

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department
of Transportation

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT

Date Received

Repository

National Highway Traffic Safety

(1-888-327-4236)

01-JUL-2015

Reference No.10731572

Administration

INTERNET:www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number -

LE-mail Address

Address

.COM

City

LISLE

State IL

Zip Code

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

Make

Model

Model Year

1N4AL11D05C3

NISSAN

ALTIMA

2005

Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: August, 2007; Star Nissan, 5757 W Touhy Ave, Niles, IL 60714 (847) 647-1555

No: Cylinders

Original Owner (No) Dealer's City State Zip Code Niles, IL 60714

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Cruise Control

01-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

Failure Speed

126000

0

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: DOTMAL9ABC036)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes ☒ 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).				
I BROUGHT MY CAR TO FIRESTONE TO HAVE NUMEROUS REPAIRS DONE ON MY CAR 6/27/15-6/30/15. WHILE THEY HAD THE CAR UP ON THE LIFT, THE TECH NOTICED AND TOLD ME THAT MY FLOOR BOARDS ARE RUSTING OUT AND HE COULD SEE CLEAR THROUGH TO MY CARPETING. MY WINDOWS HAVE BEEN REPEATEDLY GETTING DIRTY FROM THE INSIDE AND I COULD NEVER FIGURE OUT WHY. I HAVE ASTHMA AND I AM VERY CONCERNED ABOUT THE FUMES THAT ARE ENTERING MY VEHICLE. THIS NOW EXPLAINS WHY I FEEL THE NEED TO USE MY INHALER MORE FREQUENTLY WHEN I'M IN MY CAR OR GETTING OUT OF MY CAR ON SHORTER TRIPS. FOR INSTANCE, I HAVE A 1.5 MILE RIDE TO THE TRAIN FOR MY COMMUTE TO WORK. BY THE TIME I GET TO THE TRAIN, I'LL NEED TO USE MY INHALER AGAIN ALREADY. MY CAR IS PAID OFF. I HAD PLANNED TO KEEP THIS CAR AS LONG AS I POSSIBLY COULD SO I CAN PAY DOWN DEBT. ALSO, I HAD JUST THIS PAST WEEKEND SPENT AROUND \$700 IN REPAIRS ON MY CAR. I'VE TAKEN VERY GOOD CARE OF MY CAR (I.E., REGULAR OIL CHANGES, TIRE ROTATION, ETC.). I JUST WANT NISSAN TO FIX THE PROBLEM SO I CAN KEEP MY CAR. OTHER THAN THIS ISSUE, I LOVE MY CAR. I'VE HAD VERY FEW MINOR PROBLEMS WITH IT OVER THE YEARS AND I'M OVERALL VERY HAPPY WITH IT, EXCEPT FOR THIS ISSUE. I HOPE YOU CAN GET THEM TO HELP EVERYONE SIMILARLY SITUATED.				
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.				

From: EVOQ (NHTSA)
Sent: Monday, August 31, 2015 4:00 PM
To: Abbew, Margaret CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: --10731572-----
Attachments: US DOT Claim form for Defective Rusting Floor Boards.pdf

From: [REDACTED]
Sent: Friday, August 28, 2015 12:00 PM
To: EVOQ (NHTSA); DataQuality, DataQuality (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: --10731572-----

Per your request, attached please find the Vehicle Owner's Questionnaire form. The only thing I had to add was the name of the dealer. Everything else was correct. I've not had repairs made regarding this issue. Thank you very much for your assistance.

[REDACTED]

From: EVOQ@dot.gov
To: [REDACTED]
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: --10731572-----
Date: Fri, 28 Aug 2015 15:42:43 +0000

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

