

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: A complaint
Date: Tuesday, May 22, 2012 1:57:34 PM
Attachments: [scan_3.pdf](#)
[scan_1.pdf](#)
[scan_2.pdf](#)

10456717-3821


From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, May 22, 2012 1:44 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: A complaint
Fax: 202-366-3081

From: [REDACTED]
Sent: Tuesday, May 22, 2012 12:45 PM
To: DataQuality, DataQuality (NHTSA)
Subject: A complaint

Please see the attached copy of my complaint

Thanks,

[REDACTED]

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		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 27-APR-2012		Repository <input type="checkbox"/> Reference No. 10456717	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
INDIANAPOLIS	IN				
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 1N4AL11D720		Make NISSAN	Model ALTIMA	Model Year 2002	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders 4 cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 29-MAR-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING, and Catalyst Converter			Failure Mileage 100000	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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	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 THE CATALYTIC CONVERTER WAS CONSUMING OIL RAPIDLY AND EVERY TWO WEEKS, HE WOULD HAVE TO ADD OIL TO THE ENGINE. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHO ADVISED THE CONTACT THAT THE CATALYTIC CONVERTER NEEDED TO BE REPLACED. THE MECHANIC WAS UNABLE TO REPLACE THE COMPONENT. THE DEALER WAS NOTIFIED OF THE FAILURE WHO ADVISED THE CONTACT THAT THERE WERE NO RECALLS FOR THE FAILURE. THE MANUFACTURER WAS ALSO CONTACTED WHO CONFIRMED THAT THERE WERE NO RECALLS FOR THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 100,000. The dealer did check-up but didn't know the exact cause of the problem. The dealer recommended replacing the catalyst converter and the whole exhaust which cost about \$2000, and the dealer told this solution is not guaranteed. The previous owner stated a mechanic replaced the catalyst converter but failed later.					
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.					

The dealer charged me \$95.00 but didn't diagnose the problem, they said "we don't know"



8435 South US 31
 Indianapolis, IN 46227
 (317) 888-9227
 DriveHubler.com

RO: 576530
 Cashier: 15:15-1
 Date Out: 01/13/2012

554562
 5544644

Customer: 6138

[Redacted]

INDIANAPOLIS IN [Redacted]

Home: [Redacted]

Work: N/A

Advisor: 003383-Mark Davis

Hat: 5385

Date In: 01/13/2012

OPEN

IN:1317OUT:1515

VIN:1N4AL11D720 [Redacted]

2002 NISS ALTIMA GRN

Miles-In: 98739 Out: 98739

Delivered: 07/06/2009

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[CUSTOMER PAY]						
A	SCP	004287	0.0	07	Labor Total:	0.00
CUSTOMER STATES SERVICE ENGINE LIGHT IS ON. LAST VISIT REPROGRAMMED ECU FOR SES LIGHT. LIGHT COMES AND GOES FOUND SOME ONE HAS WELDED AFTER CAT IN TO SYSTEM . REC. REPLACING WITH NISSAN PARTS						
1672.70 LABOR 3.0 285.00 TOTAL 1957.70 INSTALLED						
[CUSTOMER PAY]						
B	SCP	004287C	0.0		Labor Total:	0.00
CUSTOMER STATES CAR IS LOOSING OR BURNING OIL, HAS TO ADD A QUART EVERY TWO WEEKS. CHECK AND ADVISE. NO OTHER LEAKS DETECTED THAN OIL PAN / REC. RESEAL						

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. hereby expressly disclaims all warranties either express or implied, including any implied warranty 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 the product. This disclaimer by in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts." TERMS: STRICTLY CASH unless arrangements made.

