



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 ☐

Reference No.
10175210

2007 FEB 12 11 09:40
05-DEC-2006

OWNER INFORMATION (Type or Print)

Name

Address

City

BOCA RATON

State

FL

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?
In the absence of [redacted] address to the vehicle manufacturer. ☒ YES ☒ NO
Signature of Owner [redacted] Date 12/15/06

VEHICLE INFORMATION

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

5N1BV28U54 [redacted] ✓

Make

NISSAN

Model

QUEST

Model Year

2004

Date Purchased
29-NOV-04

Dealer's Name and Telephone Number
CORAL SPRINGS AUTO MALL 954-753-1700

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

CORAL SPRINGS

State

FL

Zip Code

33071

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

034520 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1

4 BRAKES 0845

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-NOV-2006

Failure Mileage
20000

Failure Speed
30

LUCKILY WE WERE NOT IN A
CAR CRASH DUE TO FAULTY BRAKES

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: DOTM19ABC036)

☐ 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

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

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 CONTACT STATED WHILE DRIVING 30 MPH AND WHEN DEPRESSING THE BRAKE PEDAL, A SCRAPPING NOISE WAS HEARD. THE VEHICLE WAS TAKEN TO THE SERVICE DEALER, WHO REPLACED THE FRONT AND REAR BRAKE PADS AND ROTORS. THE MANUFACTURER EXPRESSED THAT THE BRAKES WERE TOO SMALL FOR THE VEHICLE. HAD 1993 QUEST FOR 17 YRS.

2004 BRAKES SOFTER THAN 1993 MODEL.
2004 BRAKES SAME SIZE AS 1993 QUEST EVEN
THOUGH WEIGHT INCREASED ALMOST 1,000 LBS,
2007 BRAKE SIZE HAS BEEN INCREASED.

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.

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

AFTER ONLY 18,000 MILES OF LOCAL DRIVING, MY HUSBAND DROVE OUR 2004 NISSAN QUEST FROM BOCA RATON, FL TO ASHEVILLE, NC. THEN WE CONTINUED THROUGH THE SMOKIES TO GATLINBURG, TN. ON THE MOUNTAIN ROADS, WE HEARD SQUEAKING AND BRAKES FELT A BIT LOW. LUCKILY WE HAD NO COMPLETE BRAKE FAILURE. IMMEDIATELY WE SERVICED THE CAR AT CORAL SPRINGS DEALER. IT REQUIRED ALL FOUR NEW BRAKES. WE BELIEVE THE BRAKES WORE PREMATURELY. THEY SHOULD LAST TO APPROX. 50,000 MILES. THE BRAKES SHOULD ATTACH ADDITIONAL SHEETS IF NECESSARY HAVE BEEN RECALLED. YES, THE WEIGHT OF THE 2004 WAS INCREASED 1,000 LBS. CAR IS WIDER & LONGER. 2007 HAS LARGER BRAKES.

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

WEST PALM BEACH
FL 334
22 DEC 2006 PM 11

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov
NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



BOCA RATON, FLORIDA

TEL: [REDACTED]
FAX: [REDACTED]

NISSAN No. America
333 Commerce Street
Nashville, TN 37201

Fax: [REDACTED]

VIN: #5N1BV28U54N [REDACTED]

December 21, 2006

Dear [REDACTED]

In 1993 your company produced the Nissan Quest. My husband and I purchased it at Wallace in Delray Beach, Florida. For the next decade, we were extremely happy with the design and the reliability of the van. It was great for transporting both people and products. We kept it in extremely good condition both inside and out. The van got to over 100,000 miles without an accident. The front brakes had to be changed at 50,000. The timing belt and the air-conditioning were probably the only major repairs.

