



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 1367

Date Received

28-APR-2005

Repository

Reference No.
10119288

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: OREM State: UT 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 your signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 05/12/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4N2ZN11T5YD [REDACTED]
Make: NISSAN Model: QUEST Model Year: 2005

Date Purchased: 02/25/05 Dealer's Name and Telephone Number: Brent Brown Automotive (801)426-9397
Original Owner: Dealer's City: Orem State: UT Zip Code: 84059
Engine: No. Cylinders: Fuel Type:

Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 162310 STRUCTURE,BODY,DOOR,HINGE AND ATTACHMENTS
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 18-APR-2005 Failure Mileage: 85000 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/B5R15)
DOT No. (Example: DOTM19ABC038) 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: 4 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).

THE CHROME ON BOTH FRONT DOOR HANDLES ARE CHIPPING AWAY. WHEN THE DOORS ARE OPENED THE CHROME IS CUTTING THE OCCUPANTS HANDS. DEALERSHIP IS NOT RETURNING CONSUMER'S CALLS. *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 responses 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)

Dear Sirs/Madams:

In regards to my Nissan Quest. The chrome has chipped away on the drivers side door, causing cuts to my left hand. The chrome on the passenger's side door handle is cracking along the upper side and is bubbling on the exterior side which is no doubt precursor to it chipping away also. The cracking along the upper edge of the handle has caused cuts to several of my passenger's. When I originally spoke with the dealership, Ken Garff Nissan of Orem, UT, the service manager, Richard, noted the sharpness of the edges of chrome on the drivers side door. He agreed that the passenger's side looked as though it was bubbling and would chip away too. He said he would contact Nissan to see if they could help remedy the problem. When Richard finally returned my call he said that Nissan was not willing to help "at this time." I decided not to do repairs on my vehicle at this time due to the fact that ATTACH ADDITIONAL SHEETS IF NECESSARY

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**National Highway
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400 Seventh St., 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

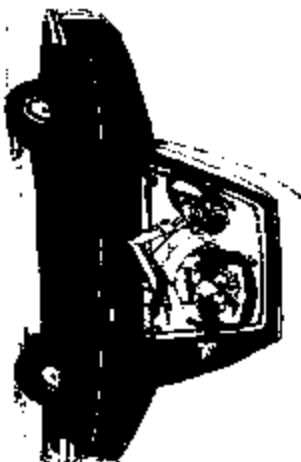
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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Additional Sheet:

the same kind of door handle would be installed and therefore, I would risk the whole process starting over again. I did, however, talk to Richard about the cost of repairs. He said that if they were to install new door handles it would cost approximately \$250.00.

After careful consideration, I felt it would be appropriate to contact NHTSA in regards to the matter. I do not desire to have any more cuts to myself or my passenger's, however, I do not think I should have to pay \$250.00 to receive future additional cuts. I believe it would be in the best interest of the consumers to have a safer option for a door handle to be installed.

Please note enclosed photo's.

Thank you for your time,


Orem, Utah


P.S. Please note enclosed photo's & notes on back of them.

Thank you!

Drivers side door-

Chrome has peeled away leaving
Sharp pieces of chrome which
cut hands.

Passenger's side door-

Note: Bubbling of chrome in same area
as the peeling of drivers side door handle.

There is also a split in chrome
at the end of the handle which
has cut several passengers.

