN THE ENGINE AND THERE WERE NO SIGNS OF AN ENGINE LEAK. THE MECHANIC WAS UNABLE TO DETERMINE WHERE THE OIL WAS ESCAPING TO. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT OFFERED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGES WERE 80,000. ENGINE REPLACED 11/8/11, RECEIPT ATTACHED \$3177.10. PLEASE GOOGLE OIL/ENGINE PROBLEMS NISSAN 2002 ALTIMA FOR OVER 400 COMPLAINTS SAME PROBLEM. HAVE ALSO BEEN ADVISED, BY MECHANIC, THAT REPLACED ENGINE THAT WILL ALSO NEED CATALYTIC CONVERTER SOON. (REF. THE COMPLAINTS ON GOOGLE ALSO AS ENGINE FAILURE + CATALYTIC CONVERTER FAILURE SEEM			
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.			

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

TO GO HAND IN HAND. ALSO, SAME CAR NEEDED NEW TRANSMISSION
JULY 2009, COPY RECEIPT ATTACHED \$3200.44, WORK DONE BY NISSAN DEALER
SO, IN 2 YEARS NEW TRANSMISSION + NEW ENGINE TOTALLING OVER \$6500.00.
PLEASE SEE ATTACHED E-MAILS TO NISSAN CUSTOMER SERVICE + COPY OF
WHAT I INTEND TO PLACE ON CAR WINDSHIELDS FOR CONSUMERS BENEFIT
(BELIEVE MY FILE # WITH NISSAN IS 7294046 AS OF 10/26/11)
NISSAN CONSUMER AFFAIRS - 1-800-647-7261 OPTION 7, CHOICE 3 TO
REACH A PERSON. TIFFANEY EXT. 457262, JR 458166

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

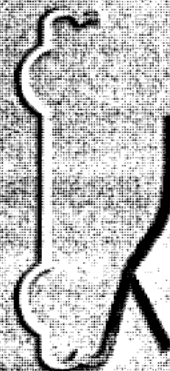
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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 Open Question (VOO)
U.S. Department of Transportation
National Highway Traffic Safety Administration



3/8/12

MAR 19 2012

Mr. Reid,

Mailed you back, with other correspondance, your Vehicle Owner's Questionnaire approx. 3 months ago. Haven't heard anything. Did you receive it? Can you please advise status of any investigation or your findings.

It concerned 2002 Nissan Altima engine failure due to lack of oil in engine with absolutely no warning. I referred to fact that if you google 2002 Nissan Altima oil/engine failure yqu will find over 400 engine failure complaints same problem.

[REDACTED]
Rahway, NJ [REDACTED]
[REDACTED]

work----- [REDACTED]
[REDACTED]

From: [REDACTED]
To: surveys <surveys@nissanconsumeraffairs.com>
Subject: Fwd: Nissan Consumer Affairs Contact
Date: Tue, Nov 15, 2011 2:43 pm

Ms. Baumgardner,
Definitely think they would also be interested/concerned about Nissan engines cutting out because of oil/engine problems like mine and hundreds of others. Below is from FoxNews.com

Quote

Federal safety regulators are investigating problems with the automatic shift levers on several General Motors cars because drivers may think the cars are in park when they actually are in gear. Seven crashes have been reported because of the problem, including one in which a driver put a car in park, got out and was struck and injured when the car unexpectedly rolled backward, the National Highway Traffic Safety Administration said Monday in documents posted on its website. Unquote

People could be killed in accidents because of Altima engines failing suddenly/no warning, like mine below:

-----Original Message-----

From: [REDACTED]
To: surveys <surveys@nissanconsumeraffairs.com>
Sent: Mon, Nov 14, 2011 4:59 pm
Subject: Re: Nissan Consumer Affairs Contact

In July 2009 my 2002 Nissan Altima needed a new transmission, 65,000 miles. Thought that was really low for needing a new transmission.
Now, in November it needs a new engine. 81,000 miles. It seized up, no warning, no oil in driveway, no oil on undercarriage. But absence of oil in engine. Always kept up/always oil changes. Was told to google 2002 Nissan oil/engine problems and found over 500 same engine complaints, engine failures. It is not right, morally wrong for Nissan to not make good on these things. Got the engine, \$3100. (transmission was \$3200 done at a Nissan dealer)
Now I'm told may need catalytic converter soon which also was on list of complaints hand in hand with engine failure.
What a crying shame forced to spend over \$6,000 in 2 years! Valued customer? Also purchased a Sentra. Don't think so, lol. Not to mention dangerous driving conditions when engines failed going 60 MPH on New Jersey Garden State Parkway.
My Congressman, National Transportation Safety Board, and US Dept Transportation will be hearing from me.

