

 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 19-AUG-2019 NOV 20 2019	Repository ☐ Reference No. 11245039
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]	
City WILKLIFFE	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 ALTIMA
Model Year 2013		Engine: No: Cylinders 4	Fuel Type:
Date Purchased 2013	Dealer's Name and Telephone Number MENTOR NISSAN		
Original Owner ☐	Dealer's City MENTOR OH	State OH	Zip Code 44060
Transmission Type CUT	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 16-AUG-2019
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 020000 SUSPENSION, 022400 SUSPENSION: REAR: SHOCK ABSORBER			Failure Mileage 69603
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 0	Number of Deaths 0
		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 TOOK THE VEHICLE TO AN INDEPENDENT MECHANIC TO HAVE THE REAR SHOCKS REPLACED. LATER, THE SHOCKS MADE AN ABNORMAL RATTLING NOISE. THE VEHICLE WAS THEN TAKEN BACK TO THE MECHANIC BECAUSE THE NOISE RECURRED. THE MECHANIC INSTALLED NEW REAR SHOCKS, BUT THE FAILURE RECURRED. THE MANUFACTURER AND DEALER WERE NOT MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS 69,603.			
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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INVOICE

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INVOICE

CUSTOMER: [REDACTED] YEAR: 2013 TRANS/DRIVE: FWD
[REDACTED] MAKE/MODEL: NISSAN ALTIMA 2.5S/SV/SL
[REDACTED] VIN: 1N4AL3AP2DC [REDACTED] LICENSE: [REDACTED]
Cell: [REDACTED] ENGINE: 2.5L I4 F DOHC MILES IN/MILES 69306/69306

In: 8/14/2019 Out: 8/17/2019 Email: [REDACTED]

VEHICLE ISSUE #1: NOISE IN RIGHT REAR. CONTROL ARM IS ROTTED AND CRACKED.				
JOB:	FRONT WHEEL ALIGNMENT	1 @ \$79.99	(100% Discount) \$0.00	NEW
PART:	LINK ARM	1 @ \$170.94	\$170.94	NEW
551B1-3TA0D				
PART:	LINK ARM	1 @ \$153.77	\$153.77	NEW
551B0-3TA0D				
PART: 54588-JA060	HARWARE	4 @ \$3.19	\$12.76	NEW
PART:	PLATE LOC RETAINER	4 @ \$4.29	\$17.16	NEW
55227-3TA0A				
PART:	BOLT	4 @ \$3.65	\$14.60	NEW
55226-3TA0B				
PART: JTS1149	LINK PIN	1 @ \$45.20	(100% Discount) \$0.00	NEW
PART: JTS1150	LINK PIN	1 @ \$45.20	(100% Discount) \$0.00	NEW
LABOR: COMBS, M	LOWER CONTROL ARM, R&R, ALTIMA, REAR BOTH SIDES		(Discount: \$45.00) \$405.00	LABOR
LABOR: COMBS, M	INSPECT AIR PRESSURE ON ALL TIRES, INSPECT FOR LOOSE OR WORN STEERING/SUSPENSION PARTS. IF NECESSARY, PERFORM ADJUSTMENTS TO VEHICLE TOE, CAMBER, CASTER WHERE MANUFACTURERS ADJUSTMENTS ARE INSTALLED. 90 DAY STRAIGHT STEER WARRANTY (INCLUDED IN FRONT WHEEL ALIGNMENT)		\$0.00	LABOR
Total for "NOISE IN RIGHT REAR. CONTROL ARM IS ROTTED AND CRACKED.": \$774.23				
Payment Rec'd	Cash	Date: 8/17/2019	\$858.43	

Recommended Repairs:	Labor/Jobs	\$405.00
	Parts	\$369.23
All other products and workmanship (labor) are warrantied for a period of 12 months or 12,000 miles, whichever comes first, from the date listed on this receipt and or installation (unless otherwise specified). All warranty work must be performed when able or within 50 miles of any universal auto & Tire, LLC facility. I have read and all warranty information has been explained to me.	Sublet	\$0.00
	Total Fees	\$30.00
	Subtotal	\$804.23
	Tax @ 7%	\$54.20
	Total	\$858.43
	Payments	\$858.43
	Balance	\$0.00

I hereby authorize you and/or your agents to contact me regarding the products and services provided. I understand and grant an EXPRESS MECHANIC'S lien. I acknowledge I have received a copy of this exact receipt and approve the repairs and warranty listed on this repair order.

Thank You For Your Business

X _____

Date 8/17/2019

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