



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 OFFICIAL USE ONLY 100488

Date Received
FEB 24 2012
05-JAN-2012

Repository: ☐
Reference No.
10442563

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	NORCROSS	State	GA	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 1N4AL2AP6BC		Make NISSAN	Model ALTIMA	Model Year 2011
Date Purchased 5/10/11	Dealer's Name and Telephone Number CAPITOL CITY NISSAN: (770) 455-4820		Engine: No: Cylinders 4	Fuel Type: GASOLINE
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 10/9-MAY-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 135200 VISIBILITY: REARVIEW MIRRORS/DEVICES: EXTERIOR	Failure Mileage 6000	Failure Speed 5
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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
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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 2011 NISSAN ALTIMA. THE CONTACT STATED THAT THE FRONT DRIVER'S SIDE VIEW MIRROR DID NOT EXTEND OUT FAR ENOUGH TO PROVIDE HIM WITH PROPER VISIBILITY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO STATED THAT THE MIRROR WAS DESIGNED TO STANDARD SPECIFICATIONS. THE MANUFACTURER WAS NOTIFIED AND SENT OUT A REPRESENTATIVE, WHO ALSO STATED THAT THE MIRROR WAS PERFORMING TO SPECIFICATIONS. THEY WOULD NOT REPAIR THE VEHICLE. THE FAILURE MILEAGE WAS 6,000.

6,000

6,000

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.

[REDACTED]
Norcross, GA [REDACTED]
February 17, 2011

NHTSA
Office of Defects Investigation
1200 New Jersey Ave. SE
Washington, DC 20590

REF. NO. 10442563

Sirs:

I am 78 years old, and have participated in the AARP Driver Safety Program, where I was taught to keep the driver-side side view mirror positioned to allow me to just barely catch the side of my car when I turn my head, in order to be able to readily observe what would otherwise be a "blind spot". Using the driver side mirror in the manner described, as an adjunct to the rear-view mirror, I am a safer and more comfortable driver.

One of our vehicles is a 2001 Toyota Camry, which allows me to position the driver side mirror as above. I have not had an accident in this or in my previous Camry which I purchased in 1987.

We purchased a 2011 Nissan Altima this past May. While predominantly my wife's vehicle, I share driving responsibilities in the Nissan Altima on long road trips. I am 6'1" and must slide the driver's seat all the way back for comfort. With the driver's seat positioned for my comfort I quickly realized that the driver-side side view mirror could not be angled out far enough to a position to encompass the blind spot per the AARP Program. Prior to our first long drive I notified our Nissan dealer in September, who could not find a way to arrange this mirror to satisfy me, and put me in touch with Nissan North America, who confirmed that the design of the car didn't allow this mirror to be repositioned as I requested.

We had no choice but use this car for our trips. I realized that I wasn't able to see other cars when they were passing me in the next left lane and came close to several accidents at speed, and I was especially vulnerable when entering a highway, especially from a Rest Stop with an acceleration lane. Since I don't regard myself as particularly tall in our society, I can't imagine how any of the taller people can drive this car safely.

The dealership asked me to bring the car back in December so that they could replace the mirror, which they did, but as expected that made no difference.

I am bringing this to your attention, and asking that you direct Nissan North America to take corrective action to reposition the driver side mirror to rectify this safety hazard.

Yours truly,
[REDACTED]

AARP

Norcross, GA

NORTH METRO GA 301

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NHTSA
OFFICE OF DEFECTS INVESTIGATION
1200 NEW JERSEY AVE. SE
WASHINGTON, DC 20590

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