

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 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		FOR AGENCY USE ONLY 100148 Date Received 20-NOV-2015 FEB 22 2016		Repository ☐ Reference No. 10795029	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
MIAMI		FL		Zip Code			
Daytime Telephone Number		Evening Telephone Number		E-mail Address			
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 1N4AL11D23C				Make NISSAN		Model ALTIMA	
Date Purchased 9/10/2014		Dealer's Name and Telephone Number Luxury Auto Max (717-504-8174)				Engine: 2.5 S No: Cylinders (4 Cylinders)	
Original Owner ☐		Dealer's City Chambersburg		State PA		Zip Code 17202	
Transmission Type Auto		☐ Antilock Brakes ☐ Cruise Control		Powertrain FWD		Multiple Failure:	
						Incident Date(s) 16-SEP-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, ENGINE (PWS), 110000 ELECTRICAL SYSTEM						Failure Mileage 122000	
						Failure Speed 20	
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		Number of Deaths	
						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 2003 NISSAN ALTIMA. THE CONTACT STATED THAT THE VEHICLE STALLED WHILE DRIVING LOW SPEEDS. IN ADDITION, THE SERVICE ENGINE SOON LIGHT CONSTANTLY ILLUMINATED. THE CONTACT WAS ABLE TO GET THE VEHICLE OPERATIONAL AFTER MANUALLY RESTARTING THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ECM, CRANK CAM POSITION SENSOR, AND CAM POSITION SENSOR MALFUNCTIONED AND NEEDED TO BE REPROGRAMMED AND REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS MADE AWARE OF NHTSA CAMPAIGN NUMBER: 03V455000 (ENGINE AND ENGINE COOLING); HOWEVER, THE VIN WAS NOT INCLUDED. THE FAILURE MILEAGE WAS APPROXIMATELY 122,000.							
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.							

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

On lower speeds the engine shuts off without any warning causing the breakdown of the power steering system which may be very dangerous when approaching turns. It also causes the car to breakdown which might end up in an accident. That type of breakdown used to happen once a week, but now it happens on a daily basis. That problem caused the "Service Engine Soon" light to come up. When taken to dealer, ^{Nissan Auto Nation Kendall} I was informed my VIN qualified for ECM recall fix. However, they were unable to do that because of the problem in the Crank Cam position and Cam position sensors. Later on, I knew from NHTSA website that the ECM ATTACH ADDITIONAL SHEETS IF NECESSARY problem is mainly caused by the two sensors issues which means that I'll be running in circles since Nissan only wants to fix the result not the cause.

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



**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-210100**
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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

AutoNation

AutoNation Nissan Kendall

17305 South Dixie Highway · Palmetto Bay, FL 33157

(305) 259-2652 · Fax: (305) 259-2693

SERVICE HOURS

MON.-FRI. 7:00 AM TO 7:00 PM

SAT. 7:00 AM TO 5:00 PM

SUN. 7:00 AM TO 3:00 PM

MVR 97103987 MV 37235

www.autonation.com

INVOICE

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 1361 JONATHAN RUIZ VERDEC

TOMER #: [REDACTED]

MIAMI, FL [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		03	NISSAN ALTIMA		1N4AL11D23C		12491/12491		T5833
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
01JAN03 DD			WAIT 19NOV15				CASH	19NOV15	
R.O. OPENED		READY		OPTIONS: ENG:2.5_Liter_Gas					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES TROUBLE CRANKING CHECK AND ADVICE.

S100 * MAINTENANCE

9068 CN

1 999M1-NB24F GROUP 24F BATTERY

PARTS: 94.99 LABOR: 55.00 OTHER: 0.00 TOTAL LINE A: 149.99

12491 REPLACED BATTERY

B CUSTOMER STATES SERVICE ENGINE SOON LIGHT ON.

