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 100148

Date Received	Repository
05 AUG 12 AM 7: 25-JUL-2005	Reference No. 10129935

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	[redacted]
Address [redacted]	Evening Telephone Number	
City LAUREL / State MD / Zip Code [redacted]		

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, [redacted] provide your name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 7/30/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5N1BV28U14N[redacted]	NISSAN	QUEST	2004

Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
05-APR-04	ROSENTHAL NISSAN 301-670-3900 New Victory NISSAN	No: Cylinders 6	Gas

Original Owner	Dealer's City	State	Zip Code
☒	~~GETTYSBURG~~ Gaithersburg	MD	20879

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	FRONT WHEEL DRIVE	110000 ELECTRICAL SYSTEM Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
15-APR-2004	100		

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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).

DT: THE CONSUMER NOTICED WHEN THE DOORS WERE SHUT, THE LIGHTS ILLUMINATED AS IF THE DOOR WERE OPEN. THE VEHICLE WAS TAKEN TO THE DEALER, AND THEY REPORTED IT WAS FIXED. THE PROBLEM RETURNED WHEN CONSUMER DROVE THE VEHICLE HOME THAT DAY. THERE WAS A PROBLEM WITH THE HATCHBACK DOOR LOCK. WHEN CLOSING THE DOOR, THE CONSUMER HAS TO BANG IT HARD TO GET IT CLOSED. THE SLIDING DOOR WAS HAVING PROBLEMS AS WELL, IT MUST BE SLAMMED IN ORDER TO CLOSE IT. THE DEALERSHIP HAS ATTEMPTED TO FIX THE PROBLEMS WITH THE DOORS. THE TIRE PROBLEMS BEGAN ABOUT 2 WEEKS AFTER THE PURCHASE OF THE VEHICLE. TIRE LIGHTS ARE COMING ON, INDICATING THAT THE TIRES ARE LOOSING AIR. OWNER ADVISES THAT ONE TIME THE TIRE LIGHT WOULD COME ON ABOUT EVERY BLOCK. THE VEHICLE WAS TAKEN TO THE DEALERSHIP AFTER THIS. THE TIRE HAD A NAIL IN IT. THERE IS ALSO PROBLEMS WITH THE TRANSMISSION. WHEN SHIFTING FROM PARK TO DRIVE, IT IS VERY DIFFICULT TO SHIFT. OWNER RECEIVED A RECALL LETTER ABOUT THIS LAST YEAR AND IN JANUARY OF 2005. THE RECALL NUMBER IS NOT AVAILABLE. THE DEALERSHIP STATES THAT THIS RECALL IS CLOSED. THE DEALERSHIP WON'T LOOK ANY FURTHER INTO THE TRANSMISSION. THERE IS A PROBLEM WITH THE FRONT PASSENGER SEAT, YOU COULD SEE THE METAL IN THE SEAT. THE RADIO HAS BEEN REPLACED THREE TIMES. IT IS NOW NEEDING TO BE REPLACED AGAIN. THE CAR HAS A BAD SMELL, LIKE ROTTEN EGGS. THE SMELL IS COMING FROM ENGINE. DEALERSHIP REPORTS IT IS COMING

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

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The driver seat keeps moving forward when I brake. It is loose. The brakes make noise randomly when I break. The drivers seat belt hook is malfuntoning.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

SOUTHERN MD 207
P M
01 AUG
2005

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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 20590

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DOT AUTO SAFETY HOTLINE

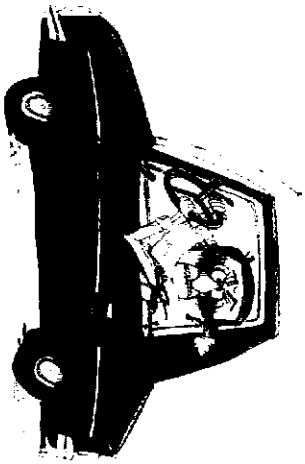
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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