



INFORMATION REDUCED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

21-APR-2015

Reference No.
10711995

21 2015

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

VENTURA

State

CA

Zip Code

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

1N4AL11D42C

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased
2002

Dealer's Name and Telephone Number

Douglas Nissan (Henderson Nissan)* (702) 558-5800

Engine:

No: Cylinders 4

Fuel Type:

Gasoline

Original Owner

☒

Dealer's City

Henderson

State

NV

Zip Code

89104

Transmission Type

Automatic

☐ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

05-JUN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), ENGINE (PWS)

Failure Mileage

125000

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: DOTM1A9ABC036)

☐ 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 2002 NISSAN ALTIMA. THE CONTACT STATED THAT THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 03V251000 (FUEL SYSTEM, GASOLINE); HOWEVER, THE SERVICE ENGINE WARNING LAMP REMAINED ILLUMINATED. THE CONTACT ALSO STATED THAT THE OIL WAS CONSTANTLY LOW AND HAD TO BE REFILLED. WHILE TRAVELING, THE VEHICLE HESITATED AND THE CONTACT HAD TO APPLY THE BRAKE PEDAL AND THE ACCELERATOR PEDAL TO KEEP THE VEHICLE FROM STALLING.* THE CONTACT WAS BARELY ABLE TO GET THE VEHICLE TO RESTART AFTER EXITING THE VEHICLE. THE VEHICLE WAS TAKEN BACK TO THE AUTHORIZED DEALER WHO DIAGNOSED THAT THE PRE-CATALYST OVERHEATED, WHICH CAUSED THE CATALYST SUBSTRATE PARTICLES TO FLOW INTO THE ENGINE. THE MECHANIC ALSO DIAGNOSED THAT THE CYLINDER WALLS FAILED CAUSING OIL CONSUMPTION, WHICH LEAKED INTO THE SPARK PLUGS CAUSING DAMAGES. THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND WOULD NOT PROVIDE A REMEDY. THE APPROXIMATE FAILURE MILEAGE WAS 125,000.

*WHEN COMING TO A STOPLIGHT, THE CONTACT HAD TO SHIFT INTO NEUTRAL WHILE KEEPING ONE FOOT ON THE BRAKE AND ONE FOOT ON THE ACCELERATOR.

NOTE: PLEASE REFER ALSO TO NHTSA Recall Campaign Number : 03V084000 WHICH SPECIFICALLY REFERS TO THIS PROBLEM AND ENGINE FAILURE.

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.

*Purchased car new in Nevada. Had car diagnosed at Team Nissan 1801 Auto Center Dr, Oxnard, CA 93036 Phone: (800) 765-4514

Related Recall Campaigns

Defect Investigation PE02078 has 1 Related Recall

NHTSA Campaign ID number: 03V084000

Vehicle Make / Model:	Model Year(s):
NISSAN / ALTIMA	2002-2003
NISSAN / SENTRA	2002
Manufacturer:	NISSAN NORTH AMERICA, INC.
Report Receipt Date:	MAR 11, 2003
Component:	ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE
Potential Number of Units Affected:	338,000

Summary:

ON CERTAIN VEHICLES EQUIPPED WITH THE 2.5 LITER ENGINE, THE EXHAUST PIPE HANGER PIN MAY CATCH DEBRIS FROM THE ROAD THAT COULD BE IGNITED BY CONTACT WITH THE MAIN CATALYST. ALSO ON 2002 ALTIMA AND SENTRA VEHICLES, CERTAIN ENGINE OPERATING CONDITIONS MAY CAUSE THE PRE-CATALYST TO OVERHEAT AND DAMAGE THE CATALYST SUBSTRATE.

Consequence:

EITHER OF THESE TWO CONDITIONS COULD RESULT IN A FIRE.

Remedy:

