

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 06-DEC-2010	Repository ☐ Reference No. 10369388
				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		City ABBEVILLE		State LA	Zip Code [REDACTED]
Address [REDACTED]		Evening Telephone Number [REDACTED]		E-mail Address [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3N1AB6AP6AL [REDACTED]				Make NISSAN	Model SENTRA
Date Purchased 9-3-10				Dealer's Name and Telephone Number Nissan of Lake Charles 337-439-9955	
Original Owner ☐		Dealer's City Lake Charles		State LA	Zip Code 70615
Transmission Type N/A	☒ Antilock Brakes ☒ Cruise Control	Powertrain A/A	Multiple Failure: [REDACTED]		Incident Date(s) 29-NOV-2010
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 3000	Failure Speed 65
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 3	Number of Deaths [REDACTED]	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 2010 NISSAN SENTRA. THE CONTACT WAS DRIVING 65 MPH WHEN SHE WAS INVOLVED IN A CRASH IN WHICH THE AIR BAGS DID NOT DEPLOY. THE CONTACT SUSTAINED MODERATE INJURIES TO THE BACK AND SEVERE BRUISING OF THE STOMACH. TWO PASSENGERS SUSTAINED INJURIES TO THE NECK, BACK AND CHEST AS A RESULT. THE MANUFACTURER ADVISED THE CONTACT THAT THE AIR BAGS WOULD ONLY DEPLOY DEPENDING ON THE WEIGHT OF THE PASSENGER IN THE FRONT SEAT. THE DEALER ADVISED THAT AN INVESTIGATION WOULD BE PERFORMED TO DETERMINE THE CAUSE OF FAILURE. THE CONTACT WAS AWAITING A DECISION IF HER INSURANCE COMPANY WOULD DEEM THE VEHICLE AS DESTROYED. THE CURRENT AND FAILURE MILEAGE WAS APPROXIMATELY 3,000.					
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)

Airbags did not Deploy on drivers side
Are passengers side, driver hit her head
and has shortterm memory loss Also
injured neck and back severe Bruising
to the ~~stom~~ stomach And will take up to a
year to get better. driver And Passengers 2 seatbelts
didn't Lock And came undone Passenger 2 Injured
neck, back, chest, Passenger 3 Injured back,
Arm, And may have to have back surgery

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

LAFAYETTE LA 705

23 FEB 2011 PM 1 T



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.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



I Also have to goto
Physcial Theraepy for my back.
At Whitney Achatte. Passenger3
Also goes to Physcial Theraepy.
After All Repairs were made
At truman body and wrecker
Repairs were they Reset
Airbag Light but its still
comeing on and off on
Passengers side. if there are
Any Photo's they are At
david Sceffens Office.

MAR 07 2011

**TRUMAN ABSHIRE
BODY & WRECKER**

WRECKER (337) 893-1608

2010 Nissan Sentra		
Repair collision damage	11,118.74	
		11,118.74

TERMS - NET 30 DAYS. Past due accounts subject to 1½% per month late charge. 18% annual percentage rate. Customer liable for attorney fees and cost for collection.

BILLED FEB 11 2011

APEX APPRAISAL SERVICE
P.O. BOX 189
MILTON, LA 70558

ORIGINAL

CD LOG NO 1987 -2 DATE 02-10-11
SUPPLEMENT

CLAIM INFORMATION

CLAIM # [REDACTED]
COMPANY FARM BUREAU
INSURED [REDACTED]
CLAIMANT [REDACTED]
FILE HNDLR DAVOD SCHEUFENS

POLICY #
CLAIM REP DAVID SCHEUFENS
LOSS DATE 11-29-10
LOSS TYPE COLLISION
FILE #

INSPECTION

TYPE FIELD
PRIMARY POI REAR END LEFT
APPRAISER NAME SHANE CURRY
WORK PHONE (337) 322-0959
ADDRESS PO BOX 189
CITY STATE MILTON
ZIP 70558-

