



U.S. Department
of Transportation
2009 JAN -5 PM 4:39
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

04-DEC-2008

Repository ☐

Reference No.
10250730

OWNER INFORMATION (Type or Print)

Name

Address

City

CAMPO

State

CA

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 authorized signature, please print the name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

3N1BC13E08

Make

NISSAN

Model

VERSA

Model Year

2008

Date Purchased

5-26-08

Dealer's Name and Telephone Number

MOSSY NISSAN (619) 588-0500

Engine:

No: Cylinders

4

Fuel Type:

GAS

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

AUTO

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

PERMANENT

Incident Date(s)

10-NOV-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 980000 UNKNOWN OR OTHER

Failure Mileage

6 - 8200

Failure Speed

25

ANY

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

☐ 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).

TL*THE CONTACT OWNS A 2008 NISSAN VERSA. WHILE DRIVING APPROXIMATELY 25 MPH ON NORMAL ROAD CONDITIONS, THE CONTACT WAS UNABLE TO READ THE INSTRUMENT PANEL GAUGES IN THE DAYLIGHT. THE INSTRUMENT PANEL LIGHTS DO NOT PROJECT DURING THE DAY, WHICH CAUSES EXTREME DIFFICULTY AND DISTRACTION WHILE DRIVING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THEY STATED THAT THE INSTRUMENT PANEL WAS A MANUFACTURER DESIGN AND THERE WAS NO REPAIR. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 8,200.

PROBLEM IS A DESIGN DEFECT AND EXISTED FROM DATE OF PURCHASE.
THE SUN ALWAYS SHINES IN CA AND IF DRIVER IS WEARING SUNGLASSES IT IS IMPOSSIBLE TO SEE INSTRUMENTS

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.

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS - 210
1200 New Jersey Ave SE
Washington DC 20077-9382

Reference 10250730

Nissan file

I purchased my 08 Nissan Versa hatchback on 26 May 08 at Mossy Nissan of El Cajon CA.

Previously, I had taken it for a drive on city streets at 30MPH and did not notice that the instrument panel did not light up.

Two weeks later I took it to the dealer where the service writer searched for the light sensor but could not find one.

I then called Nissan consumer affairs but they had no answer.

On 28 Jun 08 I wrote to Nissan but did not receive the answer to my problem.

I have visited not only Mossy Nissan but also Katella Orange in Orange CA and I still could not get a solution to my problem.

I then wrote on 3 Nov to Nissan consumer affairs and still no answer.

I phoned Nissan on 9 Dec and was told that a regional rep would call me the next day. She never did. I phoned the regional rep on 15 Dec but she did not respond.

On 17 Dec I received a letter from Nissan saying in essence that there is nothing wrong with the Versa.

At 30 MPH I have time to barely see the panel, but at highway speeds it is too dangerous to try to read the panel, and it is absolutely impossible, impossible, to read the panel with sunglasses on. In CA where the sun shines all the time, sunglasses are worn.

Nissan is very protective of its corporate headquarters because consumer affairs will not give out its address or phone number. They say that they do not have the phone number!

All that I am asking is to tell me where the light sensor is so that I can cover it up. This would permit the panel to light up during the day. It is easy to read at night but in the daytime- nothing!

Somebody is going to get killed because of the stubbornness and arrogance of Nissan not providing a solution to this problem.

They say that they do not even have a tech book that would help. Even if it is on computers, they should be able to solve the problem, if they wanted to.

Nissan and other car companies need to know that once the car is sold the customer should not be ignored.

Please help me.

**Nissan North America Inc
Consumer Affairs Dept
PO Box 685003
Franklin TN 37068-5003**

VIN 3N1BC13E08

Somebody is going to have an accident and get hurt because of the lack of an illuminated instrument panel during the day in the 2008 Versa hatchback.

A driver will normally glance at the instrument panel, however because it is difficult to easily see the instruments in the Versa, even a driver with good eyesight must squint to read the speedometer etc, thus taking his or her eyes off the road longer, - and every second counts.

I assume that there is a light sensor switch somewhere but I cannot find it and neither can the Mossy Nissan of El Cajon CA service writer.

The light sensor switch needs to be covered to simulate darkness , or by-passed completely.

Will you please tell me where the light sensor switch is so that the dangerous problem can be corrected and the hazard eliminated. Mossy Nissan needs to know also.

The Versa is an excellent vehicle and we are pleased with it, except for that one problem.

Thank you.

Nissan North America Inc

**PO box 68-5003
Franklin TN 37063-5003**

VIN 3N1BC13E08

I have an 08 Versa Hatchback and I am very pleased with it.

With one exception, the instrument panel does not light up in daytime and one must peer or squint to read the dials.

This takes the drivers eyes off the road for too long and is dangerous and could cause an accident. This is either a manufacturing or design defect.

I wrote to Nissan consumer service but they did not respond. I also phone them several times but their robotic reply was to see a Nissan dealer.

Which I did. I went to Mossy Nissan in El Cajon CA and talked to two service writers. They looked for the light sensor controlling the panel lights but could not find it.

I talked to two writers at the Nissan dealer in Orange CA but they had no clue. One even said that the dash light was on but you cannot see it in the daytime. What good is it.

I asked them to look it up in the tech manual. They said that they did not have one!

If I cannot read the guages on my Versa I am going to have to report this dangerous situation and defect to the DMV and other agencies.

Will you please tell me and Mossy Nissan where that light sensor is so that it can be covered to increase the illumination so that the guages can be safely read.

I want a written reply please, and do not have the San Diego regional rep call - she was argumentative and obnoxious and knew nothing.

*Chris 028 41655
Patleam*



NISSAN NORTH AMERICA, INC.

Consumer Affairs

P.O. Box 685003

Franklin, TN 37068-5003

Telephone: 1.800.647.7261

December 11, 2008

CAMPO, CA

File

Dear

We have reviewed your concerns along with the other information in our previous files and find that we must reiterate our prior decision, your vehicle is up to manufacturing standards and there is no need for repairs regarding your concerns towards the instrumental panel. Our decision was made after careful consideration of many factors.

Thank you for writing and giving us the opportunity to explain our position to you.

Sincerely,

A handwritten signature in dark ink, appearing to be "Nalie Souvannasane", written over a circular stamp or seal.

Nalie Souvannasane
Regional Consumer Affairs Specialist
South West Region