



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 120

Date Received

23-APR-2004

Repository ☐

10071494

OWNER INFORMATION (Type or Print)

Name

Address

City

CAMARILLO

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 an authorization, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 5/15/04

VEHICLE INFORMATION

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

5N1BV28UX4

Make

NISSAN

Model

QUEST

Model Year

2004

Date Purchased

12-27-03

Dealer's Name and Telephone Number

TEAM NISSAN 805-

Original Owner

☒

Dealer's City

OXNARD

State

CA

Zip Code

93030

Engine:

No. Cylinders

6

Fuel Type:

GAS

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

162310 STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-APR-2004

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM19ABC038)

☐ 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 PURCHASED VEHICLE IN DECEMBER 2003, AND SOON AFTER, IT BEGAN TO RATTLE BEHIND THE DRIVER'S SIDE DOOR. CONSUMER NOTIFIED THE DEALER AND THEY FOUND NOTHING. THEN, CONSUMER CONTACTED A SECOND DEALER, WHO ADJUSTED THE HINGE BECAUSE IT WAS LOOSE. VEHICLE RODE QUIETLY FOR ABOUT 3-4 WEEKS, THEN IT STARTED TO RATTLE AGAIN. CONSUMER CALLED THE MANUFACTURER, AND WAS TOLD THAT A TECHNICAL SERVICE BULLETIN WAS ISSUED ON THIS PROBLEM, AND THAT HE SHOULD TAKE VEHICLE BACK TO THE DEALER. CONSUMER CALLED THE DEALER, AND DEALER MADE AN APPOINTMENT FOR THE FOLLOWING DAY TO HAVE VEHICLE INSPECTED. CONSUMER SAW MANY SIMILAR COMPLAINTS ON THE WEBSITE. "A

CONSUMER, OUTRAGED, USED ATTACHED 2003 LETTER, AND BEGAN TO SQUEAL AND RATTLE FROM DRIVER'S SIDE. SAVING PASSENGER OVER. NOTIFIED DEALER AND THEY COULD NOT DUPLICATE NOISE. SECOND VISIT TO ANOTHER DEALER, COULD NOT DUPLICATE NOISE. THIRD VISIT TO TEAM NISSAN, REPAIRED AND ADJUSTED HINGE BECAUSE HINGE WAS DISCOVERED TO BE LOOSE. NOISE CONTINUED SOON AGAIN AFTER 2-3 WEEKS. CONTACTED

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 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)

NISSAN CONSUMED, REPAIRS AND ^{WAS} INFORMED OF AN OUTSTANDING TECHNICAL SERVICE BULLETIN # THIS WAS THE FOURTH VISIT AND SERVICE PERFORMED BUT AFTER I WENT ^{THE} NOISE AND SPOOKS ^{AND RATTLES} WISE AND FURTHER THE NOISE AND RATTLES ARE NOW ON BOTH PASSENGER SLIDING DOORS AS WELL AS THE REAR LIFT GATE DOOR. THE MANY DIFFERENT SOUNDS IF RATTLES, SQUEAKS AND AND SOUNDS IF THE DOORS NOT BEING SECURED - CAVED - LOCKED ARE NERVE RACKING. I CAN NOT BELIEVE THAT FOR SUCH AN EXPENSIVE VEHICLE & OUT THE DOOR 41,000 PRS THAT THE QUALITY IS SO POOR. WE HAVE BEEN NOTIFIED AFTER NUMEROUS CALLS INITIATED BY US THAT THE ENGINEERS AT NISSAN ARE TRYING TO COME UP WITH A CORRECTION FOR ALL THREE DOORS. WE ARE STILL WAITING TO SEE WHEN THIS WILL HAPPEN AND IT'S ALMOST 5 1/2 MONTHS ALREADY.

ATTACH ADDITIONAL SHEETS IF NECESSARY

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. 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



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OR

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and dial toll free at

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DOT Auto Safety Hotline
(DASH) & DOT



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

May 15, 2004

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

RE: 2004 Nissan Quest

VIN: 5N1BV28UX4

SUBJECT: Numerous Interior Squeaks & Rattles coming from both passenger sliding doors and rear lift gate door.

To Whom It May Concern:

Purchased vehicle 12/27/03, and soon after, it began to squeak & rattle from driver's side sliding passenger door.

- **Notified Team Nissan where purchased and on 1/07/04 brought vehicle to dealer and they could not duplicate noises.**
- **Notified Team Nissan again and brought vehicle on 2/16/04, this was the second visit to dealer. Technician discovered loose latch and adjusted door latch (see work order). Vehicle rode quietly for 2 to 3 weeks, and then afterwards squeaks & rattles continued again much louder than before.**
- **Notified a different dealer Nissan of Thousand Oaks and brought vehicle on 3/27/04 and they could not duplicate squeaks & rattles (see work order).**
- **Notified Nissan Consumer Affairs and was informed of Nissan Motors knowledge of problem and was given a Technical Service Bulletin number and I then contacted Team Nissan once again and brought vehicle on 4/27/04 to have the warranty work performed per the Technical Service Bulletin. Vehicle rode quietly for 1 week, and then afterwards the squeaks & rattles continued (see work order).**
- **Notified Nissan Consumer Affairs on 5/03/04 again and was informed this time that the engineers at Nissan Motors are currently in the process of a solution to correct these problems that have been reported to Nissan Motors by numerous consumers throughout the country.**

- Currently we are very concerned and continue to be alarmed to the fact that now we are experiencing new squeaks & rattles that are not just coming from the driver's side passenger sliding door but both passenger sliding doors as well as the rear lift gate door.

In conclusion, this has become an ongoing long lasting inconvenience, time consuming and an unwarranted hardship. Currently, we wished we had not purchased this vehicle, nor would we recommend anyone purchasing this vehicle.

Respectfully,

A large black rectangular redaction box covering the signature area. A handwritten mark, possibly a checkmark or a stylized 'L', is visible to the left of the box.

**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).**