


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>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>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received</p> <p>30-JUL-2015</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10745108</p>		
<p>Name</p> <p>Address</p> <p>City VANCOUVER State WA Zip Code</p>		<p>Daytime Telephone Number</p> <p>Evening Telephone Number</p>	<p>E-mail Address</p>		
<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>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1N4AL21E88N</p>		<p>Make</p> <p>NISSAN</p>	<p>Model</p> <p>ALTIMA</p>	<p>Model Year</p> <p>2008</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine:</p> <p>No: Cylinders 4</p>	<p>Fuel Type:</p> <p>gas</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type</p> <p>AUTO</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p> <p>NO BRAKE LIGHTS NOT START OFTEN.</p>	<p>Incident Date(s)</p> <p>SEVERAL 01-MAR-2015 UNTIL REPAIRED MAY 8, 2015</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, BRAKES (PWS)</p>			<p>Failure Mileage</p> <p>67000</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury (ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<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 VEHICLE WOULD NOT START UNTIL AFTER SEVERAL ATTEMPTS. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKE PEDAL WAS FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 67,000.</p> <p>AUTO HAS KEYLESS IGNITION. BRAKE MUST BE DEPRESSED FOR VEHICLE TO START. THE VEHICLE WOULD NOT START AS BRAKE LIGHTS DID NOT WORK AS BRAKE LIGHT SWITCH + SUBHARNNESS DID NOT WORK. NISSAN HAD NOTIFIED DEALERS OF THIS ISSUE WITH THEIR 'ASSIST' SYSTEM BUT NO NOTICE TO OWNERS. I HAD NO NOTICE BRAKE LIGHTS DID NOT WORK. THEREFORE A SAFETY ISSUE. PLEASE SEE ENCLOSED LETTER & INVOICE FOR REPAIR WORK.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<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>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

VEHICLE WOULD NOT START PERIODICALLY WHICH BECAME IMPOSSIBLE TO START. HAD MECHANIC TRY TO FIND ISSUE BUT HE COULD NOT DETECT PROBLEM. HE ATTACHED A RELAY FROM THE STARTER TO THE BATTERY SO COULD ATTACH WIRE TO BATTERY TO START WHEN SYSTEM FAILED. THIS ALLOWED ME TO GET THE VEHICLE TO A NISSAN DEALERSHIP. AFTER EXPLAINING ISSUE TO DEALERSHIP THEY STATED THEY HAD RECEIVED A NOTICE RE THE ISSUE. THAT IS WHEN I LEARNED OF NO BRAKE LIGHTS & NO NOTICE FROM NISSAN TO ME OR OTHER OWNERS! IN CHECKING ONLINE MANY OWNERS HAVE HAD THE SAME ISSUE RESULTING IN AUTO BEING TOWED & HAVING TROUBLE W/ A DIAGNOSIS. SOME PAID ~\$750 FOR REPAIRS. I CALLED NISSAN + THEY STATED DUE TO AGE OF CAR THEY COULD DO NOTHING INCLUDING FINANCIAL ASSISTANT W/ REPAIRS

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

PORTLAND OR 970 19 SEP '15 PM 2 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 1200 New Jersey Avenue SE. Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit: www.safercar.gov

or call: Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration



September 12, 2015

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Re: Reference No. 10745108

Dear NHTSA

This letter is to reiterate my lack of concern by Nissan to respond to the issue of my complaint of having starting problems but more dangerously the lack of brake lights. I researched online the starting issue and found several Nissan owners with the same complaint and no positive response from Nissan to help with the issue. Many were stranded and had to be towed and the repair shops had difficult times analyzing the issue.

The no starting issue was prevalent enough that Nissan contacted their dealerships but nothing to their cars' owners. The dealership I contacted to fix the situation had a notice of the issue and were quick to discover the problem and repair the starting and brake light issues. The issue of no brake lights on several of their Nissan cars would be a big enough safety issue that they would, and should, inform owners of their cars.

I contacted Nissan via a phone call and was informed the car was 57 months out of warranty and they had no service records for me. Well, I purchased the car from my daughter in early 2011 and had it serviced regularly at a non-Nissan dealership. However, not sure what service records have to do with the brake light switches and sub-harness not working.

Yes, the cars affected are around seven years old but this issue is not a warranty issue but a safety issue. Nissan, at the least, should notify the owners of the cars with the possible issue if not help them with the very expensive repairs involved.

Any help or public notice you could provide would be greatly appreciated. It is just a matter of time before a Nissan is involved in an accident due to this condition.

Sincerely,

[REDACTED]
[REDACTED]
Vancouver, WA [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

CUSTOMER #: [REDACTED]

INVOICE



Rustom Nissan of Portland
1212 NE 122nd Avenue
Portland, Oregon 97230
(503) 251-3349
FAX: (503) 251-3377
www.nissanofportland.com

VANCOUVER, WA [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 313 EMILY A SLUYTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	08	NISSAN ALTI SDN	1N4AL21E88N [REDACTED]		67782/67782	T2189	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 08MAY15		105.00	CASH	08MAY15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG: 2.5 Liter Gasoline					
08MAY15	08MAY15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S: C/S VEH HAVING A HARD TIME START, MAYBE MAKING A SINGLE CLICK, HAS A NEW BATTERY, ADVISE \$ 108 DIAG							
70 DEFAULT							
				301 CP		210.00	210.00
				1 24167-ZX00J HARNESS-SUB	284.67	284.67	284.67
				1 25320-JN00A SWITCH ASSY-STOP LAMP	45.93	45.93	45.93
PARTS: 67782		330.60 LABOR:		210.00 OTHER:	0.00	TOTAL LINE A:	540.60

Inspected and confirmed no start condition. Vehicle will enter Accessory mode, will not start. No detection of brake pedal being depressed is displayed on drivers information screen. Inspected and found brake lights inoperative. Checked and found intermittent contact in brake light switch (4 terminal switch). Referred to ASIST, located service bulletin recommending updated switch and sub-harness to resolve this issue (recommended) or standard brake switch replacement. Replaced brake switch with updated switch and installed sub-harness. Rechecked operation, no failures detected.

EST: 108.00 08MAY15 15:11 SA: 313

CUSTOMER PAY ENVIROMENTAL DISPOSAL FEE FOR REPAIR ORDER 6.00
 WAIT CREATED 2015-05-06 WE SERVICE ALL MAKES AND MODELS
 03:20:00PM TAKEN BY EMI LY AND THANKS FOR YOUR BUSINESS
 SLUYTER

NOTICE TO CUSTOMER
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF ANY ADDITIONAL CUSTOMER OR WARRANTY WORK PERFORMED AND/OR INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND/OR RECEIPT OF VEHICLE.

ORIGINAL ESTIMATE \$ _____
 AUTHORIZED REVISED ESTIMATE \$ _____

LUCKILY I HAD SOME SERVICE COUPONS

DESCRIPTION	TOTALS
LABOR AMOUNT	210.00
PARTS AMOUNT	330.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.00
TOTAL CHARGES	546.60
LESS INSURANCE	81.99
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	464.61

CUSTOMER SIGNATURE: _____

Please review your owner's manual for the maintenance specific to your year and model, required by the manufacturer to maintain your warranty. Services advised by Rustom Nissan of Portland consist of both factory- and dealer-recommended items.

CUSTOMER COPY