



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 100078

Date Received

Repository ☐

2004 JUN 15 PM
17-JUN-2004

Reference No.

10078402

OWNER INFORMATION (Type or Print)

Name

Address

City

FRAMINGHAM

State

MA

Zip Code

01701

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 6/26/04

VEHICLE INFORMATION

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

JN1CA21A9K

Make

NISSAN

Model

MAXIMA GLE

Model Year

1999

Date Purchased

6-1-1999

Dealer's Name and Telephone Number

NISSAN OF NANTUCKET 508-879-7860

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

FRAMINGHAM MA 01701

State

MA

Zip Code

01701

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

14-JUN-2004

Failure Mileage

13,400

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: 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

0

Number of Deaths

0

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).

WHILE DRIVING AIR BAG WARNING LIGHT CONTINUOUSLY ILLUMINATED ON THE DASHBOARD. DEALERSHIP INDICATED THAT AIR BAG MODULE FAILED, AND THE PROBLEM STILL EXISTED. *AK NO REPAIRS HAVE BEEN MADE SINCE THE FAILURE.

DEALER WOULD NOT REPAIR UNDER 5YR. WARRANTY BECAUSE IT WAS OUT OF WARRANTY BY 8 WEEKS! NISSAN, THE MANUFACTURER, WAS CONTACTED FOR "GOODWILL" COVERAGE BUT DEALER UNABLE TO OBTAIN SPECIAL ASSISTANCE OR EVEN PARTIAL COVERAGE OF EXPENSIVE REPLACEMENT OF AIR BAG CONTROL MODULE FOR FRONT AND SIDE AIR BAGS SO I AM DRIVING CAR WITH NO AIR BAG PROTECTION.

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)

FAILURE OF THE AIR BAG SYSTEM IS A VERY SERIOUS PROBLEM AND I AM CONCERNED FOR MY SAFETY AND ANY PASSENGER IN MY CAR WHO COULD BE INJURED IN AN ACCIDENT.

I AM A RETIRED SENIOR CITIZEN AND FEEL NISSAN SHOULD TAKE CARE OF THIS FAILURE AT THEIR EXPENSE SINCE IF THE FAILURE OCCURRED ON MAY 31ST INSTEAD OF JUNE 14TH, IT WOULD HAVE BEEN REPAIRED UNDER THE 5 YEAR POWERTRAIN WARRANTY.

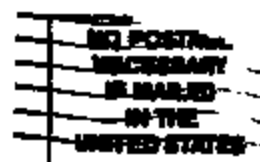
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U.S. Department
of Transportation

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 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 20580



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QUESTIONNAIRE**

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and dial toll free at

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(DASH) 2 DOT



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