



U.S. Department of Transportation
National Highway Traffic Safety Administration

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 <input type="checkbox"/>
21-NOV-2013	Reference No. 10553229

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address			Evening Telephone Number			
City		State	Zip Code			
SAN DIEGO		CA				

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 3N1AB61E78		Make NISSAN	Model SENTRA	Model Year 2008
Date Purchased Feb 2008	Dealer's Name and Telephone Number Mossy Nissan 619 474-7011		Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City National City	State CA	Zip Code 91950	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 16-AUG-2013	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 150000 SEAT BELTS	Failure Mileage 82000	Failure Speed 25
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 SENTRA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH, THE VEHICLE ABNORMALLY VEERED TO THE RIGHT AND CRASHED INTO A CURB. THE AIR BAGS FAILED TO DEPLOY. A CHILD WAS SEATED ON THE REAR PASSENGER'S SIDE OF THE VEHICLE IN A SAFETY SEAT SECURED BY THE VEHICLE SEAT BELT HOWEVER, THE SEAT BELT FAILED AND CAUSED THE CHILD SEAT TO FLIP OVER UPON IMPACT. THE CHILD WAS THROWN FROM THE SAFETY SEAT. THE CHILD SUFFERED NO INJURIES. A POLICE REPORT WAS NOT FILED. THE AIR BAG WARNING LIGHT WAS ILLUMINATED AFTER THE FAILURE. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE SEAT BELT LATCH FAILED. THE AIR BAG FAILURE WAS NOT DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE INCIDENT. THE APPROXIMATE FAILURE MILEAGE WAS 82,000.

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 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.



MOSSY NISSAN

BAR #ARD096242 EPA #CAL000335528

2700 National City Blvd | National City CA 91950

619-474-7011

By law you have the right to have emissions service done at the facility of your choosing.

PLEASE READ IMPORTANT INFORMATION ON BACK

Owner/Driver Information:

Billing Information:

1262842

1262842

SAN DIEGO CA

SAN DIEGO CA

Home Phone:

Reference:

Work Phone:

Billing: R

Alternate Phone:

Terms: NET30

Nissan
1-800-647-7261

Service Order

R004417620

License Plate

Tag Number

B954

Please provide your primary Email address

Date In	Mileage In	Date Out	Service Advisor		
11/20/2013 2:51 p.m.	82,908	11/20/2013 2:51 p.m.	Michael C Santana		
Year, Make, Model	V.I.N.	Unit Id	Exterior / Interior Color	In Service Date	
2008 NISSAN SENTRA	3NIAB61E78L	378492	SUPER BLACK / CHARCOAL	12/31/9999	
Description / Item	Qty	Price	Extended		

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

Service Request #1

Condition CUSTOMER REPORTS AFTER GOING OVER A STREET CURB NOTICE AIR BAG LIGHT IS ON AND PASSANGER REAR SEAT BELT DISENGAGED WHILE CHILD WAS STRAPPED IN CAR SEAT - CHECK AND ADVISE

- Perform Vehicle Repairs as Described in Operation
- Labor to Perform Repairs as Outlined in Operation

Service Request #2

Condition CHECK AND SET TIRE PRESSURE LF_RF_LR_RR_

- We Support a Green Environment
- Our complimentary service will protect our environment and improve your fuel economy.
- Labor to: Perform Tire Inflation Service

Service Request #3

Condition COMPLIMENTARY NISSAN MULTI-POINT INSPECTION
PERFORM NISSAN MULTI POINT INSPECTION

- mitch -

8-5pm

* Regional Specialist *

ref. # case.#
12571717



MOSSY NISSAN

Owner/Driver: [REDACTED]

Service Order: **R004417620**

Page 2 of 2

PLEASE READ IMPORTANT INFORMATION ON BACK

Description / Item	Qty	Price	Extended
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Authorization: I hereby authorize the repair work described herein to be done along with the necessary material and agree that you are not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of 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 subject to the conditions expressed on the reverse side of this contract. Any other repairs or costs require additional approval and such approval may be obtained in person, by telephone or electronic mail. Subsequent approvals will be noted on the final invoice.

I hereby instruct you to (circle one) **keep and return** / **discard** all replaced parts.

Customer Signature: _____ Date: _____

Teardown Estimate:
I understand that my vehicle will be reassembled with _____ days of the date of this order if I choose not to authorize the services recommended.

