

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

241

Date Received

18-JUL-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

865621

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
PLEASE FILL IN	NISSAN	ALTIMA	1998	

Purchase Date	Dealer's Name	Engine Size (CID/CCL)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
--	---	--	--	--	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02615000	Part Name(s) WHEELS; LUGS; NUTS; BOLTS	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 15-MAR-1999 Mileage at Failure(s) 24600 Vehicle Speed at Failure(s)	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEEL STUDS KEPT BREAKING OFF. DEALER NOTIFIED, AND REPAIRS WERE BEING MADE. PLEASE
FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK

CONTINUE ON BACK IF NEEDED

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241 OFFICE OF INVESTIGATION 18 JUL 2000 REFERENCE NO. 865621 WORK NUMBER HOME NUMBER	
OWNER INFORMATION (Type or Print) [Redacted]		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of [Redacted] provide your name and address to the vehicle manufacturer. Signature of Owner [Redacted] Date 8/22/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1N4DL01D3JC191016 PLEASE FILL IN	Vehicle Make NISSAN	Vehicle Model ALTIMA GXE	Vehicle Year 1998
Purchase Date 1/16/98 ☒ New ☐ Used		Dealer's Name Amity Nissan of Massapequa, Ltd 4500 SUNRISE HWY City Massapequa State N.Y. Zip Code 11758	Current Odometer Reading 25101 Engine Size (CID/CC/L) 2.4L No Cylinders 4 ☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Utl ☐ Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02618000	Part Name(s) WHEELS: LUGS: NUTS: BOLTS	Location ☐ Left ☒ Front ☐ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 5	Date(s) of Failure(s) 15-MAR-1999 Mileage at Failure(s) 24800 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☒ No
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0
Estimated Property Damage 0		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHEEL STUDS KEPT BREAKING OFF. DEALER NOTIFIED, AND REPAIRS WERE BEING MADE. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK ON 2/6/99 2 wheel studs front left of veh broke off (see #1) repair shop, veh was safety inspected 12/30/98 (#2) DURING VISIT TO COSCO 7/15/00, had slow leak checked, mechanic found 3 broken wheel stud right side FRONT & back (#3). I went to Nissan & informed. Then on 7/18/00 that I had notified DOT of safety problem w/ all 4 wheels & studs. that is when they noted the TORQUE problem OVER →			
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.			

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

PLEASE note that the TORQUE is 87 lbs on the Cosco Repair on 7/15/00 (#3) and after I spoke of notifying the DOT the NISSAN repair slip (#4) states 120 lbs of torque. I feel that Nissan's Alloy wheels do not grip the studs properly & ARE the cause of the studs breaking off. I am enclosing 2 of the broken studs from the 7/00 incident the third stud had the nut attached and was retained by Nissan. This nut had about 1/4 of the stud threaded in the nut. The Alloy wheels came with the vehicle but I'm told that they ARE NOT Nissan products. It was however what was offered & delivered at time of purchase.

☆ U.S.G.P.O.: 1992 - 823-597 / 80006

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



MASSAPEQUA NISSAN SUPER STORE

500 Sunrise Highway AMITYVILLE, NEW YORK 11701

Service (516) 842-6767

Parts (516) 842-5320

NEW YORK STATE REPAIR SHOP R 7080277

#1



CUSTOMER NO. 562677	ADVISOR FRANK M PANTALEONE 4861	TAG NO. 135	INVOICE DATE 02/15/88	INVOICE NO. NACS15735
	LABOR RATE 72.00	MILEAGE 11882	COLOR BLUE EMER/8	STOCK NO.
	YEAR / MAKE / MODEL 88/NISSAN/ALTIMA/ALTIMA GXE AUTO		DELIVERY DATE 01/16/88	DELIVERY MILES
	VEHICLE ID NO. 1N48L01D3WC181016		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/15/88	
COMMENTS				

LABOR & PARTS

JOB # 1 14N1Z01 ALL TIRE MISC TECH(S): 550489
CUST STATES WHEEL HAS A BROKEN STUD
REPLACED TWO BROKEN FRONT LEFTSIDE WHEEL STUDS AND 1 MT
RECOMMENDED TIRE ROTATION AND 7,500 MILE SERVICE
CUST STATED ALL SERVICE WORK DONE AT WESTBURY NISSAN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	43222-70T00	BOLT-HUB	
JOB # 1	1	40224-21001	NUT-LUG	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

TOTALS

AMITY NISSAN ANNOUNCES THAT WE ARE NOW OPEN FOR SERVICE ON
SATURDAYS FROM 7:00 AM UNTIL 4:00 PM.

