

 <p>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</p>		FOR AGENCY USE ONLY 100148	
		Date Received 31-JUL-2014 SEP 12 2014	Repository <input type="checkbox"/> Reference No. 10617889
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address NOEMAIL@UNK.GOV	
City WEST PALM BEACH	State FL	Zip Code	
<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>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield or driver's side 1N4AL21E38C		Make NISSAN	Model ALTIMA
Date Purchased 2008		Dealer's Name and Telephone Number ROYAL PALM NISSAN	
Original Owner <input type="checkbox"/>	Dealer's City W. PALM BEACH	State FL	Zip Code 33411
Transmission Type CVT	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 14-AUG-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 162000 STRUCTURE: BODY DASHBOARD IS MELTING. STICKY GLAZE IS REFLECTING DAYLIGHT (SUN) INTO WINDSHIELD - SEVERE GLARE		Failure Mileage 40000	Failure Speed ALL
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 <input type="checkbox"/> 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 <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	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 2008 NISSAN ALTIMA. THE CONTACT STATED THAT THE DASHBOARD WAS BECOMING SOFT CAUSING A STRONG GLAZE TO BE REFLECTED AND WAS RESTRICTING THE VIEW OF THE CONTACT. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE DASHBOARD NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 40,000.</p> <p>BECAUSE OF MELTING, DAYLIGHT DRIVING HAS BECOME HAZARDOUS. DIGITAL PHOTOS OF DASH AVAILABE UPON REQUEST. PLEASE CONTACT ME AT THE NUMBER ABOVE OR EMAIL ME AT:</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<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>			

ROYAL PALM NISSAN

9405 Southern Blvd.
 ROYAL PALM BEACH, FLORIDA 33411
 Telephone (561) 491-7500
 Registration No. MV-73555

CELL: [REDACTED]

CUSTOMER NO. 80285	ADVISOR CLINT FOWLKES	3107	TAG NO. 3392	INVOICE DATE 07/30/14	INVOICE NO. NICS347904
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 83,377	COLOR SUPER BLACK	STOCK NO.
WEST PALM BEACH, FL [REDACTED]	YEAR / MAKE / MODEL 08/NISSAN/ALTIMA/2.5 S AT			DELIVERY DATE 03/17/08	DELIVERY MILES 10
[REDACTED]	VEHICLE I.D. NO. 1 N 4 A L 2 1 E 3 8 C			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/30/14		
EVIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			
					MO: 83378

LABOR & PARTS

CUSTS TATES DASH MATERIAL LIQUIFYING CHECK AND ADVISE
 DASH MATERIAL BREAKING DOWN
 NISSAN WILL OFFER GOODWILL ASSISTANCE FOR PART, CUSTOMER
 WILL PAY LABOR \$720.00 CUST DECLINES AT THIS TIME WILL
 CONTACT CONSUMER AFFAIRS

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

THANK YOU FOR CHOOSING ROYAL PALM NISSAN
 CUSTOMER SATISFACTION IS OUR PRIORITY
 IF YOU ARE SATISFIED, TELL YOUR FRIENDS. IF YOU ARE NOT
 PLEASE TELL US.

PLEASE ASK US ABOUT THE ROYAL PALM NISSAN
 PREFERRED OWNER PROGRAM

***** IMPORTANT *****

YOU MAY RECEIVE A SURVEY FROM NISSAN NORTH AMERICA IN THE
 NEAR FUTURE. IF YOU RECEIVED ANYTHING LESS THAN TRULY
 EXCEPTIONAL SERVICE FOR ANY REASON, PLEASE CONTACT
 STACEY WEEKS, SERVICE MANAGER AT (561) 491-7551

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

[Handwritten Signature]



ALL REPLACEMENT PARTS
 ARE NEW UNLESS
 OTHERWISE STATED