

MAR 13 2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (50 U.S.C. 552(B)(6))

Form Approved: O.M.B. No. 2127-0008



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

INFORMATION ACT (50 U.S.C. 552(B)(6))

**Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

OR AGENCY USE ONLY 100148
Date Received 13-JAN-2015
Repository ☐
Reference No. 10672274

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LAS VEGAS State NV Zip Code [REDACTED]
Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [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: 1N4AL3AP3FC [REDACTED]
Make NISSAN Model ALTIMA Model Year 2015
Date Purchased 8-30-14 Dealer's Name and Telephone Number ADTO DATION
Original Owner ☒ Dealer's City LAS VEGAS, NV. State NV Zip Code [REDACTED]
Engine: No: Cylinders 4 Fuel Type: REG
Transmission Type CVT Antilock Brakes ☒ Powertrain 4 CYL Multiple Failure: Incident Date(s) 30-AUG-2014
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 181000 VEHICLE SPEED CONTROL: ACCELERATOR PEDAL
CVT TRANS NOISE AT ALL SPEEDS MAKE DRONING SOUND AT ALL CRUISING SPEED.
Failure Mileage 4 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 (if any))

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured: Number of Deaths: Reported to Police: N

Narrative Description of Incident(S)
Please describe (1) events leading to, parts repaired or replaced (and

and (3) what was done to correct the failure;

TL* THE CONTACT OWNS A 2015 NISSAN ALTIMA. WHILE DRIVING, THE STEERING WHEEL AND THE ACCELERATOR PEDAL VIBRATED CONTINUOUSLY. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE FAILURE WAS CUSTOMARY TO THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 4.

THIS VEHICLE DRONES AT ALL SPEEDS. VIBRATES AT ALL SPEED ON GAS & STEERING WHEEL. RIDES EXTREMELY HARD. CVT MAKE NOISES AT MOST SPEEDS AND SEEMS TO START IN 4TH GEAR (VERY UNSAFE CAR)

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.

ALL NISSAN ALTIMAS ARE LIKE THIS UNIT
CAR IS UNSAFE AND BY THE CORP. OWN ADMITTIONS

EXCESSIVE NOISE FROM CVT

DRONE SOUND AT CRUISING
CONSTANT - CVT

VIBRATION ON STEERING WHEEL
AND GAS PEDAL AT ALL SPEEDS
(TIRES & SUSPENSION)

VERY ROUGH RIDE DUE TO
SUSPENSION/TIRES (NO SIDEWALL FLEX)
(TIRES & SUSPENSION)

GREAT LOOKING CAR

TERRIBLE DRIVING CAR

[REDACTED]
LAS VEGAS, NV [REDACTED]
[REDACTED]

MAKE & MODEL	PRICE	VALUE SCORE	COST PER MILE	TEST SCORE	PREDICTED RELIABILITY
LUXURY COMPACT CARS					
WIDE AVERAGE RATER 1 5 10 15 20					
Buick Regal Premium I	\$34,485		\$0.71	83	⊖
Buick Verano Leather (2.4)	27,750		0.61	73	⊖
Acura ILX (2.0L)	30,095		0.64	72	⊖
BMW 328d xDrive	50,475		0.85	86	⊖
Audi A4 Premium Quattro	35,895		0.73	74	⊖
BMW 328i	43,195		0.80	84	⊖
Lexus CT 200h Premium	32,012		0.62	65	⊖
Volkswagen CC Sport (2.0T)	32,800		0.71	78	⊖
Cadillac ATS Luxury (turbo)	43,295		0.87	79	⊖
Infiniti Q50 Premium (AWD)	44,855		0.87	75	⊖
Lexus IS250 (AWD)	43,823		0.89	58	⊖
Mercedes-Benz CLA250	36,500		0.75	64	⊖

MAKE & MODEL	PRICE	VALUE SCORE	COST PER MILE	TEST SCORE	PREDICTED RELIABILITY
LUXURY MIDSIZE/LARGE CARS					
WIDE AVERAGE RATER 1 5 10 15 20					
Lexus ES 300h	\$44,017		\$0.69	77	⊖
Lincoln MKZ Hybrid	41,915		0.78	83	⊖
Lincoln MKZ 2.0 EcoBoost	41,345		0.82	84	⊖
Lexus ES 350	43,702		0.81	78	⊖
Infiniti Q70 (V6)	53,825		1.01	90	⊖
Audi A6 3.0 Premium Plus Quattro	56,295		1.05	90	⊖
Mercedes-Benz E350	57,965		1.11	86	⊖
Lexus GS 350	58,858		1.10	83	⊖
Audi A7 3.0 TDI	70,895		1.22	90	⊖
Lexus LS 460L	82,504		1.30	89	⊖
Cadillac CTS Luxury (V6, AWD)	58,780		1.10	81	⊖
BMW 838i	58,375		1.06	81	⊖
Hyundai Equus Signature*	58,900		1.12	80	⊖
Acura RLX Tech	55,345		1.03	75	⊖
Cadillac XTS Premium	57,200		1.12	82	⊖
Lincoln MKS (base, 3.7)	50,070		0.98	65	⊖
BMW 750Li*	97,525		1.75	80	⊖
Mercedes-Benz S550 (AWD)	114,475		2.01	96	⊖

