



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
(1-888-327-4238) 2004 JUN 22 5:47 PM
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

Repository ☐

Reference No:
10073733

OWNER INFORMATION (Type or Print)

Name

Address

City GRANBURY

State TX

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 1 / 1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
SN1BV2BU84N

Make
NISSAN

Model
QUEST

Model Year
2004

Date Purchased
2-28-04

Dealer's Name and Telephone Number
JERRY'S NISSAN 817-597-1404

Engine:
No. Cylinders

Fuel Type:
GAS

Original Owner

Dealer's City
WEATHERFORD

State
TX

Zip Code
76086

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

182300 STRUCTURE:BODY:DOOR

Multiple Failure: (If applicable, list all failures.)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
17-MAY-2004

Failure Mileage

Failure Speed

0

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: DOTM1A9ABC038)

☐ 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

0

0

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).

DRIVER AND PASSENGER SIDE DOORS WOULD UNEXPECTEDLY OPEN AND CLOSE ON THEIR OWN WHILE DRIVING. CONSUMER DROVE THE VEHICLE TO THE DEALER FOR INSPECTION, AND MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK
THE ABOVE IS FROM OTHER OWNERS. MY SAFETY CONCERN IS THE PASSENGER SIDE SLIDING DOORS DO NOT REVERSE DIRECTION WHEN AN OBJECT IS ENCOUNTERED UNTIL THAT OBJECT IS PUSHED TO WITHIN 4-6 INCHES OF THE DOOR FRAME. BY THIS TIME A PERSON OR MAYBE INJURED BY BEING PUSHED FORCEFULLY TO THAT POINT.

(CONTINUED)

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)

THE BUTTON SWITCH THAT OPENS OR CLOSES THE DOOR IS LOCATED ON THE DOOR JAMB AND IS IN A PLACE THAT WHEN PRESSING CAN AND HAS BEEN PUSHED CAUSING THE DOOR TO CLOSE ON THAT PERSON. NO INJURY OCCURRED HOWEVER, IF IT WERE A CHILD THE OUTCOME MAY HAVE BEEN DIFFERENT. EACH TIME I HAD THE DEALER WRITE UP THIS SAFETY ISSUE, I WAS TOLD THE DOORS WERE OPERATING AS DESIGNED AND APPROVED BY THE NHTSA AND "JUST PUSH THE BUTTON SWITCH TO REVERSE THE DOOR'S TRAVEL". I WOULD LIKE TO KNOW HOW TO TEACH MY GRANDCHILDREN TO DO THIS WHEN THEY ARE BEING PUSHED TOWARD THE DOOR JAMB AND ARE IN A STATE OF PANIC AS THE DOOR CLOSES ON THEM. THIS DESIGN FLAW MUST BE CORRECTED SO THE SLIDING DOORS REVERSE DIRECTION AT ANY POINT THAT AN OBJECT IS ENCOUNTERED AND NOT WAIT UNTIL A FEW INCHES OF CLOSING.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAILING 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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Any other address and publication