SECOND POI FRONT END CENTER
FAX (337) 856-5893
INSP DATE 11-30-10
LA LOCATION TRUMAN ABSHIRES
CITY STATE ABBEVILLE LA

OWNER

WORK#

REPAIR

ATTN BRADY ABSHIRE
TRUMAN ABSHIRE BODY SHOP
1922 CHERYL DR
ABBEVILLE LA 70510-
SHOP PHONE (337) 893-8400

SHOP LIC#
CAR IN
CAR OUT
REPAIR 14 DAYS
FAX (337) 898-0989

VEHICLE

2010 NISSAN SENTRA 2.0S 4 DR SEDAN
4CYL GASOLINE 2.0

OPTIONS

TWO-STAGE - EXTERIOR SURFACES
ANTI-LOCK BRAKE SYSTEM
ELEC REMOTE CONTROL MIRRORS
AUTOMATIC TRANS

TWO-STAGE - INTERIOR SURFACES
REMOTE KEYLESS ENTRY SYSTEM
STRG WHEEL MTD RADIO CONTROLS

BODY COLOR BLACK
CONDITION [REDACTED]
LICENSE # [REDACTED]
LICENSE STATE LA

MILEAGE 3,185
VIN 3N1AB6AP6AL [REDACTED]
CODE Z177
VEH INSP #

REMARKS:

NO LKQ AVAILABLE. LANGLEY'S-457-5912, DIENS- 988-0462, & A-OK SALV-981-0005.
*****SUPPLEMENT*****PLEASE PAY SHOP DIRECT*****
SUPPLIMENT FOR PRICE DIFFERENCE AND ADDITIONAL DAMAGE

OP CODES:

2010 Nissan Sentra 2.0S 4 DR Sedan
CLAIM # [REDACTED]

DATE 02-10-11
LOG 1987 -2

* = USER-ENTERED VALUE	E = REPLACE OEM	NG = REPLACE NAGS
EC = REPLACE ECONOMY	UE = OE SURPLUS	UC = RECONDITIONED PRT
UM = REMAN/REBUILT PRT	EU = LIKE KIND & QUAL. PRT	EP = REPLACE PXN
OE = PXN OE SRPLS	PC = PXN RECONDITIONED	PM = PXN REMAN/REBUILT
TE = PARTL REPL PRICE	ET = PARTL REPL LABOR	IT = PARTIAL REPAIR
I = REPAIR	L = REFINISH	BR = BLEND REFINISH
TT = TWO-TONE	CG = CHIPGUARD	SB = SUBLET
N = ADDITIONAL LABOR	RI = R&I ASSEMBLY	P = CHECK
AA = APPEAR ALLOWANCE	RP = RELATED PRIOR	UP = UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR. PART NO.	PRICE	AJ%	B%	HOURS	R
E	0006		COVER, FRONT BUMPER	62022ZT51J	252.32*			S2 0.6	1
L	0006		COVER, FRONT BUMPER	REFINISH				3.8	4
				2.7 Surface					
				0.6 Two-stage setup					
				0.5 Two-stage					
I	0083		PANEL, HOOD	REPAIR				S1 2.0*	1
L	0083		PANEL, HOOD	REFINISH				S1 3.4	4
				2.8 Surface					
				0.6 Two-stage					
E	0153	46	PANEL ASSEMBLY, RAD SU	62500ET000	332.57*			S2 6.6	1
E	0755	46	RADIATOR	21400ET000	427.56			INC	1
N	0980		A/C EVAC RECHRG & RCV	ADDITIONAL LABOR				1.8	2
E	1277		SHIELD, HEAT	74772ET000	114.10			S2 0.2	2
E	0553		BRKT, MUFFLER	74560ET030	21.48			0.2	2
E	0576		HANGER, MUFFLER	RT 20651EN200	12.07			0.1	2
E	0593	07	EXTN, REAR SIDE RAIL	LT 75521ET030	269.92			S1 1.2	1
L	0593		EXTN, REAR SIDE RAIL	LT REFINISH				S1 0.4	4
				0.3 Surface					
				0.1 Two-stage					
I	0594	07	EXTN, REAR SIDE RAIL	RT REPAIR				S1 2.0*	1
L	0594		EXTN, REAR SIDE RAIL	RT REFINISH				S1 0.4	4
				0.3 Surface					
				0.1 Two-stage					
E	0795		RESONATOR, AIR CLEANER	16585ET000	74.93			S1 0.3	2
E	1647	46	WHEEL, REAR	LT 40300ET07A	210.20			0.3	1
E	0923		COVER, REAR WHEEL	LT 40315ZT50A	63.85*			S2	1
E	0280	46	MIRROR, OUTER R/C	RT 96301ET01E	185.65			S2 0.7	1
E	0243		HOUSING, MIRROR OUTE	RT 96301ET03E	20.37			S2 0.1	1
BR	0339		PNL, REAR DOOR OUTER	LT BLEND REFINISH				S1 1.2	4
				0.8 Blend					
				0.4 Two-stage					
RI	0334		MLDG, REAR DOOR BELT	LT R&I ASSEMBLY				0.2	1
RI	0316		MLDG, REAR DOOR SIDE	LT R&I ASSEMBLY				0.2	1
RI	0305		HANDLE, RR DOOR OUTE	LT R&I ASSEMBLY				0.6	1
E	0389		PANEL, QUARTER	LT G8101ET0MA	572.20			S1 0.3	1
L	0389		PANEL, QUARTER	LT REFINISH				4.2	4
				2.0 Surface					
				1.5 Edge					
				0.7 Two-stage					
E	0407	07	PNL, QTR-RR PAN	LT 74531ET530	89.08			S1 1.0	1
L	0407		PNL, QTR-RR PAN	LT REFINISH				S1 0.4	4