MAKE & MODEL	PRICE	VALUE SCORE	COST PER MILE	TEST SCORE	PREDICTED RELIABILITY
LARGE CARS					
WIDE AVERAGE RATER 1 5 10 15 20					
Chevrolet Impala 2LTZ (3.6)	\$39,110		\$0.79	91	⊖
Toyota Avalon Hybrid Limited	42,501		0.68	80	⊖
Nissan Maxima 3.5 SV	33,700		0.75	82	⊖
Buick LaCrosse (Leather, eAssist)	34,935		0.71	80	⊖
Kia Cadenza	39,030		0.83	83	⊖
Hyundai Azura	32,185		0.78	80	⊖
Toyota Avalon Limited (V6)	40,670		0.78	81	⊖
Chrysler 300 Limited (V6)	38,335		0.79	83	⊖
Buick LaCrosse Premium I (V6)	37,555		0.78	76	⊖
Chrysler 300 C*	44,730		0.92	82	⊖
Dodge Charger SXT Plus (V6)	34,510		0.77	75	⊖
Ford Taurus Limited (3.5, V6)	37,885		0.78	66	⊖

MAKE & MODEL	PRICE	VALUE SCORE	COST PER MILE	TEST SCORE	PREDICTED RELIABILITY
SPORTS CARS/CONVERTIBLES					
WIDE AVERAGE RATER 1 5 10 15 20					
Nissan MX-5 Miata Grand Touring	\$31,150		\$0.60	85	⊖
Scion FR-S	25,025		0.60	78	⊖
Subaru BRZ Premium	27,117		0.65	79	⊖
Honda Civic Si	23,175		0.57	60	⊖
Volkswagen Eos	35,829		0.74	72	⊖
Ford Focus ST	28,270		0.67	72	⊖
Porsche Boxster 2.7	59,600		1.06	83	⊖
Hyundai Genesis Coupe Grand Touring*	28,375		0.64	64	⊖
Chevrolet Corvette Stingray 3LT	73,260		1.27	92	⊖
Chevrolet Camaro coupe 2SS (V8)	35,425		0.76	66	⊖
Chevrolet Camaro coupe 2LT (V8)	28,195		0.63	55	⊖
Audi A5 Premium Plus convertible (2.0T)*	49,300		0.94	67	⊖
Dodge Challenger R/T (V8)	35,015		0.80	63	⊖
Chevrolet Camaro convertible 2SS (V8, AT)	43,510		0.88	64	⊖
Porsche 911 Carrera S	110,630		1.78	95	⊖
Infiniti Q60 convertible (base)	48,715		0.95	66	⊖

MAKE & MODEL	PRICE	VALUE SCORE	COST PER MILE	TEST SCORE	PREDICTED RELIABILITY
MIDSIZE CARS					
WIDE AVERAGE RATER 1 5 10 15 20					
Toyota Camry Hybrid XLE	\$29,052		\$0.52	86	⊖
Honda Accord LX (4-cyl)	23,270		0.53	85	⊖
Toyota Camry LE (4-cyl)	23,830		0.53	84	⊖
Subaru Legacy 2.5 Premium	24,837		0.58	89	⊖
Nissan Sport	23,590		0.55	79	⊖
Honda Accord Hybrid	29,945		0.53	77	⊖
Toyota Camry XLE (V6)	32,603		0.65	85	⊖
Volkswagen Passat SE (1.8T)	27,485		0.62	82	⊖
Ford Fusion SE Hybrid	28,290		0.55	80	⊖
Chevrolet Malibu LT (2.5L)	26,030		0.58	81	⊖
Honda Accord EX-L (V6)	30,860		0.65	84	⊖
Volkswagen Passat TDI SE*	28,665		0.52	77	⊖
Ford Fusion SE (1.6T)	27,720		0.63	81	⊖
Kia Optima LX (2.4)	21,885		0.58	77	⊖
Nissan Altima 2.5 S	23,410		0.54	77	⊖
Chevrolet Malibu 2LTZ (2.0T)	33,865		0.70	85	⊖
Kia Optima SX (2.0T)	29,050		0.69	78	⊖
Ford Fusion Titanium (2.0T)	33,180		0.72	78	⊖
Hyundai Sonata Hybrid	26,695		0.54	65	⊖
Nissan Altima 3.5 SL (V6)	31,610		0.69	80	⊖