DEALERS WILL REMOVE THE PROTRUDING PORTION OF THE EXHAUST PIPE HANGER PIN. IN ADDITION TO THE CORRECTIVE ACTION, IN ORDER TO REDUCE THE RISK OF FIRE IN THE EVENT OF POOR OR IMPROPER MAINTENANCE THAT COULD RESULT IN OIL SPILLAGE, HEAT SHIELD(S) WILL BE INSTALLED ON THE PRE-CATALYST AND EXHAUST TUBE. OWNER NOTIFICATION BEGAN ON JULY 28, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT NISSAN AT 1-800-647-7261. NISSAN RECALL NOS. R3007, R3014, R3015, R3016, R3017. ALSO ON 2002 ALTIMA AND SENTRA VEHICLES, CERTAIN ENGINE OPERATING CONDITIONS MAY CAUSE THE PRE-CATALYST TO OVERHEAT AND DAMAGE THE CATALYST SUBSTRATE. IF SUBSTRATE PARTICLES ENTER THE COMBUSTION CHAMBER, THEY COULD SCORE THE CYLINDER WALLS, RESULTING IN INCREASED OIL CONSUMPTION. IF THE ENGINE OIL LEVEL IS NOT CHECKED ON A PERIODIC BASIS AND DROPS BELOW THE LOW LEVEL, AND THE DRIVER CONTINUES TO OPERATE THE VEHICLE IGNORING NOTICEABLE ENGINE NOISE, ENGINE DAMAGE MAY OCCUR WHICH COULD RESULT IN A FIRE. THE PRE-CATALYST WILL BE TESTED TO ENSURE IT IS WORKING PROPERLY AND REPLACED IF NECESSARY. IF DAMAGE IS FOUND INSIDE THE PRE-CATALYST, IT WILL BE NECESSARY TO REPLACE THE ENGINE.

Notes:

CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

[Document Search](#)



TEAM NISSAN



P.O. BOX 5486 • 1801 AUTO CENTER DRIVE • OXNARD, CA 93031
(805) 485-8517

www.teamnissandirect.com

B.A.R. # AE 153575

EPA # CAD981676828

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	SALVADOR OROZCO	8260	04/21/15	
	LICENSE NO.	MILEAGE	COLOR	
		124,037	/SL	
YEAR / MAKE / MODEL	VEHICLE I.D. NO.		DELIVERY DATE	DELIVERY MILES
02/NISSAN/ALTIMA/4DR SDN SL AT	1N4AL11D42C			
F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE		
		04/10/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
#1 1.50N1ZINSPE INSPECTION TECH(S) 8108 125.00
INSPECT AND ADVISE CUSTOMER STATES WHEN TURNING ON VEHICLE
THEIRS WHITE SMOKE COMING OUT OF THE EXHAUST PIPE
PERFORMED INSPECTION FOUND INTERNAL ENGINE FAILURE VEHICLE
NEED A LONG BLOCK ASSYM. ADVISE CUSTOMER AND DECLINE AT THIS
TIME

JOB# 1 TOTALS
LABOR 125.00
JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 125.00

JOB# 2 CHARGES

LABOR
#2 1.50N1ZINSPE INSPECTION TECH(S) 8108 0.00
PERFORM MULTI POINT INSPECTION
MULTI POINT INSPECTION
MULTI POINT INSPECTION COMPLETED

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
#3 1.50N1ZBAT PERFORM BATTERY TEST TECH(S) 8108 0.00
PERFORM BATTERY TEST
PERFORM BATTERY TEST AT NO CHARGE
BATTERY TESTS OK AT THIS TIME

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
#4 1.50N1ZTRES FOUR TIRE CHECK TECH(S) 8108 0.00
MANDATORY STATE INSPECTION
CHECK AIR PRESSURE ON ALL TIRES
LFT/ RFT/ LRT/ RRT/
MANDATORY PER STATE OF CALIFORNIA
ALL TIRE PRESSURE MUST BE RECORDED
L/FRT R/FRT L/REAR R/REAR PSI
34 PSI

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$125.00 (+TAX)

PAID BY
Mcand



3/28/2015

Case # [REDACTED]

VIN # 1N4AL11D42C [REDACTED]

Dear [REDACTED]

Thank you for contacting Nissan North America.

We acknowledge the receipt of your recent e-mail. Please be advised that in order for Nissan to determine whether Nissan is in the position to offer assistance, a formal diagnosis from an authorized Nissan Dealer is required. Once the vehicle has been diagnosed, please call me directly at 1-800-647-7261 ext. 457300 or respond to this e-mail so we can re forward your case to our Regional Office for further handling.

Case # [REDACTED] has been updated to document your comments.