We were quite excited when you redesigned the Nissan Quest in 2004. At last, we would have the convenience of sliding side doors on both sides and many new exciting upgrades such as the airplane dashboard. I had the opportunity to upgrade to leather interior. My husband was glad to have captain chairs for two rows again. He wasn't, however, thrilled that the auto was both wider and longer as many parking spaces are truly made for compacts. In addition, the turning radius has its shortcomings. Of course, the new model has more luggage space. Actually, the only thing we disliked on the 1993 was the single sliding door.

This time we purchased further away at Coral Springs Auto Mall, because they had in stock Sahara Gold with a single DVD unit for our grandkids. The unique glass vista ceiling was another extraordinary feature. We have been servicing the vehicle in Coral Springs this far although Delray is actually more convenient. My husband brought in the car following a long car trip. We generally travel a maximum of 3 hours and not often.

I thought we were in love with this car until my husband took it on Nov. 21st for service. It required all four new brakes at only 20,000 miles. Since we only do our work at the dealer, he went ahead with the job. I would have insisted on another opinion first as I feel they should have been warrantied... For brakes to last only 20,000 miles makes me believe that there was a manufacturing error, not a driving problem that caused the brakes to wear so quickly. The car is driven by the same person as the 1993 Quest. My husband is now semi retired and works on the telephone mainly. The car only went to Publix Supermarket and local doctor appointments for the most part. In November, he drove the car to Asheville, N.C. and Gatlinburg, TN approx. 1,500 miles which is when we heard some noises and felt the brakes were low. It's amazing we got home safely.

I am aggravated as I feel that the quality of this Nissan may not be on par with the older model. An auto buyer should not have to replace brakes after only 20,000 miles. Most drivers don't even think of checking brakes so soon. They falsely feel safe. Upset, I made it my business to review the previous service invoice only to discover that the rear brakes were already prematurely worn on Aug. 21st. This finding caused me to be angrier. I contacted the service manager at Coral Springs Auto Mall who was unwilling to cover the new brakes or reduce the bill.

I made several calls to Nissan corporate. I learned the current brakes are softer which supposedly is a safety feature. What I also discovered is that on the 2007 model the brakes have been enlarged to accommodate for the approx. 500 plus more pounds of car. It took three years to make this discovery? Due to the fact Nissan was either unaware, negligent or it was unprofitable so may have skimmed on the brakes, I the buyer needs to be prepared to change brakes on the 2004 model every 20,000 miles instead of the normal 50,000 miles. Perhaps there should have been a brake recall. I believe that the faultiness of our brakes from day one is not a case of wear and tear, but a case of no care and no fair.

I called Nissan corporate several times in Nashville, TN via India which is really annoying and time consuming. I spoke to [REDACTED] Ext. [REDACTED], [REDACTED] and [REDACTED] I learned that Nissan is definitely not a customer pleaser. What ever happened to the customer is always right? Oh, that must have been Marriott , American Express, Lincoln or Jaguar. Although nobody is going to look into it, I was given a file number. My numerous phone calls should appear in File #5540847. I want you to know I am not a happy Nissan customer. Can I anticipate a brake recall or some type of satisfaction?

We received your \$2,000 coupon towards the purchase of the 2007 Nissan Quest, however, we do not feel we should have to add money to get the safety features that were necessary on the model we purchased. If the weight of the vehicle increases 1,000 pounds than the manufacturer needs to be accountable for making sure the brakes are the correct size and any other parts involved are also corrected. Both my husband and I are excellent drivers. For many years we both have safe driver's licenses. Now that we are knowledgeable that the brakes on our new Quest vehicle are not up to the 2007 standards, it really bothers us. According to auto reports I have recently read Honda, Toyota and even Chrysler produce better mini vans. Doesn't Nissan wish to be #1?

Disappointed Loyal Customer,
[REDACTED]

CC:
U.S. Dept. of Transportation Ref. #10175210
National Highway Traffic Safety Adm.
400 Seventh St., S.W.
Washington, D.C. 20590

Attorney General, TN
[REDACTED] Attorney General, MO Conf. #20543
Nissan Consumer Affairs Dept., CA

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).