Original Estimate : \$0.01	
Customer's Acknowledgement	

R004417620

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
BCM	284B2-ET20C	C1704	LOW PRESSURE FL	CRNT
BCM	284B2-ET20C	C1705	LOW PRESSURE FR	CRNT
BCM	284B2-ET20C	C1706	LOW PRESSURE RR	CRNT
BCM	284B2-ET20C	C1707	LOW PRESSURE RL	CRNT
BCM	284B2-ET20C	C1726	[BATT VOLT LOW] RR SEE SERVICE MANUAL	CRNT
AIR BAG	f668	B1049	DRIVER AIRBAG MODULE [OPEN]	CRNT
AIR BAG	f668	B1054	DRIVER AIRBAG MODULE [OPEN]	CRNT
TRANSMISSION	31036-ZE82A	P0710	FLUID TEMP SENSOR A	PAST
TRANSMISSION	31036-ZE82A	P1722	VEHICLE SPEED SIGNAL	PAST
ENGINE	23710-ZE80B	No DTC		
ABS	47660-ET00A	No DTC		
METER/M&A		No DTC		
EPS/DAST 3	48810-ET000	No DTC		
IPDM E/R		No DTC		

TROUBLE DIAGNOSIS

< SERVICE INFORMATION >

CONSULT Diagnostic Code Chart

Diagnostic item	Explanation	Repair order Recheck SRS at each replacement
NO DTC IS DETECTED	Malfunction is indicated by the "AIR BAG" warning lamp in User mode.	Low battery voltage (Less than 9V) 1. Go to <u>SC-5</u> 2. Go to "DIAGNOSTIC PROCEDURE 3".
		"SELF-DIAG [PAST]" memory might not be erased. Go to "DIAGNOSTIC PROCEDURE 4"
		Intermittent malfunction has been detected in the past. Go to "DIAGNOSTIC PROCEDURE 5"
	No malfunction is detected in User mode. —	—
DRIVER AIRBAG MODULE [OPEN] [B1049] or [B1054]	Driver air bag module circuit is open (including the spiral cable).	1. Visually check the wiring harness connection. 2. Replace the harness if it has visible damage. 3. Replace driver air bag module. 4. Replace the spiral cable. 5. Replace the air bag diagnosis sensor unit. 6. Replace the related harness.
DRIVER AIRBAG MODULE [VB-SHORT] [B1050] or [B1055]	Driver air bag module circuit is shorted to some power supply circuit (including the spiral cable).	
DRIVER AIRBAG MODULE [GND-SHORT] [B1051] or [B1056]	Driver air bag module circuit is shorted to ground (including the spiral cable).	
DRIVER AIRBAG MODULE [SHORT] [B1052] or [B1057]	Driver air bag module circuits are shorted to each other.	
ASSIST A/B MODULE [OPEN] [B1065] or [B1070]	Front passenger air bag module circuit is open.	1. Visually check the wiring harness connection. 2. Replace the harness if it has visible damage. 3. Replace front passenger air bag module. 4. Replace the air bag diagnosis sensor unit. 5. Replace the related harness.
ASSIST A/B MODULE [VB-SHORT] [B1066] or [B1071]	Front passenger air bag module circuit is shorted to some power supply circuit.	
ASSIST A/B MODULE [GND-SHORT] [B1067] or [B1072]	Front passenger air bag module circuit is shorted to ground.	
ASSIST A/B MODULE [SHORT] [B1068] or [B1073]	Front passenger air bag module circuits are shorted to each other.	
CRASH ZONE SEN [UNIT FAIL] [B1033] or [B1034] CRASH ZONE SEN [COMM FAIL] [B1035]	Crash zone sensor	1. Visually check the wiring harness connection. 2. Replace the harness if it has visible damage. 3. Replace the crash zone sensor. 4. Replace the air bag diagnosis sensor unit. 5. Replace the related harness.
SIDE MODULE LH [OPEN] [B1134]	Front LH side air bag module circuit is open.	1. Visually check the wiring harness connection. 2. Replace the harness if it has visible damage. 3. Replace front LH side air bag module. 4. Replace the air bag diagnosis sensor unit. 5. Replace the related harness.
SIDE MODULE LH [VB-SHORT] [B1135]	Front LH side air bag module circuit is shorted to some power supply circuit.	
SIDE MODULE LH [GND-SHORT] [B1136]	Front LH side air bag module circuit is shorted to ground.	
SIDE MODULE LH [SHORT] [B1137]	Front LH side air bag module circuits are shorted to each other.	

