 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		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: 29-JUL-2014 Repository: <input type="checkbox"/> Reference No.: 10617286	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
HOUSTON	TX				
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		Make	Model	Model Year	
1N4BL21EX8N		NISSAN	ALTIMA	2008	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
<input type="checkbox"/>					
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input type="checkbox"/> Cruise Control			02-JUN-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 160000 STRUCTURE, VISIBILITY/WIPER (PWS), 162000 STRUCTURE: BODY			Failure Mileage	Failure Speed	
			64000		
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	Failure Location:			
	<input type="checkbox"/> Prior Repair				
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 2008 NISSAN ALTIMA. THE CONTACT STATED THAT THE DASHBOARD WAS MELTING AND EXPOSED AN EXTREMELY SHINY SURFACE THAT REFLECTED WHEN THE SUN SHONE ONTO THE VEHICLE WHICH WAS CREATING A VISIBILITY HAZARD. THE VEHICLE WAS TAKEN TO THE DEALER, WHO INDICATED THAT THE DASHBOARD NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 64,000.					
VIN # IN4BL21EX8N					
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.					



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]

[REDACTED]

TX [REDACTED] USA

TEL [REDACTED]

FAX [REDACTED]

EMAIL [REDACTED]

September 4, 2014

Mr. Randy Reid Chief
Correspondence Research Division
Office of Defects Investigations
Enforcement
US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Sir

Claim Ref. # 10617286

In reference to your letter NVS-216rr regarding the above claim, please find below more information about the claim beside those that are mentioned in the attached form.

The dashboard is melting due to high heat and sun light and becoming shiny, bright and gluey (please see the attached photos).

When driving the car under the sun, the whole wind screen becomes blurry (please see the attached photos) and it is hard to see the road and cars a head of the driver.

Visibility is very low. Also the bright sight is causing eye fatigue which is causing blindness for short periods.

Many people in the southern states are having the same problem with similar cars which is due to heat and sun light. Please go to this website for your information

[REDACTED]

I have made complaints to Nissan but they were avoiding responsibility as usual. One of the ticket numbers that I had with them is [REDACTED]

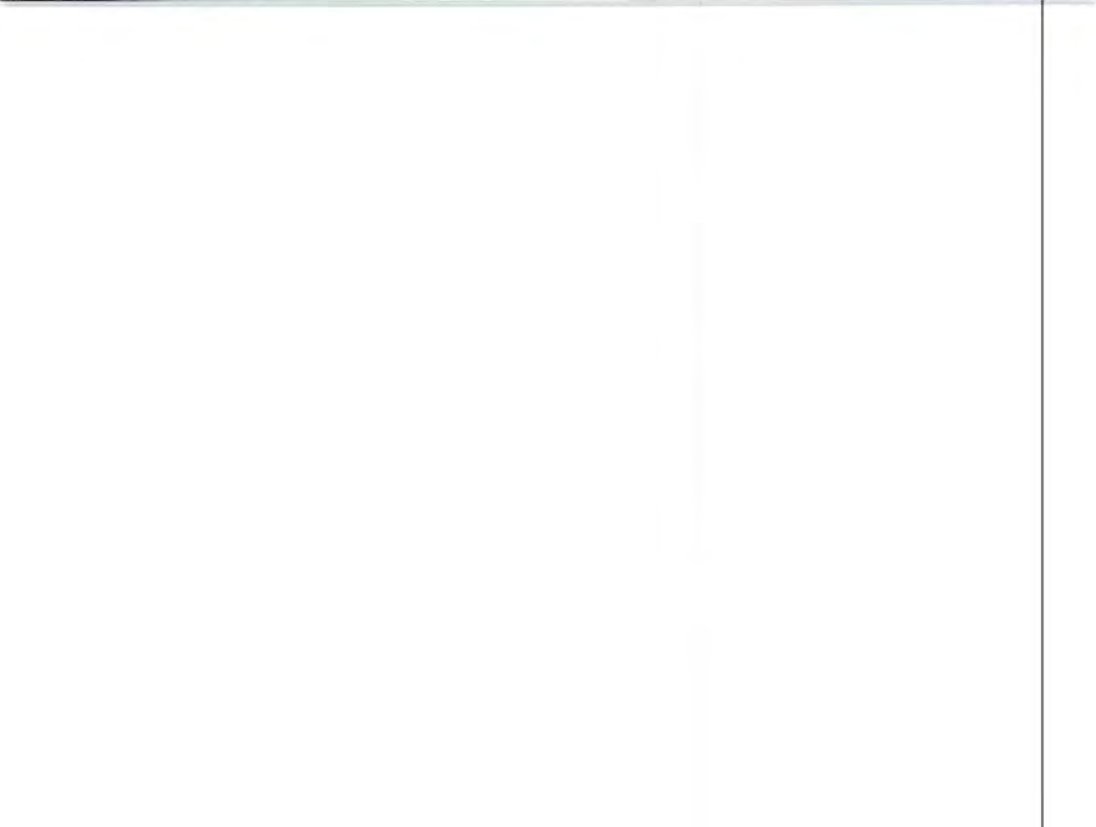
The car VIN # is 1N4BL21EX8N [REDACTED]

Hope you can solve this issue which has a very high risk and do not want to leave it until people die.

Sincerely

[REDACTED]









Houston, TX



U.S. POSTAGE
\$1.19
FCM LG ENV
77084
Date of sale
09/05/14
06 2S00
08282263 APC

FOUR HERE

Mr. Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement
US Department of Transportation
National Highway Traffic Safety Admin.
1200 New Jersey Avenue SE
Washington

