



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 241

Date Received

11-MAR-2005

Repository ☐

Reference No.
10115008

OWNER INFORMATION (Type or Print)

Name

Address

City

LA GRANGE PARK

State

IL

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 3/24/05

VEHICLE INFORMATION

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

5N1BV28U44N

Make

NISSAN

Model

QUEST

Model Year

2004

Date Purchased
10-DEC-03

Dealer's Name and Telephone Number

Continental Nissan 708-352-9200

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Countrydale

State

IL

Zip Code

60525

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-DEC-2003

Failure Mileage

4000

Failure Speed

N.A.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM18A8C036)

☐ 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

4

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 AUTOMATIC POWER SLIDING DOOR WOULD NOT REOPEN AS PASSENGERS WERE GETTING INTO THE VEHICLE. THE DOOR SENSOR FAILED TO REOPEN THE DOOR. VEHICLE HAD BEEN TO THE DEALER ON FOUR OCCASIONS AND VARIOUS REPAIRS WERE MADE, BUT THE PROBLEM RECURRED. *AK

Dealer states that there is "no adjustment available" on the automatic reversing mechanism. The higher on the door that your arm, hand, shoulder makes contact, the harder it is to reverse the door. I sure it could easily break a child's arm, etc.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-578 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.

NISSAN

NISSAN NORTH AMERICA, INC.

Corporate Office
18501 South Figueroa St.
Gardena, California 90248-4500
Mailing Address: P.O. Box 191
Gardena, California 90248-0191

8/29/04

1-800-Nissan
#41657334
(complaint)

July 8404

(Door problem)

0415653

Chicago, IL

|||||

VIN: SN1BV28U44N335473

Dear Nissan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect that relates to motor vehicle safety exists in some 2004 model year Nissan Quest vehicles.

REASON FOR RECALL

At an ambient temperature below approximately 40 degrees Fahrenheit, the actuator for the power sliding door(s) may experience binding. If binding occurs and the driver shifts the vehicle out of Park while a power sliding door is still closing, the door latches may not engage. This can result in the door coming open unexpectedly upon rapid acceleration such as accelerating quickly from a stopped position. If a passenger is not wearing a seat belt and the door unexpectedly opens, he could fall out and be injured. Unbelted passengers are at an increased risk of injury in a crash.

WHAT NISSAN WILL DO

Your Nissan dealer will replace the actuator for the power sliding door(s). This free service should take about one hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule, or parts availability.

WHAT YOU SHOULD DO

To have the recall repairs performed contact your Nissan dealer at your earliest convenience in order to arrange an appointment. **Until your vehicle is repaired, leave the shift lever in the P (Park) position until the power sliding doors are fully closed.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-753-9781. You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

(over please)

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).