

 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 MAR 26 2012 01-MAR-2012	Repository ☐ Reference No. 10449928
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City GUILFORD	State CT	Zip Code [REDACTED]	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 1N4AL11D73C [REDACTED]		Make NISSAN	Model ALTIMA
		Model Year 2003	
Date Purchased	Dealer's Name and Telephone Number Grossman Nissan (860) 388-3434		Engine: No: Cylinders
Original Owner ☐	Dealer's City Old Saybrook		Fuel Type:
		State CT	Zip Code 06475
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 21-FEB-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING		Failure Mileage 128000	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: DOTM19ABC036)	☐ 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 2003 NISSAN ALTIMA. THE CONTACT STATED THAT THE CHECK ENGINE WARNING LIGHT WAS ON SO THE CONTACT TOOK THE VEHICLE TO THE DEALER. THE DEALER DISCOVERED METAL CHIPS IN THE ENGINE DUE TO A FAULTY CATALYTIC CONVERT. THE DEALER STATED THAT THE VEHICLE COULD NOT BE REPAIRED AND THE ENGINE NEEDED TO BE REPLACED. THE CONTACT REFERENCED NHTSA CAMPAIGN I.D. NUMBER 03V084000 (ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD/HEADER/MUFFLER/TAI PIPE) AND CALLED THE MANUFACTURER. THE MANUFACTURER ADVISED THAT BASED ON THE VIN, THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE FAILURE MILEAGE WAS 128,000.			
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.			

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

I brought my car to Grossman Nissan with a Check Engine light on. The Dealer called and told me my Catalytic Converter had failed & sucked back into my engine causing internal engine damage. I then tried to contact Nissan only to find out there was 100's of others with the same problem. I was denied a new engine because my VIN was not included in this recall # 03V084000 Engine Cooling Recall. The problem was exactly what happen to my car why did I not recieve a recall. Same make model & year. It should have been in recall.

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**



**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

GROSSMAN CHEVROLET NISSAN
300 MIDDLESEX TURNPIKE
OLD SAYBROOK, CT 06475-4208
860-388-3434

Grossman

CHEVROLET - NISSAN

300 MIDDLESEX TURNPIKE
OLD SAYBROOK, CONNECTICUT 06475
SALES OFFICE (860) 388-3434
www.grossmanautos.com



Merchant ID: 878851001061002

Sale

Entry Method: Swiped

\$ 145.11

17:43:47

Appr Code: 021480

Batch#: 000050

1800
Evette - 738 6648
457 201 (Leak down test)

End of Business
Tomorrow

ADVISOR	DALE HEBERT	TAG NO.	519	INVOICE DATE	02/21/12	INVOICE NO.	NICS104689
LABOR RATE		LICENSE NO.		COLOR	SHEER SILVE	STOCK NO.	
YEAR / MAKE / MODEL	03/NISSAN/ALTIMA/4DR SDN AT			DELIVERY DATE	01/13/03	DELIVERY MILES	115
VEHICLE I.D. NO.	1 N 4 A L 1 1 D 7 3 C			SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.		P.O. NO.		R.O. DATE	02/21/12		
ISS PHONE	COMMENTS						

MO: 129078

LABOR--
J# 1 10NIZ

DRIVEABILITY TECH(S):167
CUSTOMER STATES SES LIGHT IS/WAS ON. CHECK AND ADVISE
PERFORM SYSTEM DIAGNOSTIC CHECK FOUND MISFIRE CODE IN SYSTEM
AT THIS TIME. REVIEW PAPERWORK PROVIDED BY CUSTOMER TO FIND
THAT THERE WAS A CATALYST CODES IN THE SYSTEM THAT HAS BEEN
ERASED. CHECKED PLUGS. FOUND PLUGS NEW BUT NOT PLATINUM.
CHECKED OIL LEVEL. FOUND OIL ONE QUART LOW BUT ACCORDING
TO STICKER THE OIL WAS CHANGED ABOUT 1000 MILES AGO. PERFORM
CYLINDER BALANCE TEST (FAILED) CHECKED COMPRESSION. FOUND
CYLINDERS ONE AND TWO AT 135 LBS AND CYLINDERS THREE AND
FOUR AT 75 LBS (DRY AND WET). WOULD NEED TO PERFORM FURTHER
TESTING TO CONFIRM. BUT IT APPEARS THAT THE CATALYTIC
CONVERTER FAILED AND GOT SUCKED BACK INTO THE ENGINE
CAUSING INTERNAL ENGINE DAMAGE. CUSTOMER DECLINED FURTHER
REPAIRS AND DIAGNOSTIC