Regards

-----Original Message-----

From: Nissan Consumer Affairs <surveys@nissanconsumeraffairs.com>
To: [REDACTED]
Sent: Mon, Nov 14, 2011 4:44 pm

Subject: Nissan Consumer Affairs Contact



Dear [REDACTED]

As a valued Nissan customer, your satisfaction throughout your ownership experience is our company's highest priority.

Recently, you contacted Nissan Consumer Affairs with a question or concern. We would appreciate your feedback on our resolution process, as it helps us understand our strengths and opportunities. Our goal is to improve future experiences for valued customers like you.

Providing your feedback will only take a few minutes of your time. Please click the **"START"** button below to begin. The link will remain active for 21 days.



Thank you very much for your time and assistance.

Sincerely,

Mary Baumgardner
Senior Manager
Nissan Consumer Affairs

Privacy Policy

Minimum browser requirements for WINDOWS PCs are Internet Explorer 6.0 and higher or Firefox 2.0 and higher. To update your browser please click [here](#) for Internet Explorer or [here](#) for Firefox. If you are using a Macintosh computer and experiencing problems, please use this survey with an IE browser.

To contact Nissan, please call Nissan Consumer Affairs at 1-800-NISSAN1(1-800-847-7261). If you do not wish to receive further email communications on behalf of Nissan, please click this unsubscribe link or reply to this message with "Unsubscribe" in the subject line.



From: [REDACTED]
To: surveys <surveys@nissanconsumeraffairs.com>
Subject: Fwd: Nissan Consumer Affairs Contact
Date: Tue, Nov 15, 2011 4:31 pm

You must be kidding, you've sent this same message 2 times already without addressing my concerns/problems of total engine failure. Does Mary Baumgardner exist?

—Original Message—

From: Nissan Consumer Affairs <surveys@nissanconsumeraffairs.com>
To: [REDACTED]
Sent: Mon, Nov 14, 2011 4:44 pm
Subject: Nissan Consumer Affairs Contact



Dear [REDACTED]

As a valued Nissan customer, your satisfaction throughout your ownership experience is our company's highest priority.

Recently, you contacted Nissan Consumer Affairs with a question or concern. We would appreciate your feedback on our resolution process, as it helps us understand our strengths and opportunities. Our goal is to improve future experiences for valued customers like you.

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FAX # 615-261-7873
(NISSAN CUSTOMER SERVICE)

①

11/14/11

TO TIFFANEY / MAUREEN

REF. PREVIOUS FAX. (YOU PROBABLY THREW IT OUT)
SECOND PAGE, AS PROMISED, WILL BE PLACED ON AS
MANY WINDSHIELDS AS POSSIBLE.

NJ MALL PARKING LOTS, STREETS, ETC., ETC.
MAY BE FUTILE BUT WILL NOT REST UNTIL THOUSANDS
AND THOUSANDS KNOW ABOUT THIS. ALSO, LETTERS
TO NEWSPAPERS, AUTOMOTIVE MAGAZINES,
AND FACEBOOK

②

DO NOT BUY A NISSAN (ESPECIALLY ALTIMA)

1. JULY 2009

MY ALTIMA NEEDED A NEW TRANSMISSION AFTER 65,000 MILES. BECAUSE DID NOT HAVE AN EXTENDED WARRANTY NISSAN CUSTOMER SERVICE 800-647-7261 EXT. 4407 JESSICA FRASER WAS OF NO HELP WHATSOEVER. ACTUALLY WAS QUITE RUDE.

HAD NEW TRANSMISSION PUT IN AT NISSAN DEALER / \$3200.00.