THANK YOU FOR SERVING WITH US
BRIAN METZGER - SERVICE MANAGER AND
YOUR SERVICE ADVISORS
FRANK PANTALEONE, SPENCER NUSSBAUM
AND DAN GREENSPAN

CUSTOMER SIGNATURE

WARRANTY

WARRANTY
WARRANTY
0.00

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY
ARE THOSE MADE BY THE MANUFACTURER. THE SELLER
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES,
EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID
PRODUCTS.

NISSAN PARTS ARE WARRANTED FOR
1 YEAR OR 12,000 MILES WHICHEVER
OCCURS FIRST. THE DEALER HEREBY
LIMITS ANY IMPLIED WARRANTIES OF
MERCHANTABILITY AND FITNESS TO
THE SAME PERIOD.

CUSTOMER ACKNOWLEDGES
REC. OF COPY X

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank you
for this opportunity to serve you.

WESTBURY NISSAN LTD.

NISSAN

SERVICE & PARTS

115 Frost Street Westbury, N.Y. 11590

Sales (516) 338-5600 Parts (516) 338-5655

Service (516) 338-5844

Thank You

FOR BRINGING YOUR CAR
TO US FOR SERVICE

N.Y.S. REPAIR SHOP REGISTRATION NO. 706-1447

NISSAN

THE MANUFACTURER, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

THE FOLLOWING ARE NOT COVERED BY WARRANTY:
FRONT END ALIGNMENT - COOLANT AND COOLANT LEAKS - AIR CONDITIONING SEAL LEAKS - POLISHES - ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION - TIRES AND BATTERIES WORN TO MANUFACTURER'S OPTION - THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

ALL PARTS ARE NEW EXCEPT AS NOTED

CUSTOMER
SIGNATURE X

77117

CUSTOMER NO. 49458	ADVISOR LEONARA TISO	CARD NO. 347	INVOICE DATE 12/30/98	INVOICE NO. NICS102332
	LABOR RATE 72.00	LICENSE NO. 11085	COLOR EMERALD BLUE	STOCK NO.
	YEAR / MAKE / MODEL 98/NISSAN/ALTIMA	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. 1 4 4 L 1 3 C 9 0 1 5	SELLING DEALER NO. AMITY	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.D. DATE 12/30/98	
			MILEAGE OUT MO: 11085	

LABOR & PARTS
JOB # 1 01N1201 24.95 LDF 6.30 FILTER HOURS: 0.30 TECH(S):105 31.60
CHANGE OIL AND FILTER
27 POINT INSPECTION
LUBE OIL AND FILTER CHANGE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15208-9E000	FILTER OIL -KL	6.30	6.30
JOB # 1 TOTAL PARTS				6.30	
JOB # 1 TOTAL LABOR & PARTS				27.90	

JOB # 2 01N12014 NEW YORK STATE INSP. HOURS: TECH(S):105 10.00
CUSTOMER REQUESTS A NEW YORK STATE INSPECTION.
PERFORMED NY81 CUF# 10645915

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				10.00	

G.O.S. & SUPPLIES
JOB # 1 4.0 10W30 OIL 6.00
UNIT TOTAL - GOS 6.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1				-8.95
TOTAL - MISC				-8.95

TOTALS		
CASH		
M/C		
TOTAL LABOR....		31.60
TOTAL PARTS....		6.30
TOTAL SUBLET....		0.00
TOTAL G.O.S....		6.00
TOTAL MISC CHG....		0.00
TOTAL MISC DISC....		-8.95
TOTAL TAX.....		2.12
TOTAL INVOICE \$		37.07

***** THANK YOU FOR YOUR PATRONAGE *****
If you have any questions or unresolved concerns regarding your vehicle, please contact your service advisor for assistance. (516) 338-5644

AMITY NISSAN SUPERSTORE

500 Sunrise Highway AMITYVILLE, NEW YORK 11701

Service (516) 842-6767

Parts (516) 842-5320

NEW YORK STATE REPAIR SHOP R 7085773

NISSAN

NISSAN

CUSTOMER NO 582577	ADVISOR BERMUEZ CANDIDO 628436	TAG NO 0827	INVOICE DATE 07/18/00	INVOICE NO NACS261808
	LABOR RATE 74.00	LICENSE NO	COLOR BLUE EMER/B	STOCK NO
	YEAR / MAKE / MODEL 98/NISSAN/ALTIMA/ALTIMA GXE AUTO	MILEAGE 24698	DELIVERY DATE 01/16/98	DELIVERY MILES
	VEHICLE I.D. NO. 1N4D1D1D3WC191016		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P. S. NO.	R.O. DATE 07/18/00	
COMMENTS				