129.95

JOB# 1 TOTALS-----

LABOR

129.95

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL

129.95

MISC-----CODE-----

DESCRIPTION-----

CONTROL NO-----

JOB # A

CEC ENVIRONMENTAL CHARGE

6.50

TOTAL - MISC

6.50

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] A/R *
* DATE PAID [/ /] CASHIER INITIALS [] *

TOTAL LABOR.... 129.95
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 6.50
TOTAL MISC DISC 0.00
TOTAL TAX..... 8.66

TOTAL INVOICE \$ 145.11

WE HERE AT GROSSMAN CHEVROLET NISSAN WISH TO
THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

(Confirm #
10449928)

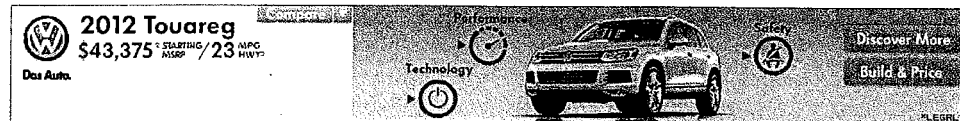
800
Nissan

We Service all
Makes & Models
Foreign & Domestic



Full Service
Body Shop
For all Makes
& Models

It is agreed that cost of collection and an
attorney's fee shall be added to the sum
due and shall be paid as a part thereof.
A finance charge of up to 1½% per
month (18% annual rate) will be
applied to all outstanding balances



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TSB & Recall

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Home » Recalls and TSBs » Nissan Recall » Altima » 2003 » 03V084000

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Search By Vehicle

Select Year Select Make Select Model Submit Query

2003 Nissan Altima Engine And Engine Cooling Recall 03V084000

NHTSA: Action Number: N/A Service Bulletin Number: 03V084000

Report Date: Mar 11, 2003 Component: Engine And Engine Cooling Potential Units Affected: 338000 Manufacturer: Nissan North America, Inc.

Summary: On certain vehicles equipped with the 2.5 liter engine, the exhaust pipe hanger pin may catch debris from the road that could be ignited by contact with the main catalyst. Also on 2002 altima and sentra vehicles, certain engine operating conditions may cause the pre-catalyst to overheat and damage the catalyst substrate.

Consequence: Either of these two conditions could result in a fire.

Remedy: Dealers will remove the protruding portion of the exhaust pipe hanger pin. In addition to the corrective action, in order to reduce the risk of fire in the event of poor or improper maintenance that could result in oil spillage, heat shield(s) will be installed on the pre-catalyst and exhaust tube. Owner notification began on July 28, 2003. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact nissan at 1-800-647-7261. Nissan recall nos. R3007, r3014, r3015, r3016, r3017. Also on 2002 altima and sentra vehicles, certain engine operating conditions may cause the pre-catalyst to overheat and damage the catalyst substrate. If substrate particles enter the combustion chamber, they could score the cylinder walls, resulting in increased oil consumption. If the engine oil level is not checked on a periodic basis and drops below the low level, and the driver continues to operate the vehicle ignoring noticeable engine noise, engine damage may occur which could result in a fire. The pre-catalyst will be tested to ensure it is working properly and replaced if necessary. If damage is found inside the pre-catalyst, it will be necessary to replace the engine.

