



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

12-JAN-2016

FEB 10 2016

Repository ☐Reference No.
10819626

OWNER INFORMATION (Type or Print)

Name

Address

City

BRUNSWICK

State MD

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

1N4ALZIE90N

Make

NISSAN

Model

ALTIMA

Model Year

2009

Date Purchased

12-30-14

Dealer's Name and Telephone Number

FREDERICK MOTORS 301-663-6111

Engine:

No: Cylinders

4

Fuel Type:

UNL Reg.

Original Owner

☐ NO

Dealer's City

FREDERICK,

State

MD

Zip Code

21702

Transmission Type

AUTO

☐ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

07-JAN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

84000

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

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 2009 NISSAN ALTIMA. THE CONTACT STATED THAT WHILE AT THE FUEL STATION, THE VEHICLE FAILED TO RESTART. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE COMPUTER BOX IN THE STEERING COLUMN NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT PROVIDED. THE APPROXIMATE FAILURE MILEAGE WAS 84,000.

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.



Investigative Division Complaint Report

Type of complaint: ☐ Unlicensed Sales ☒ Dealer Complaint ☐ Foreign Registration ☐ General Complaint

Person Making Complaint

Your Name: [REDACTED] Date: 01-11-2016

Address: [REDACTED]

City: BRUNSWICK State: MD Zip Code: [REDACTED]

Phone (Home): [REDACTED] Phone (Business): [REDACTED] Other (cell): [REDACTED]

Signed: [REDACTED]

I certify under penalty of perjury that the information contained herein is true and correct to the best of my knowledge, information, and belief.

Subject of Complaint

Subject's Name: Younger Nissan of Frederick Phone #: 301-662-0111 / 877-716-3891

Address: 7418 Grove Rd.

City: Frederick State: MD Zip Code: 21704 Placard #

Vehicles Involved: Year 2009 Make Nissan Color silver Tag # [REDACTED]

Year _____ Make _____ Model _____ Color _____ Tag # _____

Place of Employment for Subject (if known): U.S. Military

Time of day/night when subject is mostly at home or work (if know): 9-5 work

Additional Comments: Speak with Allan or Doug @ the shop or go to Nissan of America

Additional Information On Complaint

I'm 2nd owner of vehicle. Silent recall on defective part in steering column. I had no knowledge at all. Warranty on silent recall ran out 08-31-2015 before car broke down because of steering column. Now they want to charge me \$900 for defective part that was their fault.

Use Back Of Form

MVA USE ONLY

Complaint received by: Agent/Employee: _____

Complaint Forwarded To: _____ Date Forwarded: _____

Action Taken (Remarks, Forwarded to, Conclusion Reached, Etc):

Signature: _____ Title: _____ Date: _____

Additional Information

It's not right and arbitrary to put a time limit on a silent recall that no one knows about. If notified the first owner or me, the second owner, would have taken the car to a Nissan dealer and have the defective part fixed. As it stands, I never had a chance and Youngers Nissan of Fredericks is holding me up and sterling \$900 to replace a part they know is faulty. It is so wrong that Nissan of America is taking this money for something they've done wrong that I've contacted Congressman John Delaney and made him aware of the whole story and assigned people to help and keep this investigation moving to the correct resolution; namely, that Nissan take responsibility and replace and repair the vehicle at no cost. Thank you

VIN > 1N4ALZ1E9⁹ [REDACTED]

NISSAN USA CASE # [REDACTED]

US DOT REFERENCE # 10819626, Ref. [REDACTED]
for call

Congressman John Delaney, 301-926-0300

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE

DUPLICATE 1

YOUNGER NISSAN OF FREDERICK

PAGE 1

7418 Grove Road · Frederick, Maryland 21704

301-662-0111

877-522-9872

www.youngernissan.com

BRUNSWICK, MD [REDACTED]

Home:

Bus:

Cell: [REDACTED]

Email: EMAIL [REDACTED] ME

SERVICE ADVISOR: 40 DOUG RICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	09	NISSAN ALTIMA	1N4AL21E99N [REDACTED]		84963 84963	T5329
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
11AUG09			18:00 11JAN16			CASH
R.O. OPENED	READY	OPTIONS:				
08:18 11JAN16	09:50 12JAN16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C-S	THE VEHICLE WILL NOT START, YELLOW KEY WARNING LIGHT IS ON					
	NN	COMPLETED INSPECTION AS NEEDED. FOUND					
		ELECTRONIC STEERING LOCK TO HAVE					
		MALFUNCTIONED, SUGGEST REPLACEMENT					
		13 CPR			0.00	0.00	

B	General Vehicle Inspection A Multi-Point Vehicle Inspection Form will						
	be completed on your vehicle						
CAUSE:	Free vehicle 100 point inspection						
	55NIZINSP General Vehicle Inspection A						
	Multi-Point Vehicle Inspection Form will be						
	completed on your vehicle						
	13 CPN				0.00	0.00	

C**	REPLACE STEERING LOCK CONTROL						
	NN REPLACED STEERING LOCK CONTROL AS NEEDED						
	13 CPR				230.00	230.00	
	1 48700-9N00B LOCK STEERING			666.04	634.07	634.07	
	2 48703-06FOA SCREW STEERING LOCK			5.53	5.53	11.06	

EST: 115:00 11JAN16 08:18 SA: 40

EST: 875.13 11JAN16 11:34 SA: 40
CONTACT: [REDACTED]

Service Hours M-F 7:30am-6pm and on Sat. 7:30 am- 3:00 pm.

Cashier Hours M-F 7:30am-6pm and on Sat. 7:30 am -3:00pm

COLLISION CENTER

M-F 7:30 a.m. - 5:30 p.m.

Free Body Estimates and work with all Ins. Co

Maryland House Bill 1057

THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Manufacturing Special Policy Adjustment Programs Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

IF YOU WERE SATISFIED WITH YOUR SERVICE TELL A FRIEND. IF YOU ARE NOT, CALL A REPRESENTATIVE AT YOUNGER NISSAN OF FREDERICK RIGHT AWAY. (301) 662-0111

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 230.00
PARTS AMOUNT	\$ 645.13
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
SHOP SUPPLIES	\$ 35.00
TOTAL CHARGES	\$ 910.13
DISCOUNT	\$ 0.00
SALES TAX	\$ 38.71
PLEASE PAY THIS AMOUNT	\$ 948.84

LIMITED WARRANTY: We guarantee our service work 1 year or 12,000 miles whichever comes first. If our repairs or replacement parts fail under normal service in that period we will fix it free of charge. Valid only on genuine Nissan Parts.

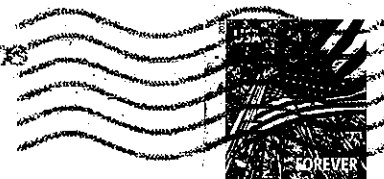
Customer Copy

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Brunswick MD

CAPITAL DISTRICT 200/208

29 JAN 2016 PM 4 L



U.S. DOT
N.H.T.S.A
1200 New Jersey Avenue, SE
Washington, DC 20590
→ Correspondence Research Division
→ Office of Defects Investigation
→ Enforcement