

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)</b> DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received <b>JUN = 6 2012</b> 03-MAY-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10457407</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
FALLBROOK	CA				
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
JN1DA31AX3T		NISSAN	MAXIMA	2003	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
OCTOBER 2010			No: Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
<input type="checkbox"/>			6		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	<input checked="" type="checkbox"/> Cruise Control			03-APR-2012	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING			Failure Mileage:	Failure Speed	
			64000	0	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)			
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input checked="" type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code	Tire Failure Type:				
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police	
				N	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2003 NISSAN MAXIMA. WHILE STOPPED AT A STOP LIGHT THE VEHICLE STALLED. THE CHECK ENGINE WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR A DIAGNOSTIC TEST. THE MECHANIC STATED THAT THE CAMSHAFT SENSOR WOULD HAVE TO BE REPLACED. AFTER THE REPAIR, THE VEHICLE WOULD NOT START. THE FAILURE WOULD OCCUR INTERMITTENTLY. THERE WAS A RECALL UNDER NHTSA CAMPAIGN ID NUMBER: 03V455000 (ENGINE AND ENGINE COOLING), THAT MAY HAVE BEEN RELATED TO THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VIN WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 64,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					



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,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



[REDACTED]  
Fallbrook, CA  
[REDACTED]

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May 28, 2012

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

Ref: 2003 Nissan Maxima GLE  
VIN# JN1DA31AX3T [REDACTED]

Dear Sirs or Madam:

Our vehicle as mention above was purchased used from the original owner, our son in law, [REDACTED] in October 2010. The car had about 41,000 miles and was kept in excellent running condition. All maintenance was done by [REDACTED] and then by myself. In general, the car ran flawlessly.

During the beginning of this year, 2012, the when driving the vehicle to work via the freeway, it would develop one (1) high speed miss at literally the same location. This would occur every other day or so and seemed to be insignificant. The only noteworthy issue is that miss occurred at literally the same location, adjacent to the California Highway Patrol Rainbow Inspection Facility on Interstate 15, in Temecula, California, approximately 9 miles from my residence.

I pretty much let it go as the car might be in need of a tune up, but as time passed the stalling continued at a quicker and more violent rate, sometimes occurring each day. At this point the only reason it did not shut down the engine was due to fact the car was traveling at highway speeds of 70 MPH.

On several instances, it caused the "check engine" light to illuminate. Testing the car with an OBD II reader, it indicated a Camshaft Positioning Sensor problem. The check engine light would go away and return frequently when the car began to miss and stall once again at freeway speeds.

The worst and most dangerous incident occurred during a heavy downpour while my wife was a passenger and the vehicle stalled at a red traffic signal. The car's engine cranked but would not start, leaving us in the center lane of a very busy intersection with cars driving on both sides honking their horns as they passed.

With my wife scared to death, it was the last straw. The vehicle was taken to a trusted local repair shop in our city. The total cost of the repairs was a whopping \$380.53. Upon picking up the car, it appeared to run flawlessly, until a few days later.

The stalling while driving seemed to be eliminated, however, when operating the vehicle for a few miles, parking it, and then restarting it several minutes later, it would attempt to start, then shut down. Then the car would not restart. It would only crank over without firing up. This would go on for as long as 5 to 10 minutes, just cranking away. It would then start up, as if nothing was wrong.

The car was returned to the place of repairs and left for 2 days. The mechanic was unable to duplicate the problem, however stating that he remembered a factory recall on the car.

Upon checking with the NHTSA and Nissan North America, I was advised my vehicle was not going to be included in the recall for repairs.

I find this extremely upsetting as I feel this vehicle is not safe for my wife or myself to operate.

I am requesting that Nissan reimburse me for the initial repairs to the engine, as well as, repair this vehicle to make it safe and confident to operate once again.

Sincerely,





cc: Mr. Dave Wilson  
Senior Manager, Nissan Consumer Affairs  
Nissan North America Inc.  
National Headquarters  
P.O. Box 685003  
Franklin, TN 37068-5003

# West Coast Truck & Auto

Family Autoworks Inc  
630 East Alvarado Street  
Fallbrook, CA 92028  
(760) 728-6835  
B.A.R. # ARD232955

<b>2003 Nissan Maxima</b>	<b>License #</b> [REDACTED]	<b>Repair Order # 28444</b>
Fallbrook, CA [REDACTED]	Mileage In: 65300 Out: 65300	Inv Date: March 28, 2012 @ 7:30am
Home	Color:	Service Writer: Michael Lloyd
Mobile	Unit #:	Status: Posted
	PO #	Driver: [REDACTED]
	Mfg. Date: 11/02	

VIN: JN1DA31AX3T [REDACTED]  
Engine: V6 3.5L, 3498cc, Gas, FI  
Transmission:

Vehicle Problems	Requests for Service	Services Performed	Hrs	Qty	Price	Ext
<b>Customer states that: Check engine light goes on and off</b>						
Labor Service - Level 1 Diagnostic. Includes, test drive, computer scan, check for TSB's, and basic circuit tests P0340 B1 Cam Sensor Circuit (Techs: GRA)			1.50		92.00	138.00
Labor Service - Replace Camshaft Position Sensor (Techs: GRA)			1.00		92.00	92.00
New 19-0203 Cam Sensor				1.00	139.70	139.70

Revisions of Original Estimate - Original Estimate of Services and Parts \$138.00							
Rev#	Date and Time	Who Contacted	Method	Contact #	Cont. By	Revise By	Total
1	3/28/2012 10:42AM	[REDACTED]	By Phone	[REDACTED]	MIC	\$242.53	\$380.53
Cam sensor							

X  
Customer accepts revision to the invoice and agrees to pay revised amount.

### Warranty

Thank you for trusting West Coast Truck and Auto to service your vehicle! We warrant any repair done by our shop, at our shop only, for a period of 12 months or 12,000 miles, whichever comes first (unless otherwise noted). We will not be liable for towing, rental expenses or consequential damages.

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and for attorneys fees in the event that default is made in any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

X  
Terms: CASH unless arrangements made prior to authorization. Vehicles left after repair is completed may be subject to a storage fee.

X  
Customer acknowledges receipt of merchandise and services.

Posted 3/28/12 3:57PM:  
American Express

\$380.53

### Repair Order Summary:

Parts \$139.70  
Labor \$230.00

Sub Total \$369.70  
Sales Tax (DEF) \$10.83

Fallbrook, CA

SAN DIEGO CA 920

29 MAY 2012 PM 12 1



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