LABOR & PARTS
JOB # 1 14NEZ01

ALL TIRE MISC
CUSTOMER STATES R/R
CUST STATES THAT LUG NUT SNAP OFF
FOUND EXISTING LUG NUTS ALL TORQUED TO OVER 120 FT LBS
FACTORY SPEC IS 72-87 FT LBS. TIRES HAVE EVIDENCE OF PRIOR
ROTATION DUE TO BRAKE DUST ON REAR WHEELS WHICH NORMALLY
ONLY BUILDS UP ON FRONT RIMS (DISC BRAKES). ADVISED CUSTOMER
THAT WHEELS LUG NUTS WERE OVER TIGHTENED WHICH IS WHY THEY
SNAPPED AND ARE NOT WARRANTY UNDER THAT CONDITION. REPLACED
4 BROKEN STUDS TWO ON R/F, AND TWO ON R/R WHEELS AS ONE TIME
GOODWILL GESTURE, AS PER BRIAN, CHARGE TO SALES DEPT

TECH(S): 9630

INTERNAL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	43222-70T00	BOLT-HUB	
JOB # 1	4	40224-40P00	NUT-ROAD WHEEL	
JOB # 1	2	43222-41B00	BOLT-HUB	

INTERNAL
INTERNAL
INTERNAL

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

COMMENTS

CHARGE TO SALES DEPT

TOTALS

AMITY NISSAN ANNOUNCES THAT WE ARE NOW OPEN FOR SERVICE ON
SATURDAYS FROM 7:00 AM UNTIL 4:00 PM.

THANK YOU FOR SERVICING WITH US
BRIAN METZGER - SERVICE MANAGER AND
YOUR SERVICE ADVISORS
ERICK GESSOW, SPENCER NUSSBAUM
AND DAN KOEBEL

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY
ARE THOSE MADE BY THE MANUFACTURER. THE SELLER
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES,
EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZED ANY OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID
PRODUCTS

NISSAN PARTS ARE WARRANTED FOR
1 YEAR OR 12,000 MILES WHICHEVER
OCCURS FIRST. THE DEALER HEREBY
LIMITS ANY IMPLIED WARRANTIES OF
MERCHANTABILITY AND FITNESS TO
THE SAME PERIOD.

CUSTOMER ACKNOWLEDGES
REC OF COPY X

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank you
for this opportunity to serve you.

CUSTOMER SIGNATURE

TIRE CENTER INVOICE

THIS PORTION TO BE COMPLETED BY MEMBER

43



Make of Vehicle _____ Model _____ Year _____ License # _____

Odometer Reading _____ Color _____ Date _____

THIS PORTION TO BE COMPLETED BY THE SALES PERSON

Tire Mfg:	QTY	ALL PRICES ARE PER WHEEL ITEM # DESCRIPTION	SLIP PRINT (Stamp register receipt to yellow copy.)
Type:		6850 Auto and Light Truck/Van Installation includes: Lifetime balance and rotation (per wheel on same wheel), new valve stem	*BUSINESS MEMBER #015608455901 \$2.00 .00
Size:		6841 Rim swap / seasonal exchange	* FIXTAT .00 T * N/C MEMBER S .00 T * Cash .00 * TAX PAID .00
Item #:		6857 Motor Home & Dual Wheels: By Appt. Only (16.5" and smaller)	*TOTAL NUMBER OF ITEMS SOLD = 0 *CASHIER: JORDI S. REG#97 *2/15/00 12:08 0226 97 0016 87
Salesperson: <i>SCREE</i>		6861 Extra Balance	
Recommended air pressure:		7023 CW Disposal Fee	
Front <i>37</i>		7088 Hazard Warranty N/C	
Rear <i>32</i>		255783 Flat Repair N/C	
Wheel Torque: <i>467</i>		251141 Rotate Tires N/C	
D.O.T. #'s		198459 Install Adjusted Tires N/C	
		222054 Rebalance Tires N/C	

THIS PORTION TO BE COMPLETED BY THE SALES PERSON

PRE-EXISTING BODY CONDITION/SERVICE NOTES

WORK TO BE DONE

☒ L/F
☒ R/F
☒ L/R
☒ R/R
☒ S

SPECIAL INFORMATION

Missing:
☐ R/F
☐ L/F
☐ R/R
☐ L/R
☐ None
☐ Customer keeps tire(s)
☐ Carry in rims

☐ Best to Spare
☐ Static
☒ Dynamic
☐ Blackwall
☐ Whitewall
 Work done by:

- Re-tighten lug nuts after first 25 miles of mounting.
- The member is responsible for correct tire sizes, load and speed ratings as recommended by the vehicle manufacturer.
- Costco Wholesale is not responsible for damage of any kind caused by the mounting of non-standard tire sizes, load and speed ratings.

I have reviewed conditions and requested work is approved

Nine Point Quality Assurance Release