2010 [REDACTED] an Sentra 2.0S 4 DR, Sedan
CLAIM # [REDACTED]

DATE 02-10-11
LOG 1987 -2

SB BROWN REAR BODY GROMME SUBLET

16.76*

S2

1*

63 ITEMS

MC MESSAGE

01 CALL DEALER FOR EXACT PART # / PRICE

07 STRUCTURAL PART AS IDENTIFIED BY I-CAR

46 PRINTABLE PXN COMPARE

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$ 4,666.49
OE SURPLUS PARTS	\$ 89.21
OTHER PARTS	\$ 550.00 **
PAINT MATERIAL	

ADJUSTMENTS

DISCOUNT

MARKUP

PARTS & MATERIAL TOTAL	\$ 5,305.70
TAX ON PARTS ONLY @ 8.250%	\$ 392.35

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 50.00	52.8	7.0	\$ 2,990.00
2-MECH/ELEC	\$ 60.00	0.8	1.8	\$ 156.00
3-FRAME	\$ 60.00		6.0	\$ 360.00
4-REFINISH	\$ 50.00	25.0		\$ 1,250.00
5-PAINT.	\$ 40.00			

LABOR TOTAL

TAX ON LABOR @ 8.250%	\$ 4,756.00
SUBLET REPAIRS	\$ 392.37
TAX ON SUBLET @ 8.250%	\$ 273.74
TOWING	\$ 22.58
STORAGE	\$ 476.00

GROSS TOTAL

LESS: DEDUCTIBLE

\$ 11,618.74
\$ 500.00- *Pd. BJA*

NET TOTAL

LESS: PREVIOUS NET TOTAL

\$ 11,118.74

\$ 10,585.64-

NET SUPPLEMENT TOTAL

\$ 533.10.

PXN Y/02/00/00/02/02 CUM 05/00/00/05/05 Geocode: 70503 LAF
AUDATEX PENPRO W0412 S2 LOG1987 -2 02-10-11 14:35:25
REL 4.12.30 DT 06/10
(C) 1993 - 2007 AUDATEX NORTH AMERICA, INC.