Notes: Customers can also contact the national highway traffic safety administration's auto safety hotline at 1-888-dash-2-dot (1-888-327-4236).



Ref # 428757

2008-2009 Honda Odyssey takes an odyssey of the recall kind <http://R.co/6Zy2bJdF> about to heart up

Home Diagnose Estimate Costs Find a Shop How-To Auto Answers Recalls and TSBs

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Guilford Texaco inc
2293 Boston post rd
Guilford, CT. 06437
Phone - 203-453-4961 Fax - 203-458-3263
guilfordtexaco@mechanicnet.com

INVOICE

13007

INVOICE

Replace Engine Cost

Print Date : 03/09/2012

Guilford, CT

Home Office
Cust ID 5192

Ref #:

2003 Nissan - Altima S

2.5L, In-Line4, VIN (A)

Lic #:

Unit #:

Vin #: 1N4AL11D73C

Hat #:

Odometer In : 129265

Odometer Out : 129265

Pr

Merchant Copy

Qty	Sale	Extended	Labor Description	Extended
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1.00	2,100.00	2,100.00	ENGINE	600.00
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REPLACED ENGINE AND CATS

1.00	48.55	48.55	FRONT BRAKES	47.00
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FRONT BRAKES

1.00	24.95	24.95	FRONT BRAKES	30.00
------	-------	-------	--------------	-------

FRONT BRAKES

1.00	17.00	17.00	Hazardous Materials	30.00
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Hazardous Materials

1.00	88.00	88.00		
------	-------	-------	--	--

BS

2.00	44.00	88.00		
------	-------	-------	--	--

1.00	442.55	442.55		
------	--------	--------	--	--

Sale

1.00	354.88	354.88		
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XXXXXX

STERCARD

Entry Method: Manual

	30.00	30.00		
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06/12

09:53:09

H: 000001

Appr Code: 055228

srvd: Online

Batch#: 066001

S Code: Y

Code: M

tal: \$ 2,100.00

E]

ns \$3,280.53	Current Estimate \$ 3,280.53	Additional Cost	Revised Estimate
---------------	------------------------------	-----------------	------------------

\$3,280.53

\$3,280.53

Labor: 677.00

Parts: 3,193.93

Sublet: 0.00

Sub: 3,870.93

Tax: 245.81

Total: 4,116.74

Bal Due: \$4,116.74

Customer Copy

0 Taxes & Fees: \$267.03

[Payments -]

guilfordtexaco@mechanicnet.com

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

VALVOLINE INSTANT OIL CHANGE

Page Number: 1

02/23/12
9:17:19 AM

VEHICLE HISTORY

Customer Information

GUILFORD CT

Vehicle Information

1N4AL11D73C

License Plate

2003 NISSAN/DATSUN ALTIMA
4 CYL. 2.5L 153 FI (QR25DE)

Service Date and Time Service Code	Store Service Category	Invoice Sub Level Category	Mileage Top Category
02/15/12 01:10:12 PM	AE0016	55859	128907
CUSTBOTHOC	Customer Supplied	Customer Supplied	Oil Change
01/06/12 10:31:55 AM	AE0016	54544	127416
CONVENTIONALOC	Standard	Conventional	Oil Change
ENGINETREATSVC	Engine Treatment	Engine Treatment	Engine Treatment
PLUGGASKETSVC	Plug and Gasket	Plug and Gasket	Plug and Gasket
09/26/11 10:25:24 AM	AE0016	51163	124185
AIRFILTERSVC	Air Filter	Air Filter	Air Filter
CONVENTIONALOC	Standard	Conventional	Oil Change
PLUGGASKETSVC	Plug and Gasket	Plug and Gasket	Plug and Gasket
07/08/11 09:58:38 AM	AE0016	48330	120336
CONVENTIONALOC	Standard	Conventional	Oil Change
PLUGGASKETSVC	Plug and Gasket	Plug and Gasket	Plug and Gasket
06/06/11 11:09:56 AM	AE0016	47174	119253
FFRMAX	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
05/19/11 12:36:52 PM	AE0016	46609	118737
FFRMAX	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
04/21/11 09:29:19 AM	AE0016	45714	117599
FFRMAX	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
04/13/11 12:36:18 PM	AE0016	45472	117039
MAXLIFE0C	Standard	MaxLife	Oil Change
03/04/11 10:15:48 AM	AE0016	44095	115220
FFRMAX	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
02/24/11 12:01:37 PM	AE0016	43821	114970
FFRMAX	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
02/14/11 02:36:51 PM	AE0016	43460	114564
FFRMAX	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
01/05/11 10:10:4 AM	AE0016	42102	113636

