

 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 08-JAN-2019 SEP 04 2019	Repository ☐ Reference No. 11165091								
OWNER INFORMATION (Type or Print)											
Name [REDACTED]		Daytime Telephone Number [REDACTED]									
Address [REDACTED]		E-mail Address									
City MILFORD	State OH	Zip Code [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 1N4AL3AP2DC [REDACTED]		Make NISSAN	Model Year 2013								
Date Purchased 3/2013		Model ALTIMA	Model Year 2013								
Dealer's Name and Telephone Number Jeff Wyler Nissan Fairfield Ohio		Engine: No. Cylinders	Fuel Type:								
Original Owner ☒	Dealer's City Fairfield (Cincinnati)	State OH	Zip Code 45014								
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-FEB-2017								
FAILED COMPONENT(S)/PART(S) INFORMATION											
Vehicle Component Codes: 120000 LIGHTING (PWS), 110000 ELECTRICAL SYSTEM		Failure Mileage 121,609	Failure Speed n/a								
Please see notes											
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 2013 NISSAN ALTIMA. THE CONTACT STATED THAT THE LOW BEAM HEADLIGHTS FAILED TO ILLUMINATE PROPERLY, WHICH RESULTED IN EXTREMELY LOW VISIBILITY. THE CONTACT REPLACED THE BULBS MORE THAN ONCE; HOWEVER, THE LIGHTING WAS SO DIM THAT THE FOG LIGHTS AND HIGH BEAM HEADLIGHTS HAD TO BE USED AS AN ALTERNATE OPTION. THE MANUFACTURER WAS CONTACTED. THE DEALER WAS NOT NOTIFIED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS NOT AVAILABLE.											
We noticed a slow, gradual change in the headlight function and routinely asked about it upon regular service calls. Service performed on following dates: <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Date</td> <td style="width: 25%;">6/16/15</td> <td style="width: 25%;">4/25/16</td> <td style="width: 25%;">2/14/17</td> </tr> <tr> <td>Mileage</td> <td>52,101</td> <td>77,128</td> <td>100,335</td> </tr> </table> - Dealer "passed" the lights in good order.				Date	6/16/15	4/25/16	2/14/17	Mileage	52,101	77,128	100,335
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Mileage	52,101	77,128	100,335								
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.											

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

Through September 2017, Nissan consistently rated the lights as "green" in a scale of red/yellow/green - meaning that "green" was in optimum working order. Mileage was 112,757.

January 2018, at mileage 121,609, we replaced both headlights, however, the lights remain dim.

January 2019, both headlights failed at Mileage 139,418.

There are hundreds of complaints online regarding the Nissan Altima headlights, ATTACH ADDITIONAL SHEETS IF NECESSARY yet Nissan N.A. fails to address the problem.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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



safercar.gov

**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