



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

28-APR-2004

Repository

Reference No.
10071850

OWNER INFORMATION (Type or Print)

Name

Address

City

NEWFARE

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of a signature, please print the name or address of the vehicle manufacturer.
Signature of Owner _____ Date 6/18/04

VEHICLE INFORMATION

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

3N1AB41DXWL038812

Make

NISSAN

Model

SENTRA

Model Year

1998

Date Purchased
01-DEC-98

Dealer's Name and Telephone Number

NIAGARA NISSAN (716) 625-8889

Engine:
No. Cylinders

4

Fuel Type:

GAS

Original Owner

Dealer's City

LOCKPORT

State

NY

Zip Code

14094

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-APR-2004
23/3/2004

Failure Mileage
20000
40,815

Failure Speed
PULLING OUT
OF DRIVING

2ND TIME CAR WAS SITTING
WHEN I HEARD A BANG

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: 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).

THE SPRINGS THAT WERE CONNECTED TO THE STRUTS DROPPED AND PUNCTURED THE PASSENGER'S FRONT TIRE. PASSENGER'S SIDE OF THE VEHICLE FELL TO THE GROUND. *AK

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.

13 May 2004

Dear Sir:

On 03/23/01 the left front spring on my 98 Nissan broke as I was pulling out of my driveway. Fortunately I was not going at a high rate of speed. Mileage at the time was 20,031.

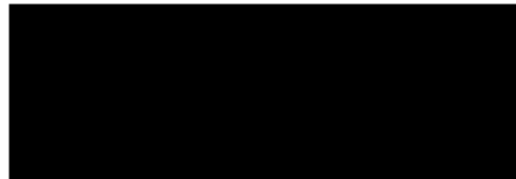
Lockport Nissan repaired it. They have changed names since to Niagara Nissan. At the time of the first repair I asked the service manager if he was going to replace the spring on the other side as well. Twenty thousand miles for a spring to fail seems premature to me. He told me he can only repair what is broken.

Now at 40,815 the right spring breaks tearing a six inch gash in the tire. The tow truck operator told me it was a good thing I was not on the highway when it happened. I would have no control of that vehicle.

The service manager James Brady says it is unusual but there is nothing he can do. I contacted the Nissan consumer hot line and they told me more or less tough s__t. Now I feel very uneasy driving this car expecting a spring to break again. Forty thousand miles and two strut springs plus tires and alignments, towing and inconvenience. What in the world are these people thinking. What really bothers me is I asked them to replace the other side when it happened at 20,000. There is definitely a problem with this make and model of Nissan to have springs fail like that.

Thank you for your time in this matter.

Sincerely yours



**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).**