VALVOLINE INSTANT OIL CHANGE

Page Number: 2

02/23/12
9:17:19 AM

VEHICLE HISTORY

Customer Information

GUILFORD CT

Vehicle Information

1N4AL11D73C

License Plate:

2003 NISSAN/DATSUN ALTIMA
4 CYL. 2.5L 153 FI (QR25DE)

Service Date and Time Service Code	Store Service Category	Invoice Sub Level Category	Mileage Top Category
MAXLIFEOC	Standard	MaxLife	Oil Change
PLUGGASKETSVC	Plug and Gasket	Plug and Gasket	Plug and Gasket
11/15/10 02:25:37 PM	AE0016	40378	112176
FFRCONV	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
10/15/10 11:23:34 AM	AE0016	39233	110485
AIRFILTERSVC	Air Filter	Air Filter	Air Filter
CONVENTIONALOC	Standard	Conventional	Oil Change
08/24/10 09:45:41 AM	AE0016	37465	108218
FFRCONV	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
08/12/10 10:55:18 AM	AE0016	37019	107730
FFRCONV	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
07/15/10 03:44:27 PM	AE0016	35963	107075
CONVENTIONALOC	Standard	Conventional	Oil Change
PLUGGASKETSVC	Plug and Gasket	Plug and Gasket	Plug and Gasket
06/18/10 03:03:6 PM	AE0016	34928	105432
FFRCONV	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
05/06/10 01:45:9 PM	AE0016	33374	103075
CONVENTIONALOC	Standard	Conventional	Oil Change
02/23/10 01:13:3 PM	AE0016	30976	100337
CONVENTIONALOC	Standard	Conventional	Oil Change
PLUGGASKETSVC	Plug and Gasket	Plug and Gasket	Plug and Gasket
01/13/10 02:47:1 PM	AE0016	29625	99218
FFRCONV	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
12/08/09 03:42:48 PM	AE0016	28396	97941
FFRCONV	Free Fluid Refill	Free Fluid Refill	Free Fluid Refill
11/19/09 10:59:19 AM	AE0016	27714	97321
CONVENTIONALOC	Standard	Conventional	Oil Change
ENGINETREATSVC	Engine Treatment	Engine Treatment	Engine Treatment

VALVOLINE INSTANT OIL CHANGE

Page Number: 3

02/23/12
9:17:19 AM

VEHICLE HISTORY

Customer Information

GUILFORD CT
[REDACTED]
[REDACTED]

Vehicle Information

1N4AL11D73C [REDACTED]

License Plate [REDACTED]
2003 NISSAN/DATSUN ALTIMA
4 CYL. 2.5L 153 FI (QR25DE)

