



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  
28-JAN-2009

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2009 MAR 16 PM 5-888-DASH-2-DOT

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City WORDEN State IL Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [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 [Redacted] provide your name or address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 3/22/09

**VEHICLE INFORMATION**

27 digit vehicle identification number: Located at bottom of windshield on driver's side  
3N1AB61E97 [Redacted] Make NISSAN Model SENTRA Model Year 2007  
Date Purchased 11/06 Dealer's Name and Telephone Number Autocenters Nissan 251-3000 Engine: Fuel Type: Unleaded  
Original Owner [X] Dealer's City Wood River State IL Zip Code 62095 No: Cylinders 4  
Transmission Type auto Antilock Brakes [X] Powertrain automatic Multiple Failure: defrost does Incident Date(s) 27-DEC-2008  
Cruise Control [X]

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 130000 VISIBILITY Failure Mileage 30000 Failure Speed 0  
not work on the whole windshield

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]  
DOT No. (Example: DOTM9ABC036)  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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 2007 NISSAN SENTRA. THE CONTACT IS EXPERIENCING ISSUES WITH THE FRONT DEFROSTER/DEFOGGER SYSTEM. SHE STATED THAT THE DEFOGGER ONLY ACTIVATES IN THE MIDDLE OF THE WINDSHIELD AND ONLY DEFROSTS THE MIDDLE OF THE GLASS. IT DOES NOT OPERATE ON THE DRIVER OR PASSENGER SIDES OF THE WINDSHIELD. SHE TOOK THE VEHICLE TO THE DEALER TWICE FOR THIS FAILURE AND THEY STATED THAT IT WAS WORKING PROPERLY. THE CONTACT WAS ADVISED THAT THE DEFROSTER WOULD EVENTUALLY WORK ITSELF OVER THE ENTIRE WINDSHIELD; THEREFORE, THERE WAS NOTHING FOR THEM TO REPAIR. THE FAILURE MILEAGE WAS 30,000.

I never defrost entire windshield only the center. The sides just builds up ice.

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 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)

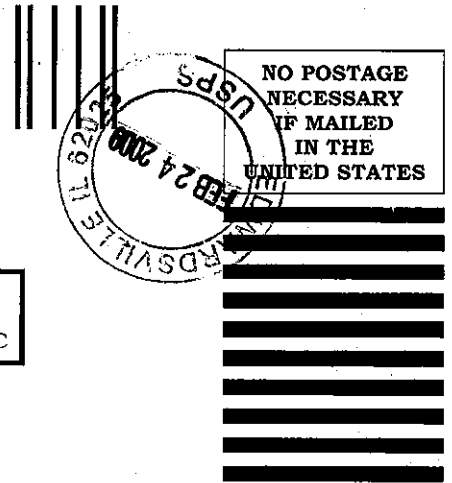
When we have ice or sleet the defroster only defrost ~~at~~ the middle <sup>of the window</sup> and just almost to the middle of the driver and passenger side. It makes it impossible to see out the front side of the window. If you need to turn visibility is impossible. I took this to the dealer and was told it is doing what it was designed to do. This is a safety hazard because visibility is almost gone because ice freezes <sup>ATTACH ADDITIONAL SHEETS IF NECESSARY</sup> to the window. I have the defrost

U.S. Department of Transportation

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1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

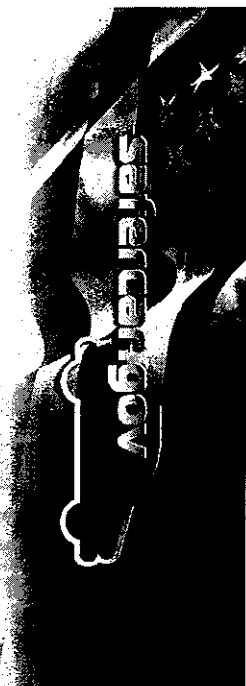
Official Business Penalty for Private Use \$300



**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  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

[www.safecar.gov](http://www.safecar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



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