



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 100192

Date Received

11/20/05

Repository ☐

Reference No.
10115030

OWNER INFORMATION (Type or Print)

Name

Address

City KULA

State HI

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

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

☒ YES

☒ NO

VEHICLE INFORMATION

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

Make

NISSAN

Model

QUEST

Model Year

2004

Date Purchased

3/04

Dealer's Name and Telephone Number

JIM FALK MOTORS 270-2600

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

KAHULUI

State

HI

Zip Code

96732

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

114000 ELECTRICAL SYSTEM: WIRING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

27-FEB-2005

Failure Mileage

15000

Failure Speed

20 mph

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: DOTM19ABC035)

☐ 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, failure, consequences, and what was done.)

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 THROUGH A CONSTRUCTION SITE VEHICLE DROVE OVER AN ORANGE TRAFFIC CONE. IN THE PROCESS, IT PULLED DOWN A WIRE FROM UNDER THE VEHICLE, CAUSING IT TO SHUT DOWN. OWNER CONTACTED THE MANUFACTURER, AND WAS TOLD THAT WHAT WAS BEING EXPERIENCED WAS NOT A MECHANICAL DEFECT, AND THERE WAS NOTHING THEY COULD DO. *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.

Series of events occurring from the failure of the automobile to today, March 24, 2005.

INCIDENT

1. I was driving my 2004 Nissan Quest east on Puunene Avenue in Kahului at 930p on Sunday night, February 27, 2005, with my wife and 2yr old daughter.
2. I drove over a 12 in. traffic cone in the middle of the road, traveling approx 20 mph.
3. As the cone went under the front of the van my engine suddenly turned off.
4. I had no control of the vehicle.
5. I forced the steering wheel enough to pull into a gas station.
6. The van would not restart, I called the Roadside Assistance Service provided by Nissan and they towed the van to Jim Faulk Motors.
7. I called the Service Dept. the following day.

FAILURE

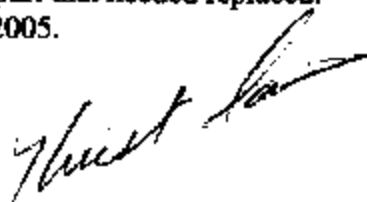
1. Jim Faulk Motor did not get back to me until Tuesday, March 1st, 2005.
2. They reported to me that the crank shaft sensor had been pulled loose
3. They reported that the part would need to be ordered and would cost around \$500.

NISSAN RESPONSE

1. I called Nissan NorthAmerica and spoke with Robert, ext 3769, on March 2nd.
2. I explained the incident and requested that Nissan consider the exposure of such a critical wire to be worthy of recalling. I explained that the safety of the vehicle is based on a wire that could be damaged by anything on the road that could reach it.
3. Robert told me he would call me back within 24 hrs with a response.
4. They did not respond.
5. I called Nissan NorthAmerica back 2 days later and spoke with Jesse. I began again with a new person.
6. Jesse told me my file had been given to a Regional Manager, Aaron, who was out of the office until Monday, March 7.
7. I called Aaron's office the same day just to leave my name and number in hopes he would call me back.
8. Aaron returned my call on March 7th, and asked me to recount again the incident.
9. He informed me that Nissan would not consider the location of the wire, or the absence of a cover plate over the wire a defect because the National Highway and Traffic Safety Office had cleared the van for safety.
10. I explained that I was traveling 20 mph and the car shut off and the safety of consumers traveling at higher speeds was a valid concern.
11. He explained again that NHTSA cleared the van for safety.
12. I called NHTSA the same week and they mailed me the Vehicle Owner's Questionnaire.

COST & TIME OF REPAIR

1. The first quote was \$500.
2. The second quote was \$2100.
3. The vehicle was at Jim Faulk Motors for 3 weeks.
4. I was told they had to disassemble much engine to get to the part that needed replaced.
5. I received notification that the work was done on March 21, 2005.



**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).**