S100 * MAINTENANCE

9068 CN

PARTS: 0.00 LABOR: 89.99 OTHER: 0.00 TOTAL LINE B: 89.99

12491 REC CAM AND CRANK SENSORS

C CUSTOMER REQUESTED TO HAVE MULTI-POINT INSPECTION PERFORMED THIS VISIT

MULTI-A CUSTOMER REQUESTED TO HAVE MULTI-POINT INSPECTION PERFORMED THIS VISIT

9068 INEPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

12491 REC VALVE COVER AND GASKETS INNER AXLE BOOT RIGHT SIDE

D R0606 QR25 ECM REPROGRAM NTB06-051

S100 * MAINTENANCE

9068 WNCM

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 (N/C)

By [REDACTED] NOV 19 2015

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	144.99
PARTS AMOUNT	94.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	17.40
TOTAL CHARGES	257.38
LESS INSURANCE	0.00
SALES TAX	18.01
PLEASE PAY THIS AMOUNT	275.39

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR ORDER COPY

AutoNation

Service & Tire Centers

R/O# _____ Customer Name _____ ASM _____ /# _____
 Mileage _____ Vehicle Description H/Hwi Tech 9068 /# _____

	N/A	Checks O.K.	Needs Attention	Needs Immediate Attention		N/A	Checks O.K.	Needs Attention	Needs Immediate Attention	TIRE AND BRAKE INSPECTION:	
Operation of Lights & Inspect Lens		☒			Battery & Cable Inspection		☒			LF	RF
Condition of Wiper Inserts		☒			Fluid Leaks		☒			☒ Brake Lining <u>8</u> mm	☒ Brake Lining <u>8</u> mm
Condition of Suspension		☒			Engine Oil		☒	☒		☒ Tire Tread <u>32</u> nds	☒ Tire Tread <u>32</u> nds
Condition of Drive Axles/Boots		☒			Brake Fluid		☒			☒ Wear Pattern	☒ Wear Pattern
AC & Heating Inspection		☒			Transmission Fluid		☒			☒ Tire Pressure <u>35</u> psi	☒ Tire Pressure <u>35</u> psi
Exhaust System Inspection		☒	☒		Differential Fluid		☒			Lowest Brake Lining - mm: _____ BK_(2,3,4,5,6,8,10,12)	
Condition of Hoses		☒			Power Steering Fluid		☒			Lowest Tread Depth - 32nds: _____ TRT_(1,2,3,4,5,6,7,8,10,12)	
Condition of Drive Belts		☒			Windshield Washer Fluid		☒			LR	RR
Condition of Air Filter		☒			Engine Coolant		☒			☒ Brake Lining <u>2</u> mm	☒ Brake Lining <u>2</u> mm
Condition of Fuel System		☒			Cabin Filter		☒			☒ Tire Tread <u>32</u> nds	☒ Tire Tread <u>32</u> nds
										☒ Wear Pattern	☒ Wear Pattern
										☒ Tire Pressure <u>35</u> psi	☒ Tire Pressure <u>35</u> psi

PRIMARY ITEM CONCERNS

Item, Description & Part Number	Total \$\$	SOP	Authorized	
<u>Carm and crank position sensors</u>	<u>1763.39</u>		Y	N
<u>(2) 37316N21A</u>			Y	N
	<u>EA. ✓</u>		Y	N
			Y	N
			Y	N
			Y	N
			Y	N

ADDITIONAL SERVICE RECOMMENDED

Safety	Driveability	Reliability	Item, Description & Part Number	Total \$\$	SOP	Authorized	
☒	☒	☒	<u>Top Right engine mount 11210CN000</u>	<u>363.03</u>		Y	N
☒	☒	☒	<u>Valve cover and gaskets 1326432001</u>	<u>464.85</u>		Y	N
☒	☒	☒	<u>Right side mainner H2 Boot 297415500</u>	<u>419.09</u>		Y	N
☒	☒	☒	<u>Axle</u>			Y	N
☒	☒	☒	<u>How 118233200</u>			Y	N
☒	☒	☒				Y	N
☒	☒	☒				Y	N
☒	☒	☒				Y	N
☒	☒	☒	TOTALS				

of Customer Approval: _____	Time and Date of Approval: _____	Est. Tax & Misc. _____
The Safety and Condition Inspection ("VSCI") is provided as a complimentary service to you and is limited in scope. There may be mechanical, equipment issues which were not detected by the VSCI. A complete vehicle diagnostic/inspection is available for an additional charge.		GRAND TOTAL: _____

Receipt
from AutoNation
Nissan Kendall

686247032056
AN NISSAN KENDALL
17305 S. DIXIE HWY.
PERRINE, FL 33157
305-259-2600
WWW.AUTONATION.COM

Term ID: 003

Ref #: 051

Sale

0755

DEBIT

Entry Method: Swiped

11/19/15

19:15:26

Inv #: 000051

Appr Code: [REDACTED]

Apprvd: Online

Batch#: 323001

Trace: 00143135

Cust Ref #: 573822

Total:

\$

275.39

Customer Copy