** USER-ESTABLISHED THRESHOLD FOR PAINT MATERIAL HAS BEEN REACHED AND
CALCULATED IN THIS ESTIMATE. ANY ADDITIONAL MATERIALS MAY REQUIRE

2010 Nissan Sentra 2.0S 4 DR Sedan
CLAIM # [REDACTED]

DATE 02-10-11
LOG 1987 -2.

			0.3 Surface			
			0.1 Two-stage			
E	0322	REINF,TLLMP OPENING LT	G8141ET0MA	78.93	S1	1.3 1
L	0322	REINF,TLLMP OPENING LT	REFINISH		S1	0.6 4
			0.5 Surface			
			0.1 Two-stage			
E	0401 07	PNL,WHEELHOUSE OUTE LT	G6713ET0MA	138.97		INC 1
L	0401	PNL,WHEELHOUSE OUTE LT	REFINISH			0.6 4
			0.5 Surface			
			0.1 Two-stage			
E	0366 07	PNL,WHEELHOUSE INNE LT	76751ET030	243.98	S1	20.4 1
L	0366	PNL,WHEELHOUSE INNE LT	REFINISH			0.5 4
			0.4 Surface			
			0.1 Two-stage			
E	1207	CLIP,QTR TRIM PNL	LT MULTI-PART	3.30*	S2	INC 1
I	0478	DECK LID ASSEMBLY	REPAIR			1.0*1
L	0478	DECK LID ASSEMBLY	REFINISH			2.5 4
			2.1 Surface			
			0.4 Two-stage			
RI	0587	MLDG,DECK LID	R&I ASSEMBLY			0.2 1
E	0342 01	N/PLATE,DECK LID	84896ZJ60E	36.33*	S2	0.2 1
RI	0535	EMBLEM,DECK LID	R&I ASSEMBLY			0.2 1
E	0509 01	PANEL,REAR BODY	79110ET030	216.58*	S2	5.2 1
L	0509	PANEL,REAR BODY	REFINISH			2.2 4
			1.3 Surface			
			0.5 Edge			
			0.4 Two-stage			
E	0595	PAN,REAR FLOOR	74511ET530	354.81*	S2	12.4 1
L	0595	PAN,REAR FLOOR	REFINISH		S1	1.7 4
			1.4 Surface			
			0.3 Two-stage			
RI	0510	FUEL TANK R & I	R&I ASSEMBLY		S1	0.5 1
E	0521 01	PLATE,REAR BODY SILL	84992ET000	42.43		INC 1
E	0533	TAILLAMP ASSEMBLY LT	26555ZT50A	111.67*	S2	INC 1
E	0580	BUMPER,REAR	85030ZE80A	148.00*		INC 1
E	0566 46	COVER,REAR BUMPER	85022ET30J	358.04*	S2	0.2 1
L	0566	COVER,REAR BUMPER	REFINISH			3.1 4
			2.6 Surface			
			0.5 Two-stage			
E	0567	ABSORBER,REAR BUMPER	85090ZE80B	55.90*	S2	INC 1
E	0577	BRKT,REAR BUMPER MT LT	85221ET00A	35.33		0.2 1
E	0578	BRKT,REAR BUMPER MT RT	85220ET00A	35.33		0.2 1
E	0023	SHIELD,BMPR CVR SPL LT	78819ET00A	27.18		INC 1
E	0024	SHIELD,BMPR CVR SPL RT	78818ET00A	27.18		INC 1
SB		HAZ WASTE	SUBLET	5.00*		I*
SB		RT REAR TIRE	SUBLET	145.00*		1*
N		ALIGNMENT	ADDITIONAL LABOR	89.21*	S2	1*
N		PULL AND SET UP	ADDITIONAL LABOR			6.0*3*
E		LT TRUNK TRIM PANEL	REPLACE OEM	105.13*	S1	1*
I		PACKAGE TRAY	REPAIR		S1	2.0*1*
E		REAR PANEL TRIM HOLE C	REPLACE OEM	1.10*	S2	1*
SB		RESET SRS LAMP	SUBLET	106.98*	S2	1*

>>JP THIBODEAUX