

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received MAY - 7 2013 25-MAR-2013	
OWNER INFORMATION (Type or Print)		Repository ☐		Reference No. 10504356	
				Daytime Telephone Number [REDACTED]	
Name [REDACTED]		E-mail Address [REDACTED]		Evening Telephone Number [REDACTED]	
Address [REDACTED]					
City BROOKLYN	State NJ	Zip Code [REDACTED]			
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 1N4AL21E59N [REDACTED]		Make NISSAN		Model ALTIMA	
Model Year 2009		Engine: No: Cylinders		Fuel Type:	
Date Purchased	Dealer's Name and Telephone Number				
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain		Multiple Failure:		Incident Date(s) 23-MAR-2013
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 36000	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 2009 NISSAN ALTIMA. THE CONTACT STATED THAT THE ELECTRONIC KEY LIGHT ILLUMINATED AND THE PUSH TO START BUTTON FAILED TO FUNCTION. THE CONTACT WAS UNABLE TO START THE ENGINE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 36,000.					
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)

INITIALLY I WAS AT WORK AT 7 AM STARTED THE CAR TO GO HOME CAR STARTED NO PROBLEM BY 7:30 AM ARRIVED HOME SHUT OFF CAR AT 3:00 PM I WAS GOING OUT TRYED TO START CAR BUT WAS NOT RECOGNIZING KEYS THATS WENT PROBLEM STARTED ENDED UP TOWING CAR TO DEALER DEALER SAID THEY HAVE TO REPROGRAM COMPUTER OR ECM

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

TRIBORO NY NJ
BRKLYN-QNS-STATEN IS
30 APR 2013 PM 2 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CUSTOMER #: 3478916151

373007

BAY RIDGE NISSAN, INC.

532 - 65TH ST.

BROOKLYN, NEW YORK 11220

718-238-4770

INVOICE

BROOKLYN, NY

PAGE 1

NYS * DLR. LIC. NO. 7077841 NISSAN
NYC * C/A LIC. NO.

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4911 VICTOR PAREDES

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		09	NISSAN ALTIMA		1N4AL21E59N		36100/36100		T2049
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01MAR13	DD		17:00 26MAR13			105.00	CASH	26MAR13	

R.O. OPENED

READY

OPTIONS: DLR:3403 ENG:2.5_Liter_Gasoline

26MAR13

26MAR13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES CHECK NO START. TOWED TO SHOP
CAUSE:

QA14AA RPL STEERING LOCK ASS'Y

9757 WN

1 48700-9N00B LOCK STEERING

2 48703-06F0A BOLT

(N/C)

(N/C)

(N/C)

36100 FOUND STEERING LOCK INTERNAL FAILURE QA14AA 1.1 REPLACE
STEERING LOCK, RESOLVE PROBLEM

B I _____ HEREBY AUTHORIZE THE REPAIR
WORK HEREIN SET FORTH TO BE DONE AND I ALSO AGREE THAT I WILL
BE RESPONSIBLE FOR CHARGES THAT APPLY IF REPAIRS ARE NOT
COVERED AND/OR OF NO REPAIRS ARE MADE

DIAG I

_____ HEREBY
AUTHORIZE THE REPAIR WORK HEREIN SET FORTH
TO BE DONE AND I ALSO AGREE THAT I WILL BE
RESPONSIBLE FOR CHARGES THAT APPLY IF
REPAIRS ARE NOT COVERED AND/OR OF NO REPAIRS
ARE MADE

9757 IS

(N/C)

C FREE TIRE CHECK UP

RTIRE TIRE INSPECTION

9757 IS

(N/C)

36100 RED

D CUST REQUESTED 27 POINT FREE INSPECTION

27P CUST REQUESTED 27 POINT FREE INSPECTION

9757 IS

(N/C)

E PC130 09 ALTIMA SULEV EMISSION

CAUSE:

PC1300 ALTIMA SULEV EMISSION RECALL

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

NO CARS RELEASED AFTER 5:30 P.M. STORAGE CHARGE - \$50.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

CUSTOMER'S INVOICE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

SERVICE * PARTS * COLLISION REPAIRS.

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE 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 GRANTED YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR PURPOSE OF TESTING, AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

PAYMENT ACCEPTED BY: CREDIT CARD, CHECKS, CASH

CUSTOMER COPY

CUSTOMER #: 3478916151

373007

BAY RIDGE NISSAN, INC.

532 - 65TH ST.

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718-238-4770

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PAGE 2

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SERVICE ADVISOR: 4911 VICTOR PAREDES

BUS:		CELL:		SERVICE ADVISOR:		4911 VICTOR FARRELL		
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R.O. OPENED		READY		OPTIONS: DLR:3403 ENG:2.5_Liter_Gasoline				
26MAR13		26MAR13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
							(N/C)

36100 PC1300 0.7 PERFORMED THE RECALL

F DEDUCTIBLE FOR EXTENDED WARRANTY

D DEDUCTIBLE FOR EXTENDED WARRANTY

9757 CNTE

50.00 50.00

G** COMPUTER SYSTEM RECALIBRATION/UPDATE

CSR COMPUTER SYSTEM RECALIBRATION/UPDATE

9757 CN

157.50 157.50

36100 UPON INSPECTION FOUND MULTIPLE DTC CODES IN SYSTEM INCLUDING
U1001 CAN COMM. CUST WAS ADVISED MUST INSPECT AND CLEAR DTC CODES TO
ALLOW PROPER COMMUNICATION BETWEEN ELECTRICAL COMPONENTS. PERFORMED
COMPUTER SYSTEM CALBRATION AND UPDATE AT DISCOUNTED PRICE. *NOTE-FOUND
TIRE LIGHT IS ON. FOUND 2 TPMS SENSORS MISSING*

H** CUST STATES CHECK FRONT END FOR NOISE WHEN GOING OVER BUMPS
CAUSE:

MA42AA RPL ONE TRANSVERSE LINK/SPINDLE/BUSHIN*

9757 CNSP

178.50 178.50

1 54501-JA00B LINK COMPL-TRAN

198.83 198.83

D DEDUCTIBLE FOR EXTENDED WARRANTY

9757 CNSP

-50.00 -50.00

36100 FOUND L/F LOWER CONTROL ARM BUSHING BROKEN MA42AA 1.7 REPLACE
L/F LOWER CONTROL ARM AND PERFORMED W/A

CUST PAYS \$221.48 INCLUDING
DEDUCTIBLE THE BALANCE IS CNSP

** FOR YOUR CONVENIENCE WE HAVE EXTENDED **
** OUR HOURS TO MON-THU 7AM TO 7 PM **
** FRI 7AM TO 6 PM **
** SAT 7AM TO 6 PM **
** THANK YOU, WE APPRECIATE YOUR BUSINESS **

CNSP \$327.33

VISA \$221.48

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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CAUSE BEYOND YOUR CONTROL OR FOR ANY
DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR
DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER
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AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	336.00
PARTS AMOUNT	198.83
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	534.83
LESS INSURANCE	0.00
SALES TAX	13.98
PLEASE PAY THIS AMOUNT	548.81

PAYMENT ACCEPTED BY: CREDIT CARD, CHECKS, CASH

CUSTOMER COPY