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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Nelson, Carla CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: Reference # 10502102  
**Date:** Monday, March 25, 2013 10:47:00 AM

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-----Original Message-----


From: Williams, Maritza CTR (NHTSA) On Behalf Of DataQuality, DataQuality (NHTSA)  
Sent: Monday, March 25, 2013 10:43 AM  
To: Wells, Cynthia CTR (NHTSA)  
Subject: FW: NHTSA: Follow up to ODI Complaint: Reference # 10502102

And 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

-----Original Message-----

From: [REDACTED]  
Sent: Saturday, March 23, 2013 4:19 AM  
To: DataQuality, DataQuality (NHTSA)  
Subject: NHTSA: Follow up to ODI Complaint: Reference # 10502102

 U.S. Department of Transportation National Highway Traffic Safety Administration	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET: www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
	Date Received 08-MAR-2013		Repository <input type="checkbox"/> Reference No. 10502102	
<b>OWNER INFORMATION (Type or Print)</b>				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	PA	Zip Code	
ALLENTOWN				
<i>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).</i>				
<b>VEHICLE INFORMATION</b>				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1N6ED27Y9C		Make NISSAN	Model FRONTIER	Model Year 2000
Date Purchased JAN 2004 (USED)	Dealer's Name and Telephone Number ROTHROCK, 610 439 8485		Engine: 3.3L No: Cylinders V6	Fuel Type: 87 REG GASOLINE
Original Owner <input type="checkbox"/>	Dealer's City ALLENTOWN	State PA	Zip Code 18104	
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 08-AUG-2012
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>				
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)			Failure Mileage 94000	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>				
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:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>				
Make:	Date Manufactured:	Model No./Name:		
Seat Type:	Installation System:			
Child Seat Component Code:	Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
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
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> <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).</b>				
TL* THE CONTACT OWNS A 2000 NISSAN FRONTIER. THE CONTACT STATED THAT AFTER EXITING THE VEHICLE, HE SMELLED A STRONG GASOLINE FUEL ODOR. THE SMELL DISSIPATED AFTER A SHORT PERIOD OF TIME BUT LATER RETURNED. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE FUEL TANK HAD CORROSION AND WAS CAUSING GASOLINE VAPORS TO ESCAPE THE TANK. AS A RESULT, THE FUEL TANK WOULD NEED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 94,000. (AT TIME OF REPORT)				
VEHICLE WAS REPAIRED ON 3/12/13 AT ROTHROCK DEALERSHIP. PLEASE SEE A TRACHED, ROTHROCK TOLD ME THERE WAS NO OPEN RECALL ON THE VEHICLE, SO I PAID FOR THE REPAIR.				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>				
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.				



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CUSTOMER NO. <b>21971</b>	ADVISOR <b>TONY KOPEC</b>	TAG NO. <b>4189</b>	INVOICE DATE <b>03/12/13</b>	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE <b>94,477</b>	COLOR <b>WHITE/</b>
ALLENTOWN, PA [REDACTED]	YEAR / MAKE / MODEL <b>00/NISSAN TRUCK/FRONTIER/TK</b>	VEHICLE I.D. NO. <b>1 N 6 E D 2 7 Y 9 Y C [REDACTED]</b>	DELIVERY DATE <b>01/24/04</b>	DELIVERY MILES <b>42,551</b>
[REDACTED]	F.T.E. NO. <b>360</b>	P.C. [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	R. O. DATE <b>03/08/13</b>	

MO: 94479

**LABOR & PARTS**  
**J# 1 01NIZ002 \*LUBE, OIL & FILTER TECH(S):338 16.00**  
 CUSTOMER REQUEST: LUBE, OIL AND FILTER SERVICE.  
 CHECK VEHICLE ANTIFREEZE PROTECTION.  
 PERFORM CHASSIS LUBRICATION.  
 CHANGE ENGINE OIL AND FILTER.  
 RESET MAINTENANCE REMINDER LIGHT  
 Oil & Filter Change W/ Lube 3.3L 99/04

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	15208-9E01A	OIL FILTER	6.71	6.71
JOB # 1	1	11026-JA00A	WASHER DRAIN	0.80	0.80
JOB # 1	4	5W30	ENG OIL QUART	2.87	11.48
<b>JOB # 1 TOTAL PARTS</b>					<b>18.99</b>
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>					<b>34.99</b>

**J# 2 98NIZ MISCELLANEOUS TECH(S):338 290.85**  
 C/S: Gas Sme11 - Is this related to Gas Tank / Fuel Pump rec all?  
 VERIFIED CUSTOMER'S CONCERN. FOUND THE TOP OF THE FUEL TANK ROTTING AND LEAKING VAPORS  
 REMOVED AND REPLACED THE FUEL TANK AND TESTED TO VERIFY REPAIRS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	17202-7B400	TANK ASSY-FUEL	324.12	324.12
JOB # 2	1	17342-01A00	RING-0 FUEL GAG	18.29	18.29
<b>JOB # 2 TOTAL PARTS</b>					<b>342.41</b>
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>					<b>633.26</b>

**J# 3 01NIZ\*16P VEHICLE CHECKUP 16PT TECH(S):338 0.00**  
 CUSTOMER REQUESTS: PERFORM 16 POINT VEHICLE CHECKUP  
 16 POINT CHECK COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
<b>JOB # 3 TOTAL PARTS</b>					<b>0.00</b>
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>					<b>0.00</b>

**G.O.G. & SUPPLIES**  
 JOB # 2 FREIGHT (PARTS) 35.00  
 TOTAL - GOG 35.00

**MISC**  
 JOB # 1 3030 Hazardous Waste Removal Fee (oil) 2.27  
 TOTAL - MISC 2.27

**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$765.00 (+TAX)

**COMMENTS**

**DISCLAIMER OF WARRANTIES**  
 The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

The Reynolds and Reynolds Company ER4111514E CC688562 Q (05/12)

(P.2 of 2)