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: MAY - 4 2011 (12-APR-2011)

Repository ☐

Reference No.: 10395592

OWNER INFORMATION (Type or Print)

Name: [redacted]

Address: [redacted]

City: STATEN ISLAND | State: NY | Zip Code: [redacted]

Daytime Telephone Number: [redacted]

Evening Telephone Number:

E-mail Address:

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	Make	Model	Model Year
3N1BC11E58L[redacted]	NISSAN	VERSA	2008

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
10/24/2007	SI-NISSAN SG-HYLAN MOTORS 718-447-3800	1.8	GAS

Original Owner	Dealer's City	State	Zip Code
☑	STATEN ISLAND	NY	10305

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☑ Antilock Brakes ☑ Cruise Control		STARTING	~~15-JAN-2011~~ FEB. 2008 + ONGOING

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING	Failure Mileage	Failure Speed
	489	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: DOTMAL9ABC036)	☐ 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			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 THE VEHICLE WAS PARKED SHE ATTEMPTED TO START THE VEHICLE AND IT WOULD NOT START. THE CONTACT STATED AFTER THE SECOND ATTEMPT THE VEHICLE STARTED. THE FAILURE OCCURRED INTERMITTENTLY AND THE VEHICLE NORMALLY STARTS ON THE SECOND ATTEMPT. SHE ALSO STATED THAT THE FAILURE STARTED SHORTLY AFTER IT WAS PURCHASED. THE VEHICLE WAS TAKEN TO THE DEALER FOR THE FAILURE. THE DEALER ADVISED HER THAT THERE WAS NOTHING WRONG WITH THE STARTER. THE CONTACT MENTIONED THE FAILURE TO THE DEALER ON EVERY SERVICE VISIT AND THE DEALER NEVER PERFORMED A DIAGNOSTIC TEST. THE CONTACT STATED THAT SHE SCHEDULED AN APPOINTMENT WITH THE DEALER ON APRIL 13, 2011. THE VEHICLE WAS NOT REPAIRED AND THE VEHICLE WAS NO LONGER COVERED UNDER THE WARRANTY. SHE CONTACTED THE MANUFACTURER AND FILED A COMPLAINT. THE FAILURE MILEAGE WAS 489 AND THE CURRENT MILEAGE WAS 5,200. DEALER SAID IF IT DIDNT HAPPEN WHEN CAR WAS THERE, THEN THEY COULDNT FIX IT. IT STARTED TO HAPPEN MORE OFTEN. ONLINE I FOUND SEVERAL COMPLAINTS + IT SAID THERE WAS A SERVICE ADVISOR DUE TO PRESSURE PROBLEMS WITH THE FUEL PUMP. CAR WAS FIXED WITH ONLY 5222 MILES bet out of warranty: I had to pay 245.07 - credits 207.52 CONTACTED NISSAN. WAITING FOR AN ANSWER TO GET MONEY BACK.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

ENCLOSED COPY OF PAID BILL

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

Car wouldn't start on first try - sporadically. Brought to dealer after it kept occurring: (approx. 3½ months after purchased) They checked Starter + said it was okay. (documented) On other visits I told them still having problem. They said they couldn't fix it unless It happened when car was there. At a little over 5000 miles car seemed to be getting worse (happened more often) Brought car in - Told no longer under warranty. Told them on-line several people having same problem + told it was the fuel pump pressure + there is a service advisement. Had to leave car + they found I was right. Fixed the pressure regulator + I had to pay. Trying to get money back from Nissan. Car only had (5222) miles when fixed. Paid 209.52 as I had 55.08 in credits (rewards + a post card for $25 off)

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

[redacted]
S.I. N.Y. [redacted]

BKLYN-QNS-STATEN ISL

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
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

NHTSA

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

STATEN ISLAND
NISSAN
S.G. HYLAN MOTORS CORP.
222 PARKINSON AVENUE
STATEN ISLAND, NY 10305
718-447-3878
SHOWROOM
1220 HYLAN BOULEVARD
718-447-3800

CUSTOMER #: 4770449

212697

INVOICE

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[redacted]

STATEN ISLAND, NY [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 15 EUGENE RISPOLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
GY	08	NISSAN VERSA	3N1BC11E58L[redacted]		5222/5222

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D
24OCT07 DD		23OCT2010	14APR11		95.00	CASH	14APR1

R.O. OPENED	READY	OPTIONS: STK:7N1509 DLR:07094
09:22 13APR11	10:14 14APR11	ENG:1.8_Liter_Gasoline

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOT

A CUSTOMER STATES AT TIMES CAR HAS NO START CONDTION CRANKS BUT NO START ON SECOND TRY STARTS
REPLACE PERFORM FUEL PRESSURE TEST FOUND AFTER TIME FUEL PRESSURE DID DROP REPLACE FUEL REGULATOR AS NEEDED 190.00 190.00
36 CPN 2.00 26.20 26.20
1 22670-ZR70C PRESSURE R 28.87 28.87
1 17342-EM30A PACKING-FU TOTAL LINE A: 245.07
PARTS: 55.07 LABOR: 190.00 OTHER:

****

B PERFORM MUTI-POINT INSPECTION
27PT PERFORM MUTI-POINT INSPECTION 0.00 0.00
36 CPN 0.00
TIG TIRE DEPTH 6/32"OF TREAD OR MORE 0.00 0.00
36 CPN 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C PERFORM BATTERY AND CHARGING SYSTEM
BATTERY PERFORM BATTERY AND CHARGING SYSTEM 0.00
36 CPN 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

****

D** SUPPLY CUSTOMER WITH $25.00 GREDIT AS PER COUPON
DISCOUNT SUPPLY CUSTOMER WITH $25.00 DISCOUNT AS PER COUPON -25.00 -2
36 CPN 0.00
PARTS: 0.00 LABOR: -25.00 OTHER: 0.00 TOTAL LINE D: -2

****

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST, SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	T
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

THAN