**Mossy Nissan National
City**
2700 National City Blvd
National City, CA 91950
619-474-7011

Ship-To

Bill-To 652385

SERVICE PARTS ESTIMATE

SERVICE PARTS ESTIMATE

E004080928

NATIONAL CITY CA 91950
6194747011

NATIONAL CITY CA 91950
6194747011

PO#	Ship Via	Date Shipped	F.O.B.	Writer	Waybill #	Terms	Tax
4417620 / 1464	P	11/20/2013		1015		COD	NC

Ship	B/O	Item	Description	List	Price	Extended	Bin
			*CALL FOR PARTS AVAILABILITY				
1	0	004N/25560-ET11B	SWITCH ASSY-COM	228.53	228.53	228.53	NCA32
1	0	004N/98510-ZE88C	MODULE ASSY - A	852.97	852.97	852.97	NCB52

Subtotal 1,081.50

Taxes 97.33

Received By: _____

Total: 1,178.83

NO REFUND ON ELECTRICAL PARTS AND SPECIAL ORDER PARTS.
20% HANDLING CHARGE ON RETURNED ITEMS.
NO REFUNDS AFTER 10 DAYS OR WITHOUT THIS INVOICE. PURCHASES OVER \$50.00 WILL
BE REFUNDED WITHIN TEN WORKING DAYS BY COMPANY CHECKS.
REFUNDS ON PURCHASE PAID BY CHECK ARE REFUNDED AFTER TEN WORKING DAYS OF
PURCHASE DATE. NO REFUNDS ON TOUCH-UP PAINT.

Computer Diagnosis

11/20/2013

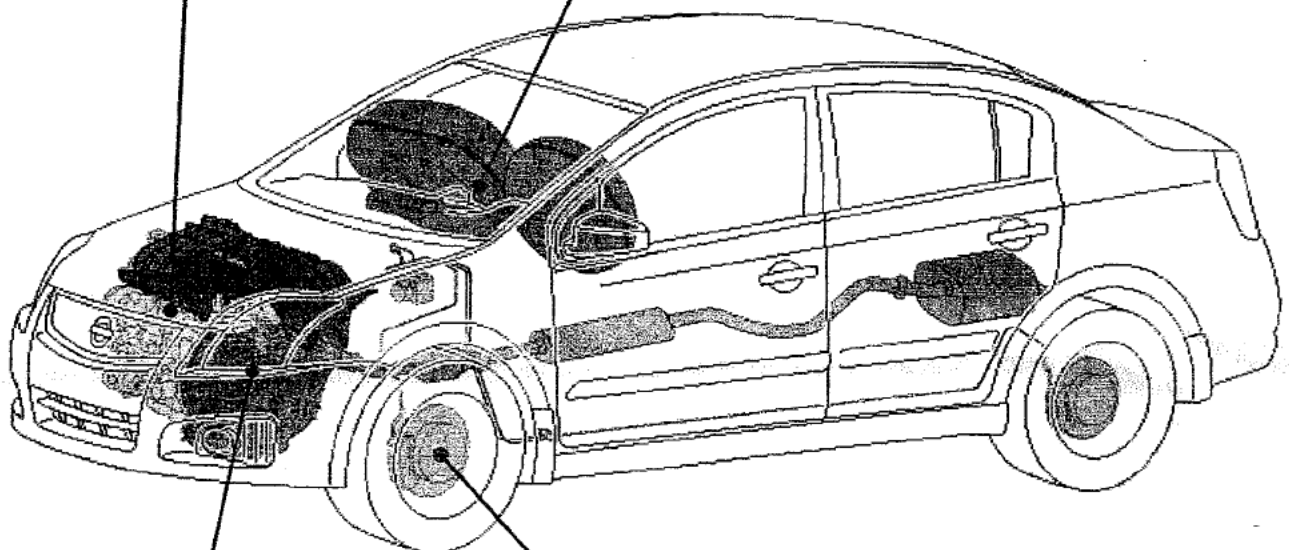
Model	SENTRA
VIN or Chassis #	3N1AB61E78L [REDACTED]

Note: Vehicle body type may not match your vehicle.

- ✓ Engine
 - ✓ Intake
 - ✓ Exhaust
 - ✓ Cooling
 - ✓ Fuel
 - ✓ Others

- ⚠ Air Bag
 - ✓ Sensors
 - ⚠ Device (Driver Side)
 - ✓ Device (Other)
 - ✓ Others

- ⚠ Communication Line



- ⚠ Transmission (AT/CVT)
 - ⚠ Sensors
 - ✓ Devices
 - ✓ Others

- ✓ Brake (ABS/VDC)
 - ✓ Sensors
 - ✓ Devices
 - ✓ Others

Symbol ⚠ Detect DTC ✓ No DTC

DTC	DTC Explanation
C1704	LOW PRESSURE FL
C1705	LOW PRESSURE FR
C1706	LOW PRESSURE RR
C1707	LOW PRESSURE RL



WARRANTY FLAT RATE SCHEDULE

Main Menu

Reso

Vehicle Details

* **Model Year**
2008

* **Model**
SENTRA 07-12 - B16

Section:
Please Select

NEWS SEARCH VIN COVERAGE FRT IMAG

Warranty

Plan	Description
	Basic - 36 mos/36,000 mile

Service Contr

FRM Results

Part Number Code(s)

