



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)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

2004 AUG 20 PM 8:03  
14-JUL-2004

Repository

Reference No.  
10081974

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: PELZER State: SC Zip Code: [REDACTED]

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: [REDACTED] Date: 7/7/04 Release 2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1NBED26T5Y0 [REDACTED]  
Make: NISSAN Model: FRONTIER Model Year: 2000  
Date Purchased: 15-MAY-00 Dealer's Name and Telephone Number: BENSON NISSAN 864 855-5383  
Engine: No. Cylinders: 6 Fuel Type: Gas  
Original Owner:  Dealer's City: MEMPHIS, TN Dealer's State: TN Dealer's Zip Code: 38104  
Transmission Type:  Manual  Automatic  
Antilock Brakes:  Powertrain: REAR WHEEL DRIVE  
Cruise Control:  Vehicle Component Code: 111000 ELECTRICAL SYSTEM: BATTERY  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-APR-2003 Failure Mileage: 82000 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/85R15): [REDACTED]  
DOT No. (Example: DOTM19ABCD56): [REDACTED] Original Equipment:  Prior Repair:  Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: N Number of Deaths: N 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).

UPON STARTING THE VEHICLE CONSUMER HEARD A LOUD NOISE UNDER THE HOOD. CONSUMER LOOKED UNDER THE HOOD AND FOUND THAT THE BATTERY EXPLODED. DEALER/MANUFACTURER WERE NOTIFIED. \*AK

BENSON NISSAN Refused to replace their NISSAN brand name battery, Refused to inspect under the hood for damage to wiring and component units that may have been damaged due to the acid from the battery. Also refused to remain under the hood.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-502 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)

Upon starting vehicle the battery exploded. I replaced battery and 1 battery cable wires. BENSON NISSAN DEALERSHIP has refused to replace their Nissan brand name battery, refused to repair dents in hood caused from the battery exploding

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 7th Street, S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 79173 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



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

**TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR**

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT

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