DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

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

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 120

Date Received 2003 JUN 16
08-APR-2003

Repository ☐

Reference No. 10015453 7259

OWNER INFORMATION (Type or Print)

Name	[redacted]
Address	[redacted]
City	FT WASHINGTON
State	MD
Zip Code	[redacted]
Daytime Telephone Number	[redacted]
Evening Telephone Number	
E-mail Address	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of [redacted] *name or address to the vehicle manufacturer.*
Signature of Owner [redacted] Date 5/20/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number	3N1CB51D4YL343000
Make	NISSAN
Model	SENTRA
Model Year	2000
Date Purchased	MAY 2000
Dealer's Name and Telephone Number	BROWN NISSAN
Original Owner	☐
Dealer's City	V. A
State	
Zip Code	
Engine: No. Cylinders	
Fuel Type:	
Transmission Type	
☑ Antilock Brakes ☐ Cruise Control	
Powertrain	
Vehicle Component Code	010000 STEERING
Multiple Failure:	1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
29-JAN-2003		20-25

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	ONE	0	N Yes

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).

THE CONSUMER LOSS CONTROL OF THE VEHICLE ON A SNOWY STREET, HIT A CURB AND WAS REAR ENDED. *JB Again + Kent

on January 25, 2003 I was driving down Loch Raven Blvd traveling in the right lane going north doing about 25mph because of the inclimate weather conditions. Suddenly my car without me even moving the steering wheel what so ever proceeded to go into the left lane and did a complete spin when the car finally come to a complete stop I was in the curb lane. I was trying to gain my composure when the car finally came to a complete stop.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

when the car finally came to a complete stop I was in the Curb lane, I was trying to regain my composure when out of my rear view mirror I saw a Truck coming towards me. The driver was trying to brake, but because of the road being icy the truck picked up speed and before you know it the truck had crashed into the back of my car and ended up in the back seat. I checked to make sure I wasn't injured. The driver came up to the car to see if I was okay and stated the police were on the way and also asked if I needed a ambulance. my replay was my hand and arms were hurting due to the fact that I held a grip the steering wheel because I saw the accident about to happen when I glanced into my rear view mirror.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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 NAT'L. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

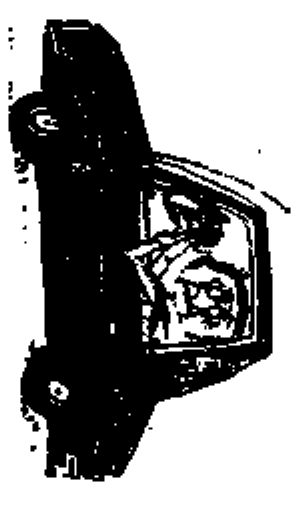
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety Administration

TO: STATE INSURANCE COMMISSIONER

I'm writing to you about a car accident that I was involved in on January 29, 2003. I was driving down Loch Raven Blouverd traveling in the right lane going north doing about 25mph because of the inclimate weather conditions. Suddenly my car without me even moving the steering wheel what so ever proceeded to go into the left lane and did a complete spin. When the car finally came to a complete stop it was in the curb lane, I was trying to gain my composure when out of my rear view mirror I saw a truck coming towards me.

The driver was trying brake, but because of the road being icy the truck picked up speed and before you know it the truck had crashed into the back of my car and ended up in the back seat. I checked to make sure I wasn't injured, the driver came up to the car to see if I was okay and stated the police where on the way and also asked if I needed a ambulance. My repley was my hand and arms were hurting due to the fact that I had to grip the steering wheel because I saw the accident about to happen when I glanced into my rear view mirror.

The police finally arrived on the scene and asked the driver of the Ford SUV [redacted] if he even tried to stop at all [redacted] said he tried but the truck kept going because of the ice. Immediately I called my insurance agent Mr. Bill Ball in Fort Washington , Marlyand at (301)292-4334 to report the accident. Mf. Ball gave me a claim number which i[redacted] to call to have the car repaired. Also he asked for a complaint number from the police report which i[redacted] When I called Mr. Ball back on Friday January 31, 2003 to find out where I should take the car to get repaired, he informed me that my isurance was cancelled on January 20, 2003 due to a returned check that I mailed in on January 3, 2003. I stated to Mr. Ball his office nor my bank notified me about a returned check, if I was informed I would have corrected the situation. When I found out what happened on that same day January 31, 2003 I went to Mr. Balls office and give him another check which he then reinstated me and my policy was back to the same as usual every 6 months.

The cancelation came about because I was paying my policy every 6 months, however in around September I asked to be put on a month to month basis only for 1cycle only. After that I was under the impression that after the 1 month cycle the policy would go back to every 6 months, because I was'nt told otherwise. State Farm did a investigation based on the fact that after the 1 month cycle the policy should have went back to every 6 months and not a month to month policy. After the investigation it was fine that I was reinstated, but they denyed coverage of the accident in it's entirety because of non payment of renewal premium, which was untrue because I was reinstated. I talked to one of State Farm Supervisors who informed me that Mr. Ball could do a amendment based on the fact that I shoudn't have been on a monthly policy. I called Mr. Ball to ask him if he could do a amendement based on the fact that I've always paid every 6 months and not monthy, and he told me that he has been with State Farm for 15yrs. and has never heard of anything of that sort. To this day I still haven't received a repley.

If you could please look into this matter and hopefully overturn the decision that Mr. Ball and State Farm made about the amendement to repair my car. I'm a home health aide and need my vehicle to travel to my clients home to care for them because they can't do it on their own. Without my car I cannot make a living ,and I feel it's unfair to still make payments for a car another 2 years that's sitting in my gargage becasuse it's not driveable. I hope you can get back to me on this matter, I can be contacted a[redacted]

Thank you

[redacted]

P.S. on Friday April 4, 2003 at 6:30 am in Montgomery County a women was driving a Nissan Sentra and all of a sudden her car crossed over, went into the opposite lane the same as my car had done on January 29, 2003 for no reason at all, the same way mine car did and her car was hit head on by a pickup truck and she was killed. The cause of the accident is being investigated by the State Police, and I will be calling the manufacture and the dealer about a defect in the Nissian Sentras because my car has already had 3 recalls on it, and each time the letter stated if you don't bring the car in for service the car could be involved in a fatal accident. Each time the recalls came I took my car to be serviced.