



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 27-SEP-2011  
OCT 3 1 2011  
Repository   
Reference No. 10427563

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City ROANOKE RAPIDS State NC Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [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: 1N4BA41E55C [Redacted]  
Make NISSAN Model MAXIMA Model Year 2005  
Date Purchased 9-16-11 Dealer's Name and Telephone Number Auto World 1-804-748-4400 Engine: No: Cylinders 6 Fuel Type:  
Original Owner  Dealer's City Chester State Va. Zip Code 23831  
Transmission Type  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) 26-SEP-2011

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

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage 99150 Failure Speed 35

**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  Yes  No Fire  Yes  No Number of Persons Injured Number of Deaths 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 2005 NISSAN MAXIMA XL. THE CONTACT WAS DRIVING 35 MPH WHEN THE VEHICLE STALLED. THE CONTACT MENTIONED PRIOR TO THE FAILURE THAT THE VEHICLE BEGAN TO SHIFT FORCEFULLY WHILE ACCELERATING IN REVERSE. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOTIFIED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILES WERE 99,150.

Had diagnostic test done on 9-27-11 at Nissan of R.R. Was informed we needed a new transmission. Enclosed please find receipts were a new transmission and repairs were made.

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.



# of Roanoke Rapids

320 Becker Dr. - PO Box 1746  
ROANOKE RAPIDS, NC. 27870  
252-537-1041 / 800-326-8783

CELL: [REDACTED]

CUSTOMER NO. <b>34554</b>	ADVISOR <b>JOHN FIZER</b>	109839	TAG NO. <b>1299</b>	INVOICE DATE <b>09/29/11</b>	INVOICE NO. <b>NICS91207</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>99,920</b>	COLOR <b>WHITE/</b>	STOCK NO.
<b>ROANOKE RAPIDS, NC</b>	YEAR / MAKE / MODEL <b>05/NISSAN/MAXIMA</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 N 4 B A 4 1 E 5 5 C</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/27/11</b>	REPRINT# <b>1</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 99941

**LABOR & PARTS**  
**J# 1 07NSZ11** Improper Shift HOURS: 8.90 TECH(S):103565 756.50  
 CUSTOMER STATES THAT THE RPMS WILL GO UP AND THEN THE TRANS  
 SLAMS INTO GEAR AND SLAMS ON DOWN SHIFTS, CHECK AND ADVISE  
 FLUID TERRIBLE CONDITION, BURNT AND GRITTY.  
 Automatic Trans Assy, r&r 5/A/T 2005

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	3102M-8Y100RE	REMAN AUTO TRAN	3078.57	3078.57
JOB # 1	-1	3102M-8Y100RE	CORE RETURN	800.00	-800.00
JOB # 1	4	999MP-MTK00P	MATIC K AUTO TR	10.99	43.96
				JOB # 1 TOTAL PARTS	2322.53
				JOB # 1 TOTAL LABOR & PARTS	3079.03

**J# 2 22NSZ97** MULTI PT. INSPECT HOURS: TECH(S):103565 0.00  
 Customer request courtesy inspection.  
 ADVISED CUSTOMER HE HAS A/C LOW PRESSURE LINE LEAKING AND  
 RIGHT REAR HUB BEARING GOING OUT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

**J# 3+16NSZ** A17 Heat and AC HOURS: 1.50 TECH(S):103565 127.50  
 A/C LOW PRESSURE HOSE IS LEAKING  
 A/C Suction Hose, r&r (ADD Evacuate & Recharge) 05/06

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	92480-ZK30A	HOSE-FLEXIBLE,	126.32	126.32
				JOB # 3 TOTAL PARTS	126.32
				JOB # 3 TOTAL LABOR & PARTS	253.82

**J# 4+11NSZ93** ALL TIRES/WHEELS HOURS: 0.70 TECH(S):103565 59.50  
 ON TEST DRIVE HEARD REAR HUB MAKING NOISE  
 INSPECT  
 Rear Hub, r&r 04/06 One

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	43202-7Y000	HUB ASSY REAR	166.42	166.42
				JOB # 4 TOTAL PARTS	166.42
				JOB # 4 TOTAL LABOR & PARTS	225.92

**COMMENTS**  
 NEEDS HUB ASSEMBLY  
 NEEDS A/C LOW PRESSURE HOSE  
 NEEDS TRANSMISSION  
 MAY NEED CABIN AIR FILTER

**RECOMMENDATIONS**  
 NEEDS RIGHT REAR HUB ASSMBLY  
 NEEDS A/C LOW PRESSURE HOSE

**DISCLAIMER OF WARRANTIES**  
 THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X \_\_\_\_\_



## Thank You!



# of Roanoke Rapids

320 Becker Dr. - PO Box 1746  
ROANOKE RAPIDS, NC. 27870  
252-537-1041 / 800-326-8783

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RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/27/11</b>
[REDACTED]	[REDACTED]				<b>REPRINT# 1</b>

MO: 99941

RECOMMENDATIONS  
NEEDS TRANSMISSION

TOTALS

TOTAL LABOR.....	943.50
TOTAL PARTS.....	2615.27
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	176.53
<b>TOTAL INVOICE \$</b>	<b>3735.30</b>

**DISCLAIMER OF WARRANTIES**

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

CUSTOMER SIGNATURE

*Check* [REDACTED]

**IMPORTANT**

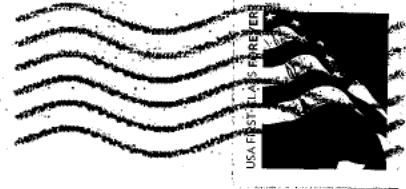
YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "EXCELLENT," PLEASE CONTACT OUR SERVICE AND PARTS DIRECTOR.

**THANK YOU.**

*Thank You!*

ROCKY MOUNT NC 278

26 OCT 2011 PM 1 T



[REDACTED]  
Roanoke Rapids, N.C. [REDACTED]

U.S. Dept. of Transportation  
(NVS-210)  
1200 New Jersey Avenue SE (West Building)  
Washington, D.C. 20590

