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

Form Approved: O.M.B. No. 2127-0006

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: 17-MAR-2020	Repository ☐
	Reference No.: 11318399

OWNER INFORMATION (Type or Print)

Name: [redacted]		Daytime Telephone Number: [redacted]	E-mail Address: [redacted]
Address: [redacted]		Evening Telephone Number	
City: MAPLETON	State: GA	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	Make	Model	Model Year
1N4AL3AP6EC[redacted]	NISSAN	ALTIMA	2014

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
7/16/15	chrysler Jeep Dodge			No: Cylinders	GASoline
Original Owner ☐	Dealer's City: BRUNSWICK	State: GA	Zip Code: 31520		

Transmission Type	Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	☒ Cruise Control			02-NOV-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
	84000	

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 2014 NISSAN ALTIMA. THE CONTACT STATED THAT THERE WAS A GRINDING NOISE COMING FROM THE FRONT-END OF THE VEHICLE. THE CONTACT STATED IT SEEMED AS THOUGH IT WAS A BEARINGS ISSUE. THE CONTACT HAD NOT TAKEN THE VEHICLE TO THE DEALERSHIP. THE VEHICLE HAD NOT BEEN OFFICIALLY DIAGNOSED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 84,000. I was told I Need A New transMission 4K+ is the cost.

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.

CG
CARL GREGORY

5400 Altama Ave.
BRUNSWICK, GEORGIA 31525
(912) 261-9600

Dodge
HYUNDAI

07/16/15 | [redacted] | BG189
SALESMAN NUMBER

SOLD TO [redacted]

ADDRESS [redacted]

YEAR	MAKE	BODY STYLE & MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2014	NISSAN	ALTIMA	USED	1N4AL3AP6EC[redacted]

SALESMAN: EDWARD A MUSE | KEY NOS. | COLOR [redacted]

INSURANCE COVERAGE INCLUDES

FIRE & THEFT ☐ | PUBLIC LIABILITY - AMT. ☐
COLLISION - AMT. DEDUCTIBLE ☐ | PROPERTY DAMAGE - AMT. ☐

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE
	MILEAGE: 15267	
	LIEN: WELLS FARGO DEALER SERVICES PO BOX 997517 SACRAMENTO CA 95899-7517	
	N/A	

DISCLAIMER OF WARRANTY

The Seller, CARL GREGORY CHRYSLER-DODGE-HYUNDAI OF BRUNSWICK, INC., hereby, expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CARL GREGORY CHRYSLER-DODGE-HYUNDAI OF BRUNSWICK, INC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.

USED VEHICLE TRADED

YEAR	MAKE	BODY STYLE & MODEL	VEHICLE IDENT. OR SERIAL NO.

BODY COLOR

PRICE OF VEHICLE

DESCRIPTION	SALE
	16589.00
DOC FEE	499.00
ELEC FILING	
FLEET SALE	
DEALER TRANSFER	
NON-AUTO & OTH.	
USED RETAIL	
USED WHOLESALE	
RECONDITIONING	
SALES TAX	1041.25
LICENSE AND TITLE	18.00
TOTAL CASH PRICE	18147.25
FINANCING	8928.19
INSURANCE	N/A
TOTAL TIME PRICE	27075.44

SETTLEMENT

VEH. VOCTS RECEIVED [redacted]	
CASH ON DELIVERY	N/A
TRADE IN AS APPRAISED	N/A
LIEN PAYOFF	N/A
PAYMENTS - MEMO MONTHS / DOLLARS / PER MONTH	N/A
USED VEHICLE ALLOW.	N/A
72 @ 376.(PER MONTH	
TOTAL	27075.44

Always Bring Your Car Here For Factory Authorized Service

[redacted]

The Reynolds and Reynolds Company
CTM-131-CUST. CA8911 (07/08)

12/02/2019

This is A Letter I sent on Dec 2019

TO WHOM IT MAY CONCERN

FROM: [redacted]

DATE 12/02/2019

SUBJECT : CAR TRANSMISSION

YES I AM WRITING REGARDING MY 2014 NISSAN ALTIMA-I PURCHASED 2015 AND I ONLY HAVE 76500 MILES. I TOOK MY CAR TO GET
SERVICED (FIND ENCLOSED). AND THEY TOLD ME I NED A NEW TRANSMISSION.. I HAD A 2006 NISSAN ALTIMA AND NEVER HAD ANY
ISSUE WITH MY TRANSMISSON.. I DID SOME RESEARCH ON THE NISSAN AND I HAVE HAD SEVERAL PEOPLE WITH THIS SAME
ISSUE WITH 2014 AND UP ISSUES WITH THE TRANSMISSION THIS IS UNACCEPTABLE.... I PAY MY CARNOTE FAITHFULLY EVERY MONTH
CLOSE TO 400.00 AND NOW THEY ARE TELLING ME I NED A NEW TRANSMISSION.. IF SOMEONE WOULD PLEASE CONTACT ME CONCERNING
THIS MATTER. I HAVE BEEN A NISSAN PURCHASER FOR OVER 20 PLUS YEARS AND I HAVE NEVER HAD ANY PROBLEMS..

