INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

correct spelling

U.S. Department of Transportation
National 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: 11-AUG-2017 NOV - 1 2017

Repository ☐

Reference No. 11014647

**OWNER INFORMATION (Type or Print)**

Name: [redacted]
Address: [redacted]
City: ST PETERSBURG State: FL Zip Code: [redacted]
Daytime Telephone Number: [redacted]
Evening Telephone Number:
E-mail Address: [redacted]

*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 |
|---|---|---|---|
| 1N4AL24EX8C[redacted] | NISSAN | ALTIMA | 2008 |

| Date Purchased | Dealer's Name and Telephone Number | Engine: No: Cylinders | Fuel Type: |
|---|---|---|---|
| | UNIVERSAL NISSAN 866-245-8623 | | |

| Original Owner | Dealer's City | State | Zip Code |
|---|---|---|---|
| ☐ | Los Angeles | CA | 90068 |

| Transmission Type | Antilock Brakes | Powertrain | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| | ☑ Antilock Brakes<br>☑ Cruise Control | | | 10-JUL-2017 |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 114200 ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH

Failure Mileage: 53812
Failure Speed: 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 | ☐ Yes ☒ No | | | 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 2008 NISSAN ALTIMA. THE CONTACT STATED THAT THE DASHBOARD WAS MELTED AND THERE WAS A GLARE ON THE WINDSHIELD WHILE DRIVING. THE VEHICLE WAS TAKEN TO A LOCAL DEALER CROWN NISSAN LOCATED AT 5151 34TH ST N ST. PETERSBURG, FL 33714 WHERE IT WAS DIAGNOSED THAT THE DASHBOARD NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OPENED CASE # [redacted] BUT DID NOT OFFER ANY FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 53,812. THE VIN WAS NOT AVAILABLE.

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.**

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

A I corrected spelling of my name.

A I attached detailed letter

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

**NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES**

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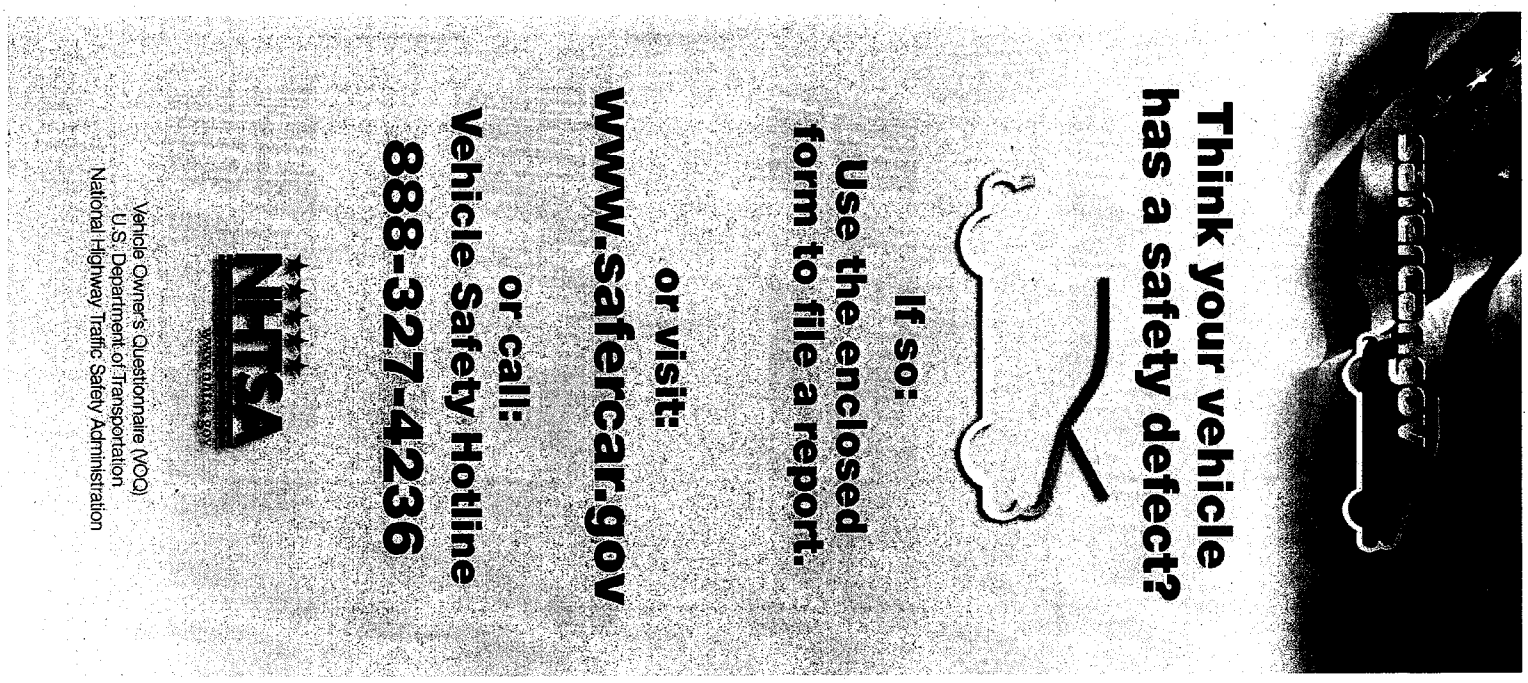
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation**
**National Highway Traffic Safety Administration**
**Office of Defects Investigation, NEF-100**
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