2. OCTOBER 2011

NOW 2 YEARS LATER THE ENGINE SEIZED UP / MUST BE A COMPLETE ABSCENCE OF OIL WITH NO EVIDENCE OF LEAK IN DRIVEWAY OR ON UNDERCARRIAGE. OIL LIGHT DID NOT GO ON EITHER.

GOOGLE NISSAN OIL / ENGINE PROBLEMS, WILL FIND OVER 400 COMPLAINTS FOR SAME OCCURENCE.

ANOTHER \$3000.00 + NISSAN NO HELP AS AGAIN, PER THEIR WONDERFUL CUSTOMER SERVICE, 800-647-7261 EXT. 457262 TIFFANEY, SAID I DIDN'T HAVE CAR TOWED TO A NISSAN DEALER. BROKE DOWN / ENGINE SEIZED EXIT 116 GARDEN STATE PARKWAY 9 PM AT NIGHT AND HAD TOWED 25 MILES BACK HOME TO MECHANICS PLACE OF BUSINESS BEEN GOING TO FOR 30 YEARS, WHAT A JOKE, AS IF NISSAN WOULD HAVE FINANCIALLY HELPED ANYWAY.

TALK ABOUT A STORY READY MADE FOR "60 MINUTES" + A CLASS ACTION LAW SUIT!

MY E-MAIL — 

 *** ACTIVITY REPORT ***

ST. TIME	CONNECTION TEL	CONNECTION ID	NO.	MODE	PGS.	RESULT
*11/07 18:27	973 578 4845		7076	AUTO RX	ECM	2 OK 00'54
*11/08 06:05			7077	AUTO RX	ECM	1 OK 01'25
11/09 09:53	7572281400		7078	AUTO RX	ECM	1 OK 00'21
11/09 12:16			7079	AUTO RX	ECM	1 OK 00'32
11/10 04:22			7080	AUTO RX	ECM	1 OK 01'24
11/10 10:36			7081	AUTO RX	ECM	1 OK 00'27
11/10 17:37	7572281400		7082	AUTO RX	ECM	1 OK 00'32
11/10 18:28	7572281400		7083	AUTO RX	ECM	1 OK 00'31
11/11 06:31			7084	AUTO RX	ECM	1 OK 01'24
11/11 10:33	6152677873		1155	TRANSMIT	0	NG 00'00
					0	#018
11/11 12:11	6152677873		1156	TRANSMIT	0	NG 00'00
					0	#018
11/11 12:12	6152677873		1157	TRANSMIT	0	NG 00'00
					0	#018
11/11 15:54	7572281400		7085	AUTO RX	ECM	1 OK 00'20
11/11 16:32	7572281400		7086	AUTO RX	ECM	1 OK 00'19
11/11 16:47	7572281400		7087	AUTO RX	ECM	1 OK 00'20
11/11 16:47	7572281400		7088	AUTO RX	ECM	1 OK 00'20
11/14 13:44			7089	AUTO RX	ECM	5 OK 01'02
11/14 13:45			7090	AUTO RX	ECM	5 OK 01'12
11/14 14:17	<u>916152677873</u>		<u>1158</u>	<u>TRANSMIT</u>	<u>1</u>	<u>OK 00'27</u>
11/14 14:18	<u>916152677873</u>		<u>1159</u>	<u>TRANSMIT</u>	<u>1</u>	<u>OK 00'24</u>

FOR ENGINE
2011

ATLANTIC TIRE & SERVICE
1430 ST. GEORGE AVENUE

AVENEL, NJ 070011158
(732) 381-0100

TYPE Invoice # Date By
IN IN00176152 11/08/2011 8:48 LL

Account Name - Address Contact
3884913
RAHWAY, NJ
H. W. M.