MAKE & MODEL	PRICE	VALUE SCORE	COST PER MILE	TEST SCORE	PREDICTED RELIABILITY
WAGONS (AWD)					
WIDE AVERAGE RATER 1 5 10 15 20					
Subaru Outback 2.5i Premium	\$28,852		\$0.61	82	⊖
Toyota Venza (V6)	34,209		0.68	74	⊖
Audi Allroad 2.0T Premium	43,570		0.85	82	⊖
Vauxh XC70	42,560		0.66	78	⊖
Honda Crosstour EX-L (V6)	34,730		0.74	66	⊖

SERVICE & PARTS DEPT. HOURS
MONDAY THRU FRIDAY: 7:00 AM to 6:00 PM
SATURDAY: 7:00 AM to 2:00 PM



**PLANET
NISSAN**

5850 Centennial Center Blvd.
Las Vegas, NV. 89149
(702) 876-8000

CUSTOMER NO.	ADVISOR HEATH MARQUARDT	1577	TAG NO.	INVOICE DATE 12/15/14
	LABOR RATE	LICENSE NO.	MILEAGE 1,652	COLOR
LAS VEGAS, NV	YEAR MAKE / MODEL 15/NISSAN/ALTIMA/4DR SDN I4 2.5		DELIVERY DATE	DELIVERY MILES
	VEHICLE NO. 1N4AL3AP3FC		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.C. DATE 12/15/14	

REF.	BUSINESS PHONE	COMMENTS	MO: 1655
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LABOR & PARTS			
JOB # 1	SHIFTER OPERATION HOURS: 0.00 TECH(S): 1484	INTERNAL	SUPPLIES / HAZARDOUS MATERIALS - A token charge is included for supplies used on and hazardous waste generated by your vehicle. Applicable supply items are (but not limited to) Nuts, bolts, washers, tape, pins, aerospray, solvent, carburetor cleaners, solder, battery cleaners, wire sealers, lubricants, rags, towels, etc. Equivalent to 10% of the total labor charge. Maximum charge is \$25.00.
DTS TO INSPECT GENERAL DRIVEABILITY OF VEHICLE INSPECTED VEHICLE AND FOUND ALL SYSTEMS OPERATING AS DESIGN AT THIS TIME OF SERVICE NO FURTHER REPAIR ACTION AT THIS TIME OF SERVICE			
JOB # 1 TOTAL LABOR & PARTS		0.00	
JOB # 2	TIRE CONDITION GREEN HOURS: 0.00 TECH(S): 1484	INTERNAL	
TIRE CONDITION GREEN CHECKS OK CUSTOMER COURTESY INSPECTED TIRES AND SET PROPER PSI			
JOB # 2 TOTAL LABOR & PARTS		0.00	
JOB # 3	MULTI PT INSPECT HOURS: 0.00 TECH(S): 1484	INTERNAL	
PERFORM NISSAN MULTI POINT INSPECTION CUSTOMER COURTESY PERFORMED VISUAL INSPECTION - SEE ATTACHED WORK SHEET			
JOB # 3 TOTAL LABOR & PARTS		0.00	

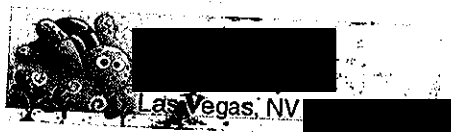
COMMENTS	DTS TO INSPECT
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TOTALS

PLANET NISSAN IS TOTALLY COMMITTED TO PROVIDING EACH OF OUR CUSTOMERS WITH "EXCELLENT" SERVICE!	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

Every customer can potentially receive a survey from Nissan. This survey rates the quality of service you received from the service advisor. If there is any problems with the work performed or the treatment you received, PLEASE CONTACT OUR SERVICE MANAGER as soon as possible. Your satisfaction is extremely important. We know that service is the only thing we have to offer. Providing you with "EXCELLENT" service is the only way to insure you remain our customer. Please take the time to complete the survey and mail it in, or complete it on line. Thank you for the opportunity to serve you. Service Manager's direct line: 702-839-6191

CUSTOMER SIGNATURE



LAS VEGAS NV 890

12 MAR 2015 PM 4 L



W48-226

U.S. DEPT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADM-
1200 NEW JERSEY AV. S.E.
WASHINGTON, D.C. 20590-0001

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