Service Date and Time Service Code	Store Service Category	Invoice Sub Level Category	Mileage Top Category
PLUGGASKETSVC 11/06/09 10:02:17 AM	Plug and Gasket AE0016	Plug and Gasket 27276	Plug and Gasket 96601
ENGINETREATSVC 09/14/09 02:03:4 PM	Engine Treatment AE0016	Engine Treatment 25474	Engine Treatment 94605
CONVENTIONALOC PLUGGASKETSVC 06/23/09 09:25:31 AM	Standard Plug and Gasket AE0016	Conventional Plug and Gasket 22349	Oil Change Plug and Gasket 91539
CONVENTIONALOC PLUGGASKETSVC 04/13/09 11:09:15 AM	Standard Plug and Gasket AE0016	Conventional Plug and Gasket 19855	Oil Change Plug and Gasket 88221
CONVENTIONALOC 04/01/09 01:31:12 PM	Standard AE0016	Conventional 19465	Oil Change 87415
FFRCONV 02/27/09 11:37:4 AM	Free Fluid Refill AE0016	Free Fluid Refill 18379	Free Fluid Refill 86380
FFRCONV 01/19/09 10:32:27 AM	Free Fluid Refill AE0016	Free Fluid Refill 17037	Free Fluid Refill 85139
AIRFILTERSVC CONVENTIONALOC 09/10/08 01:35:53 PM	Air Filter Standard AE0016	Air Filter Conventional 12642	Air Filter Oil Change 79843
CONVENTIONALOC PLUGGASKETSVC 06/03/08 03:52:18 PM	Standard Plug and Gasket AE0016	Conventional Plug and Gasket 9049	Oil Change Plug and Gasket 76232
CONVENTIONALOC 02/19/08 12:03:4 PM	Standard AE0016	Conventional 5411	Oil Change 72926
CONVENTIONALOC 10/25/07 09:09:0 AM	Standard AE0016	Conventional 1342	Oil Change 69739
DURABLENDLOC 06/21/07 10:41:27 AM	Standard AE0016	Durablend 203626	Oil Change 64987

VALVOLINE INSTANT OIL CHANGE

Page Number: 4

02/23/12
9:17:19 AM

VEHICLE HISTORY

Customer Information

GUILFORD CT
[REDACTED]
[REDACTED]

Vehicle Information

1N4AL11D73C [REDACTED]

License Plate : [REDACTED]
2003 NISSAN/DATSUN ALTIMA
4 CYL. 2.5L 153 FI (QR25DE)

Service Date and Time Service Code	Store Service Category	Invoice Sub Level Category	Mileage Top Category
S5W30B	Standard	Conventional	Oil Change
03/14/07 11:59:5 AM	AE0016	200072	61582
S5W30B	Standard	Conventional	Oil Change
10/20/06 02:13:18 PM	AE0016	194985	57756
S5W30B	Standard	Conventional	Oil Change
W3156	Vehicle Lights	Vehicle Lights	Vehicle Lights
01/24/06 11:31:42 AM	AE0016	185989	46339
S5W30B	Standard	Conventional	Oil Change
VA86	Air Filter	Air Filter	Air Filter
09/12/05 01:59:59 PM	AE0016	181709	41095
S5W30B	Standard	Conventional	Oil Change
06/22/05 10:21:8 AM	AE0016	178716	37914
S5W30B	Standard	Conventional	Oil Change
04/01/05 12:54:52 PM	AE0016	175646	34569
S5W30B	Standard	Conventional	Oil Change
12/21/04 09:35:21 AM	AE0016	171958	21281
S5W30B	Standard	Conventional	Oil Change
08/03/04 01:37:39 PM	AE0016	166940	25627
S5W30B	Standard	Conventional	Oil Change
VA86	Air Filter	Air Filter	Air Filter
03/10/04 03:24:9 PM	AE0016	162124	18745
S5W30B	Standard	Conventional	Oil Change
11/06/03 03:26:9 PM	AE0016	158051	13010
S5W30B	Standard	Conventional	Oil Change
07/31/03 04:18:35 PM	AE0016	154667	8786
S5W30B	Standard	Conventional	Oil Change

* Customer supplied information. VIOC did not perform the service or verify the information supplied.

[REDACTED]
Guilford Ct [REDACTED]



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation NVS-210
1200 New Jersey Avenue
Washington D.C. ~~20004~~
20077-9382

2007739382