License # Year - Model Color Mileage Engine Inspection Date
02 NISSAN ALTIMA GREEN 82265

PO Number : Tag Number : VIN # :

Item	Description	Qty	Parts	Labor FET / Core	TC	Extension
225327-LAW	CAR WAS TOWED IN DIDNT START LAST NIGHT ENGINE ASSY *****	1.00	1,800.00		lug	1,800.00
CAR	LABOR/REMOVE & REPLACE ENGINE TRANSFER OVER NECESSARY PARTS *****	13.50		85.00	lug	1,147.50
OLF	OIL CHANGE				lug	
LOF	OIL CHANGE	1.00		27.40	lug	27.40
CF240	OIL FILTER	1.00	0.00		lug	
OIL	CASTROL GTX MOTOR OIL ***CHECK ALL FLUIDS***** ***CHECK AIR FILTER*****	5.00	0.00		lug	
WASTE OIL	WASTE OIL	1.00		1.50	lug	1.50
PREMIX	QT OF WASHER FLUID		0.00		lug	
REBATE	\$5.00 REBATE CASTROL OIL	-1.00		5.00	lug	-5.00
ANTIFREEZE	ANTI-FREEZE	2.00	8.00		LUG	16.00
630653-NAP	25-060885 SERP BELT *****	1.00	23.85		LUG	23.85
695815-AM	FAMILY DISCOUNT IDLE RELEARN	-1.00 1.00			HS LUG	-150.00 108.00

Estimate :
Revised :
2nd Rev :
Auth by :
Auth by :
Telephone :
Telephone :
Promised :

Totals

Parts	1,947.85
Labor	1,171.40
Other	-150.00
FET/Core	
Subtotal	2,969.25
Tax	207.85
Total	3,177.10

Cash : Check : Cr Cd : 3,177.10 Chrg :

FOR TRANSMISSION
2009

PAGE 1



RAHWAY, NJ

RT 22 NISSAN
399 ROUTE 22W
HILLSIDE NJ 07205 **ROUTE 22 NISSAN, INC.**
399 ROUTE 22 · HILLSIDE, NJ 07205
(908) 964-8700

SERVICE ADVISOR **JIM FRESCHI**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUL09	16JUL09		1N4AL11D32C	3131975	T246		16JUL09	444970
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
15:48	19:26	02	NISSAN ALTIMA		102.00	17NOV01	3340	2935
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
69318	69318							

A NISSAN MULTI POINT INSPECTION
DECLINE VEHICLE NEEDS FRONT WHEEL
BEARINGS/WHINNING NOISE OVER 25MPH
2369 EMANUEL, RAPOSO LIC#: 2369
ISERV
B CUST STATES SHAKES WHEN ACCELERATING FROM
STOPS?
REPLACE REPLACED DEEFFECTIVE TRANSMISSION
ASSEMBLY ALSO REPLACED BURNT BULBS
2369 EMANUEL, RAPOSO LIC#: 2369
CPI 686.00 686.00
1 310CM-85X21RE REMAN
AUTO 2392.86 2295.00 2295.00
11 ATF TRANS FLUID 4.02 4.02 44.22
2 20606-8J010 BOLT 8.08 8.08 16.16
8 01553-09321 CLIP 1.32 1.32 10.56
1 99990-S3157 MINIATURE 5.47 5.47 5.47
1 99990-S0912 MINIATURE 4.62 4.62 4.62
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 6.99

A Service Charge will apply if balance is not paid within 30 day of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy default of credit terms.

**** PRE-INVOICE ****

LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes front end alignments, electrical wiring and shorts, and fuel system-when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to nor enforceable by any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the "Repair Order" of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damage, damage to property, damages for loss of use, loss of time, loss of profits, for income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

DESCRIPTION

TOTALS

LABOR AMOUNT	686.00
PARTS AMOUNT	2376.03
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.99
TOTAL CHARGES	3069.02
LESS INSURANCE	0.00
SALES TAX	131.42

PLEASE PAY THIS AMOUNT → **3200.44**

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

***** THANK YOU FOR SERVICING YOUR VEHICLE***
***** RT 22 NISSAN *****
***** WE STRIVE FOR YOUR *****
***** COMPLETE SERVICE SATISFACTION *****

PAYMENT IN CASH ONLY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

SERVICE * PARTS * COLLISION REPAIRS

CUSTOMER COPY



U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC 20590

ATTN: RANDY REID CHIEF
CORRESPONDENCE RESEARCH DIVISION
OFFICE OF DEFECTS INVESTIGATION
ENFORCEMENT