

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

EQ-10469380-5679

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Nelson, Carla CTR \(NHTSA\)](#)
Subject: FW: ODI Complaint: 10469380
Date: Tuesday, August 21, 2012 3:26:40 PM
Attachments: [Scan_Doc0012.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, August 21, 2012 1:48 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: ODI Complaint: 10469380

Here's another questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic
Safety Administration, Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov
Ph: 202-493-0317
Fax: 202-366-3081

From: [REDACTED]
Sent: Tuesday, August 21, 2012 1:43 PM
To: DataQuality, DataQuality (NHTSA)
Subject: ODI Complaint: 10469380

Please note my additions to the claim as well as an estimate to repair.

Thank you,

[REDACTED]
Marketing Manager | Dawn Enterprises, Inc.
[REDACTED]
[REDACTED]

U.S. Department
of TransportationNational 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 AGENCY USE ONLY 100148

Date Received

06-AUG-2012

Repository ☐Reference No.
10469380

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH RIDGEVILLE

State

OH

Zip Code

Daytime Telephone Number

E-mail Address

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

1N4BL11E95C

Make

NISSAN

Model

ALTIMA

Model Year

2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

03-AUG-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage
80000

Failure Speed

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

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 2005 NISSAN ALTIMA. THE CONTACT STATED THAT THE FRONT FLOORBOARDS WERE COMPLETELY RUSTED AND THE GROUND WAS VISIBLE THROUGH A SUBSTANTIALLY SIZED HOLE. THE CONTACT ALSO STATED THAT THE INTERIOR AND EXTERIOR OF THE VEHICLE WAS IN EXCELLENT CONDITION. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO STATED THAT THE FLOORBOARDS WOULD NEED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.

THIS IS A MAJOR ISSUE WITH THE NISSAN ALTIMA. THE CAR IS NOT FIT FOR THE ROAD CURRENTLY WITH HOLES IN THE FLOOR BY DRIVER AND PASSENGER FEET. THE FLOORS ARE MADE WITH TWO THIN SHEETS OF METAL. THERE IS A HOLE WHERE IT IS MANUFACTURED THAT HAS NO BODY PLUG. BECAUSE THIS IS LEFT OPEN SALT, DIRT, AND WATER GETS TRAPPED AND THE FLOORS RUST OUT. THIS CAR, MY CAR, IS IN PERFECT SHAPE EXCEPT FOR THIS.

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.

BEDFORD NISSAN INC.

Workfile ID:

c7ed3fc8

7 BROADWAY AVE, BEDFORD, OH 44146

Phone: (440) 232-9587

FAX: (440) 232-9589

Preliminary Estimate**Customer:** [REDACTED]**Job Number:**

Written By: RON TURNER

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner:**Inspection Location:****Insurance Company:**[REDACTED]
[REDACTED]
NO. RIDGEVILLE, OH [REDACTED]
[REDACTED] CellularBEDFORD NISSAN INC.
7 BROADWAY AVE
BEDFORD, OH 44146
Repair Facility
(440) 232-9587 Day**VEHICLE**

Year: 2005

Body Style: 4D SED

VIN: 1N4BL11E95C [REDACTED]

Mileage In:

Make: NISS

Engine: 6-3.5L-FI

License: [REDACTED]

Mileage Out:

Model: ALTIMA SE-R

Production Date:

State: OH

Vehicle Out:

Color: SILVER Int:

Condition:

Job #:

TRANSMISSION

6 Speed Transmission

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Driver Seat

Power Mirrors

Heated Mirrors

Power Trunk/Tailgate

DECOR

Body Side Moldings

Dual Mirrors

Console/Storage

Overhead Console

CONVENIENCE

Air Conditioning

Rear Defogger

Tilt Wheel

Cruise Control

Telescopic Wheel

Intermittent Wipers

Keyless Entry

Alarm

Steering Wheel Controls

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Changer/Stacker

Premium Radio

SAFETY

Anti-Lock Brakes (4)

Driver Air Bag

Passenger Air Bag

4 Wheel Disc Brakes

ROOF

Electric Glass Sunroof

SEATS

Leather Seats

Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

Rear Spoiler

Preliminary Estimate

Customer: XXXXXXXXXX

Job Number:

Vehicle: 2005 NISS ALTIMA SE-R 4D SED 6-3.5L-FI SILVER

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1.	#	REPAIR RT. & LT FRONT FLOORS FOR RUST		1	800.00		
SUBTOTALS					800.00	0.0	0.0

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			800.00
Subtotal			800.00
Sales Tax	\$ 800.00 @	7.7500 %	62.00
Grand Total			862.00
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			862.00

Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARF3745, CCC Data Date 08/09/2012, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.