



U.S. Department of Transportation
National Highway Traffic Safety
Admin Information

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 120

Date Received

2003 OCT 1 AM 10:29
19-AUG-2003

Repository

Reference No.

10034208

OWNER INFORMATION (Type or Print)

Name

Address

City

MILL VALLEY

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Signature of Owner

Date 10/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3N1AB31D42L708516

Make

NISSAN

Model

SENTRA SE-R

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number
NISSAN OF BAKERSFIELD 661-885-8600

Engine:
No. Cylinders

4

Fuel Type:

up lead

Original Owner

Dealer's City
NISSAN - BAKERSFIELD

State

CA

Zip Code

Transmission Type

to speed
MANUAL

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
19-AUG-2003

Failure Mileage

Failure Speed

60

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).

CONSUMER STATED THAT WHEN VEHICLE REACHED SPEED OF 60 MPH HEARD A WHISTLING NOISE, AND IT DID NOT STOP UNTIL HE WENT ABOVE 66-70 MPH. HE HAD TAKEN THIS VEHICLE TO THE DEALER AT LEAST 10 TIMES, AND TO THREE DIFFERENT DEALERS AT 3 TIMES, AND THEY ALL TOLD HIM THE SAME THING, THAT THIS WAS NORMAL WITH THIS TYPE VEHICLE. HE HAD SPOKEN TO THE MANUFACTURER A FEW TIMES, AND CURRENTLY THEY DID NOT WANT TO DEAL WITH HIM ANYMORE. CONSUMER BOUGHT THIS VEHICLE NEW, AND IT HAD BEEN A PROBLEM THAT COULD NOT BE CORRECTED. *AK

09/05/03

[Signature]

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

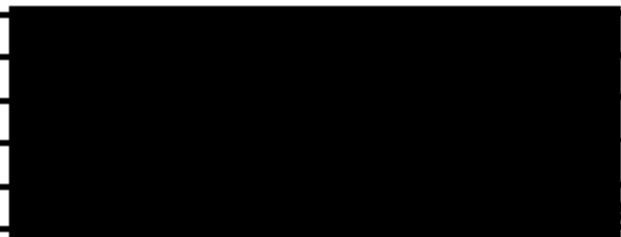
ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

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

INCLUDE all repair work that was
done with this car

Thanks



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 NHTL, 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
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov/dot>

Mill Valley, CA

September 16, 2003

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

Dear Sir or Madam:

From the day I purchased my car 03/11A02, I have had recurring problems with it. The major problem has been a whistling noise which multiple mechanics have confirmed as being from the transmission, including the local Nissan dealer. They tried to fix the problem by replacing the shifting cables, a job that took them three days to repair. On three different occasions Nissan had to provide me with a rental car. During 2002 I had to have the car towed twice for two different problems. The first being an electrical problem for which they changed all of the electric cables. Another two times I had a problem with the brakes which Nissan said was not under warranty. At 10,000 miles I had to replace the brake pads. Another time I had to resurface the rotors and I only have 20,000 miles on the car! I can no longer deal with the local Nissan dealers due to their attitude towards me and all I want is to get rid of the car and get my money back.

Please assist me with this matter as quickly as possible.

Sincerely,

.....

4-18-2002

to NISSAN NORTH AMERICA
Vehicle Service CONTRACTS
P. O. BOX 680
GARDENA, CA 90247-0880

this letter is to inform you

that from the day I purchased the
NISSAN SENTRA SPECk 2002, ON 3/11/2002
VIN # 3N1A851D42L708516.

I AM HAVING PROBLEMS WITH NOISE
and TRANSMISSION PROBLEMS

MILL-VALLEY, CA

JACK TRIONE
AUTOMOTIVE CONSULTANT
2766 WOOLSEY RD.
WINDSOR, CALIF. 95492
707 546 1745

[REDACTED]
Mill Valley, Cal. [REDACTED]

To whom it may concern:

On June 5th 2003 I drove Mr. Benmargi
Nissan to listen for a transmission noise,
at about 45 to 70 miles per hour I was
able to hear a transmission gear noise.
It is possible that the gear noise could
become louder as the car gets more miles,
along time will tell.

Sincerely
Jack Trione

P.S. I'm sorry I'm so late with this letter, shortly after
I saw you I became very sick - but OK now. (I will
deposit your check, thanks again.)

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**