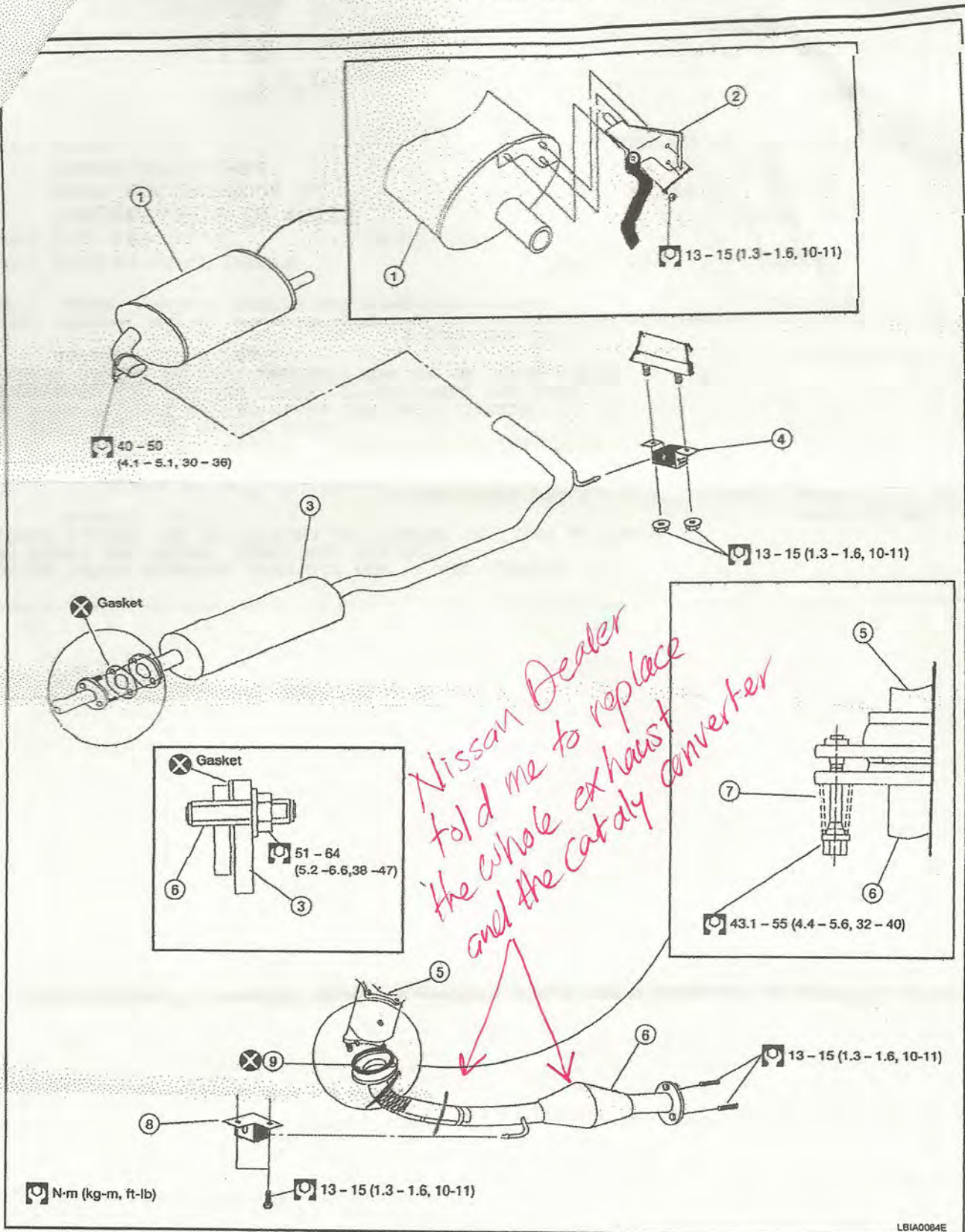
ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Signature: _____

Thank you for choosing Hubler Nissan!

Rev. 12/09 317-885 3220
 Graphic Resources inc.

EXHAUST SYSTEM (QR25DE)



- | | | |
|-------------------------------|----------------------------------------|------------------------|
| 1. Rear muffler | 2. Rear muffler bracket (ground strap) | 3. Center exhaust tube |
| 4. Center exhaust tube hanger | 5. Exhaust manifold | 6. Front exhaust tube |
| 7. Front exhaust tube spring | 8. Front exhaust tube hanger | 9. Seal bearing |