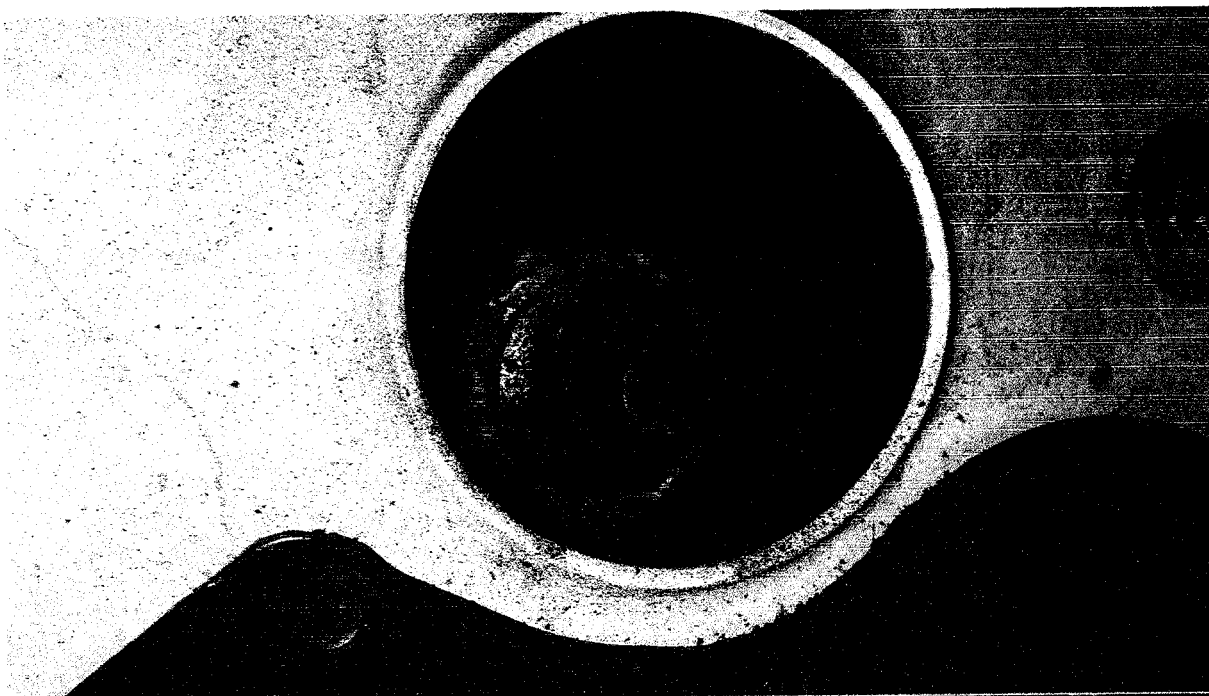


 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 25-JUL-2013 AUG 26 2013	Repository ☐ Reference No. 10531739
				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]	
City FAR ROCKAWAY	State NY	Zip Code [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 1N4AA51E89C [REDACTED]		Make NISSAN	Model MAXIMA	Model Year 2009	
Date Purchased Feb 9 2009	Dealer's Name and Telephone Number ADVANTAGE NISSAN		Engine: No: Cylinders 6	Fuel Type: GAS	
Original Owner ☒	Dealer's City DR Westbury	State NY	Zip Code [REDACTED]		
Transmission Type AUTO	☐ Antilock Brakes ☐ Cruise Control	Powertrain [REDACTED]	Multiple Failure: [REDACTED]	Incident Date(s) 03-JUN-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION Strut and mounts				Failure Mileage 55596	Failure Speed [REDACTED]
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: DOTM19ABC036) [REDACTED]	☐ 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 2009 NISSAN MAXIMA. THE CONTACT STATED THAT WHEN DRIVING AT VARIOUS SPEEDS, THE VEHICLE WOULD NOT REMAIN STRAIGHT. THE FAILURE CAUSED DIFFICULTY WHEN THE CONTACT WAS ATTEMPTING A TURN. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DETERMINED THAT THE STRUT MOUNTS HAD FAILED. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER: 09V358000 (SUSPENSION), BUT THE MANUFACTURER ADVISED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL CAMPAIGN. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 55,596 AND THE CURRENT MILEAGE WAS 55,633.					
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.					





(2013)
Back in early June I started to hear a knocking sound while driving. After about a week the car while in motion started to veer to the left and right. If on a straight road and you let go of the steering the car immediately goes left, hard and sharply. While changing my oil I realized my strut was busted and told my wife to please check for a recall on my 2009 Maxima because as a Mechanic I know there's no way my car which was purchased brand new and have never been in an accident should have a busted strut and mount. We found that there was a recall on the struts and mounts for the 2009 Nissan Maximas and Altimas. I immediately called Nissan where we spoke to Ronnie who advised me to get a Diagnostic from my local Dealer which Nissan will reimburse, and they will assess my issue from there. One month later after numerous calls and having our issues escalated we called this Office. A week ago (Aug 1-5) I was offered to have the parts paid for by Nissan but not the Labor @ \$90 per hour. They are obviously →

taking some responsibility and admitting fault. But
I am a trained Mechanic and know that this
issue is due to faulty parts. Both struts
and mounts needs to be replaced and
Nissan needs to do the right thing and
incorporate all these vehicles in the recall
and fix my car. I find their terms
unacceptable, because I purchased a
new car, and expected it to come with
new, and not faulty parts.