MY DAYTIME CONTACT # IS [redacted] OR MY CELL [redacted] I RECEIVED A LETTER IN MAIL REGARDING MY WARRANTY AND
THE ISSUES THAT MANY SEEM TO BE HAVING REGARDING THERE TRANSMISSION. DON'T WANNA TAKE THIS TO COURT IF SOMEONE PLEASE
CAN HELP ME IN THIS MATTER ASAP..

THANK YOU

[redacted]

NISSAN
LITHIA SPRINGS

811 Thornton Road
Lithia Springs, GA 30122
770-674-6080

Customer Name: _____ Year/Model: _____ Date: _____

Mileage: _____ VIN: _____ Repair Order #: _____

Service Advisor: _____ Technician: _____

CHECKED AND OKAY | **MAY NEED FUTURE ATTENTION** | **REQUIRES IMMEDIATE ATTENTIO**

INTERIOR / EXTERIOR

✓			Head Lights / Tail Lights / Turn Signals / Brake Lights Hazard Warning Lights / Exterior Lamps
✓			Windshield Washer Spray / Wipers
✓			Windshield Condition (Inspect for Cracks, Chips, or Fitting)
✓			Upholstery / Carpet / Floor Mats / Mirrors / Glass
✓			Emergency Brake Adjustment
✓			Horn Operation
✓			Fuel Tank Cap Gasket
			In-Cabin Microfilter (If equipped)
			Clutch Operation (if equipped)

UNDER VEHICLE

✓			Shock Absorbers / Suspension
✓			Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
✓			Muffler / Exhaust Pipes / Mountings
✓			Engine Oil and/or Fluid Leaks
✓			Brakes Lines / Hoses / Parking Brake Cable
✓			Drive Shaft Boots / Constant Velocity Boots / U-Joints / Transmission Linkage (if equipped)
✓			Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
✓			Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses

UNDER HOOD

✓			Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake / Clutch / Washer / Automatic Transmission
✓			Engine Air Filter
✓			Drive Belts (condition and adjustment)
✓			Engine Coolant System
✓			Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
✓			Radiator Core and Cap

BATTERY PERFORMANCE

		✓	Battery Terminals / Cables / Mountings
		✓	Check Condition of Battery (Storage Capacity Test)

☐ Pass ☐ Recharge Retest ☐ Fail Date Code _____

BRAKE AND TIRE

	Left Front	Right Fron
Brake Lining	____ mm	____ mm
Tire Tread	____ 32nds	____ 32nds
Wear Pattern	____	____
Tire Pressure	____ psi	____ psi

Inspect Brake Lining Inspect Tire Wear

	Left Rear	Right Rea
Brake Lining	____ mm	____ mm
Tire Tread	____ 32nds	____ 32nds
Wear Pattern	____	____
Tire Pressure	____ psi	____ psi

☐ Brake Inspection Not Performed This Visit

Our Technician has Diagnosed your vehicle, May I go over the findings with you?

	Item and Description	Hrs.	Labor $$	Parts $$	Total $$	SOP	Authoriz
	Transmission	14.5	(95.30)	2490.00			Y
							Y
							Y
	BERING $650.00			$4447.50			Y
							Y
	TOTALS				+TAX		

May I review the results of the technicians multipoint inspection with you now?

	Item and Description	Hrs.	Labor $$	Parts $$	Total $$	SOP	Authoriz
	Brake Flush	1.0		129.00			Y
	Battery	.3		159.95			Y
	Battery End	.3		30.00			Y
	Fuel Induction	1.0		75.00			Y
	Belt Service	1.0		50.00			Y
	Oil change						Y
	Key battery to start						Y
	Would you like me to price these items for you? TOTALS						
	Total of Prime and ASR						

Method of Customer Approval:				Est. Tax & Misc.	
Time and Date of Approval:				GRAND TOTAL:	