To whom it may concern, **Reference #11014647 (National Highway Traffic Safety Administration)**

I called Nissan Corp office over a month ago as I noticed that my dashboard was melting on my 2008 Nissan Altima Coupe. This was very concerning as the dashboard has never been without the Nissan sun visor since the day I bought it.

Corp gave me a case number [redacted] and told me to bring my car into the dealership (Crown Nissan St. Petersburg Florida-Chris Derby service rep). The dealership confirmed the problem and said this is a problem with the 2008 Altima model. They had other 2008 cars that had come in as well so they were well aware of the issue. I also researched online and found a lawsuit regarding the same problem that many 2008 owners were dealing with. So, this was a defect with this model and year. My understanding was that there might be a $250 payment from me....but that Corp would take care of the rest of the costs to replace the dashboard (approx. $2,000).

So, when Lori (Corp regional rep 615-725-7570) called me and said they would do nothing for me...I think she said because it was **not under warranty anymore**??? That's ridiculous.

This is **not a warranty issue**...this is a defect in the 2008 Altima models which Corp is well aware of. This should have been a recall. There is obviously a problem with the 2018 dashboards. It is all over the Internet. When the time comes for me to sell the car...the defect has now devalued my investment.

Plus the melted dash creates a **very dangerous glare**, which is not safe. It also creates a mess of black tar like sticky reside which gets on anything it touches.

Does it effect the strength of the dash too if I get in an accident?

Does it affect the deployment of my airbags?

Nissan Corp has replaced the melting dashboards for others and they need to do the same for me. I would like the dash replaced. I did some research and below is a link for a class action lawsuit specifically against Nissan Corp about the Nissan 2008 Altima melting dashboards. [redacted]

Sadly, this case happened well BEFORE my dashboard starting melting.

The Nissan dealership said that corp is replacing many 2008 melting dashboards that are outside of warranty as a **goodwill repair**...as this is not a warranty or age issue. This is a defective issue on how the dash responds to heat.

But, it proves there is a problem and it should be a recall. I have filed multiple complaints with the State of Florida Gov't agencies including the Attorney General who got back to me today. I think they called it "unfair and deceptive business practices."

Nissan Corp has refused to replace the dash even though they are replacing other customer's dashboards that are out side of warranty and doused elf the class action lawsuit. This is NOT a warranty issue. This is a defect. And a scam. A dashboard I not supposed to melt in the heat. I would like to resolve this amicably but I am prepared to proceed legally and with the help of the Gov't agencies. Please call me to resolve at [redacted]

The whole thing has left a bad taste in my mouth to ever do business with Nissan again. The plan of my husband to get a Nissan next year are also out the door. My experience has been beyond poor and I would not be able to recommend Nissan to anyone. I'm sorry, as I'm sure this seems harsh. But, put yourself in my shoes. I bought a car with a defect and Nissan won't even acknowledge their failure in the situation. I understand the dealership is not corporate. But, Nissan is Nissan.

Thank you.

[redacted]