



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-MAY-2009

Reference No.
10267792

OWNER INFORMATION (Type or Print)

Name

Address

City

ATLANTA

State TX

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/9/09

VEHICLE INFORMATION

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

1N4BA41E28C

Make

NISSAN

Model

MAXIMA

Model Year

2008

Date Purchased

7-8-08

Dealer's Name and Telephone Number

Pete MANKINS

800-793-5661

Engine:

No: Cylinders

6

Fuel Type:

Regular

Unleaded

Original Owner

☒

Dealer's City

Texarkana

State

TX

Zip Code

75503

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

05-MAR-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

1400

Failure Speed

0

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: DOTM9ABC036)

☐ 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 MAXIMA. THE CONTACT STATED THAT HER VEHICLE CANNOT MAKE A U-TURN. THE TURNS ARE TOO SHORT FOR THE STEERING WHEEL AND NOT SHARP ENOUGH FOR THE VEHICLE. THE DEALER STATED THAT THE VEHICLE WAS DESIGNED IN THAT MANNER. THE CONTACT STATED THAT SHE WILL CALL THE MANUFACTURER AND FILE A COMPLAINT. THE FAILURE MILEAGE WAS 1,400. → just barely over 1000, first failure

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)

Dec. 25, 08 - I missed my street on Summerhill Rd in Texarkana, Tx. I went to the next red light. I had the left turn arrow and was going to make a U-turn. The car would not turn, I had to back up on a major, very busy street to make my turn with heavy traffic.

Dec. 25, 08 - Texarkana on Bragg St. that runs into a T with Pecos St. I tried to make a wide sweep turn around. I had to back up there to miss the curb on other side with a vehicle waiting on me.

Jan. 14, 09 - on Elysian Fields Rd. in Marshall, Tx. this was FM Rd. I went in the grass on right side went across 2 lanes to the grass & still had to back up. date? on Hwy 595 I went to ATTACH ADDITIONAL SHEETS IF NECESSARY turning lane to turn - I had to back up.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



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UNITED STATES**

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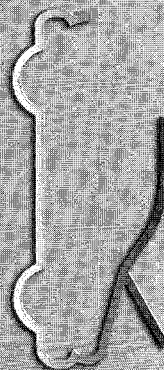
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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