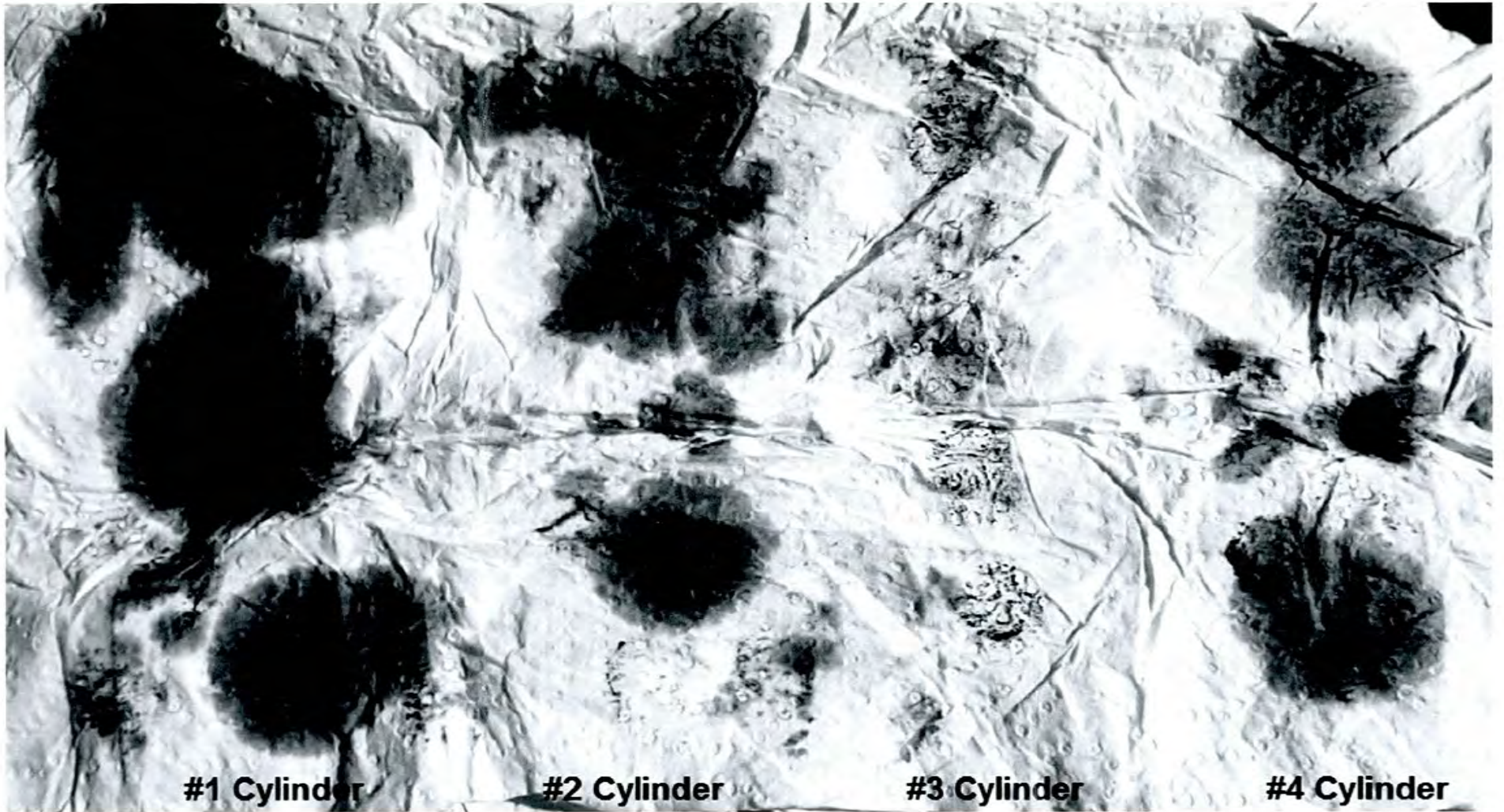
Thank you for giving us the opportunity to be of assistance.

Sincerely,

Nissan

Racquel
Consumer Affairs Representative
Nissan North America, Inc.

ref:_00DA09j8L_500FOYLMIF:ref



2002 Nissan Altima 2.5 4 cylinder

OIL FROM EACH CYLINDER AFTER REMOVING SPARK PLUGS

ENGINE OIL ON
SPARK PLUGS





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10711995

OWNER INFORMATION (Type or Print)

Name

Address

City

VENTURA

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1N4AL11D42C

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased

2002

Dealer's Name and Telephone Number

DOUGLAS NISSAN

702-558-5800

Engine:

No: Cylinders

4

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City

HENDERSON

State

NV

Zip Code

89014

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

05-JUN-2014

AUTOMATIC

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), ENGINE (PWS)

Failure Mileage
125000

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).

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(PLEASE SEE ATTACHED PAPERS)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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