



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

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 335

Date Received

2004 APR - 1 PM 12:13
08-JAN-2004

Repository ☐

Reference No.
10063684

OWNER INFORMATION (Type or Print)

Name

Address

City FORTUNA

State CA

Zip Code

Daytime 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 a signature, this report is submitted to the vehicle manufacturer.

Signature of Owner

Date 2-10-04

VEHICLE INFORMATION

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

6N1BV28UX4N318214

Make

NISSAN

Model

QUEST 3.5S

Model Year

2004

Date Purchased
28-DEC-02

Dealer's Name and Telephone Number

Santa Maria Nissan (805) 925-0077

Engine:

No. Cylinders

6

Fuel Type:

unleaded gas

Original Owner
☒

Dealer's City

Santa Maria

State

CA

Zip Code

93454

Transmission Type
4-speed
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code

103000 POWER TRAIN-AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

200

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: DOTM18ABC036)

☐ 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).

TRANSMISSION OPERATED POORLY. WHEN PULLING OUT FROM A COMPLETE STOP VEHICLE ACCELERATED TO 25 MPH WITHIN 225 FEET WITHOUT PRESSING ON GAS PEDAL. DRIVER HAD TO PRESS BRAKE PEDAL REALLY HARD TO SLOW DOWN. "AK

This occurs on a downhill slope of approximately 10%. with the car in 2nd gear. I have subsequently tried the same thing with 2 other 2004 Nissan Quests (one other "S" and one SL) and the both performed in the same manner. Finally I found a hill to test my car on that had a slightly

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 to this questionnaire. Your responses 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 responses, 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)

Longer stretch is ~~the~~ of straight road. On a 10% grade, with my car in low, starting from a complete stop and without ~~the~~ touching the accelerator the car was traveling 31 miles per hour at the 0.1 mile mark. At 0.2 mile mark the car was traveling 42 mph and at 0.3 of a mile the car was traveling 50 mph and still accelerating. I had to brake for a curve so I do not know at what speed this car will max out in low gear.

U.S. Department
of Transportation

National Highway
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Administration

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

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Penalty for Private Use \$300

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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
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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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

February 10, 2004

To Whom It May Concern:

The problem with this car is an on going problem. The vehicle had the problem from the very beginning but I did not know it until I got home with it (700+ miles after I bought it). The first time I drove down the hill from my house to get to the highway I noticed that I had to brake all the way down the hill. The next time I drove down the hill I put the car in low and I still had to use the brakes all the way down the hill. There didn't seem to be any difference between low and high gear.

This is not a safe condition. There are all kinds of situations that a person might need low gear to drive safely such as driving down steep winding roads and driving in snowy and icy conditions. The 2004 Nissan Quest does not have a low gear that provides any kind of safe engine braking.

In order to establish that this is a manufacturing problem and not a flaw in the car I bought, I asked Rex Swanson, of Santa Maria Nissan, to test drive another 2004 Quest 3.5S on a steep hill. Mr. Swanson did as I requested and found that the car he drove performed in the same manner as my Quest 3.5S. I then went to McCrea Nissan in Eureka, CA and test drove a 2004 Quest 3.5SL (It has the same transmission as the Quest 3.5S) on a mountain road with a grade of approximately 10 percent. The car, in low gear, did not show any appreciable engine braking (this car was tested in the same manner as the trials listed below). The flaw is in all the transmissions that are installed in the 2004 Nissan Quest.

This is the data I have obtained while testing my Quests engine braking. All trials were made on hills with approximately 10 percent grades. In all trials the car began at a complete stop with the engine running, and the car in low gear. The brake was released and the car was allowed to roll down the hills (The accelerator was never touched in any of the trials.).

Trials on Page Way (the street I live on) were performed from my house to the first corner a distance of approximately 300 ft. I performed this test 6 times in both low and drive. In low gear the car reached a speed of 25 mph at the 225 ft. mark on each trial (the safe driving speed on this road is 15 mph due to the blind curves). In drive the car reached approximately 28 mph by the 225 ft. mark.

Trials on Thompkins Hill Road (selected because the car can roll for a longer distance before the brakes must be applied.). Because of the danger involved driving at high speed on this road I had a partner doing the mileage and speed readings, only 3 trials were performed in low gear, no trials were performed in drive. In all three trials the car reached 31+ mph at 0.1 mile, 42+mph at 0.2 mile, and 50 mph at 0.3 mile. The car was still accelerating at the end of each trial but we had to brake for a corner.

I talked to owners of Quests from previous years to see if this is an ongoing problem and they told me their Quests slow down significantly in low gear. I also tried a friend's 2002 Honda Odyssey on my street to see how it would perform in low gear. The brake was never used and it never exceeded 17mph the whole 900 ft. length of the road

In all the trial runs with my car and the one with the Quest SL I had to fight the normal reaction to apply the brakes to keep the car under control. I hope you can help me and all the other 2004 Quest owners with this transmission problem. I truly believe that if this is not rectified someone will lose control of their Quest resulting in the loss of their passengers lives.

Sincerely,