PNC	Sect	Key	Description
25160	RC	03	COMBINATION SWITCH ASS'Y
25554	RQ	02	SPIRAL CABLE

Plan	Description
NB	SILVER
NC	GOLD
NL	PREOWNED
NN	PREOWNED +PLUS
RB/RN	SILVER PREFERRED
RC/RG/RW	GOLD PREFERRED
RM	PREOWNED PREFERRED

Entries

OpCode	Description
RC14AA	RPL COMBINATION SWITCH ASS'Y

Coverage listed herein is for informational purp
Additional coverage information is available un
and in the applicable Warranty Information Box
customers Vehicle Service Contract for complet

Paint FRS

CLEAR FORM

* Mandatory

▶ Logout ▶ Copyright & Privacy



WARRANTY FLAT RATE SCHEDULE

[Main Menu](#)

[Reso](#)

Vehicle Details

*** Model Year**

2008

*** Model**

SENTRA 07-12 - B16

Section:

Please Select

[NEWS](#) [SEARCH](#) [VIN](#) [COVERAGE](#) [FRT](#) [IMAG](#)

Warranty

Plan	Description
	Basic - 36 mos/36,000 miles
MP	Powertrain - 60 months/60,000 miles

Service Contract

Plan	Description
NC	GOLD
RC/RG/RW	GOLD PREFERRED

Coverage listed herein is for informational purposes only. Additional coverage information is available online and in the applicable Warranty Information Booklet and customers Vehicle Service Contract for complete details.

FRM Results

Part Number Code(s)

PNC	Sect	Key	Description
25160	RC	03	COMBINATION SWITCH ASS'Y
25554	RQ	02	SPIRAL CABLE

Entries

OpCode	Description
RQ12AA	RPL SPIRAL CABLE *

Paint FRS


CLEAR FORM

* Mandatory

[▶ Logout](#) [▶ Copyright & Privacy](#)

My wife was driving and to avoid an accident she swerved the car to the right, because of that she ended going up on a curve (as shown in the picture attached). My son was in the back seat in his car seat strapped on to the vehicle's seat belt. The seat belt came off and my son with the car seat came flying off, thank God nobody was injured.

Right after that incident the seat belt ~~buckle~~ will not work; it seems like the seat buckle is engaged ~~at~~ and also the air bag light and tire sensors keep blinking. We took the car to the dealer (Mazzy Nissan) they gave us a diagnostic and wanted us to pay just in parts about \$1,200 not including labor. They gave us their # to consumer affairs and they want us to pay \$150 for a diagnostic we already have (it is included in here). We are getting no help at all please help us before anything more serious happens.









VERIZON WIRELESS DISTRIBUTION
PO BOX 4199
PORTLAND OR 97208-4199



821737190321

000 0015348 00000000 001 001 15348 INS: 0 0

SAN DIEGO CA

CHECK DATE: DECEMBER 26, 2013
CHECK NUMBER: [REDACTED]
CHECK AMOUNT: \$2.73
TRACKING NUMBER: [REDACTED]
CUSTOMER ID NO.: 971152174-00001

Enclosed please find a check from Verizon Wireless. We are sending you this amount because we determined that, during the time you were a Verizon Wireless customer, we incorrectly calculated a fee for certain services that you were provided. Verizon Wireless is now providing a refund of this amount.

If you have any questions about your refund, please contact the Administrator at (866) 960-5963 or PO Box 3757, Portland OR 97208-3757.

L7331 v.02 11.26.2013

ORIGINAL DOCUMENT HAS MICROPRINTED BORDER - DO NOT CASH IF THE WORD VOID IS VISIBLE

VERIZON WIRELESS DISTRIBUTION
PO BOX 4199
PORTLAND OR 97208-4199

RBS Citizens, N.A.

29-1310
0213

CHECK NUMBER

DATE
12/26/2013

Void if not negotiated within ninety (90) days of date of issue

PAY EXACTLY ***** Two DOLLARS and 73 CENTS

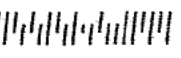
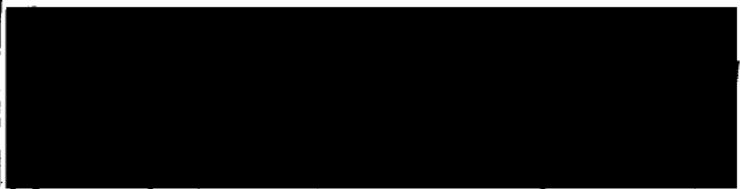
AMOUNT Security Markings
Change for each
\$ 2.73

PAY TO THE ORDER OF:

For Deposit Only

Authorized Signature

DOCUMENT CONTAINS A TRUE WATERMARK. DO NOT CASH IF THE WATERMARK IS NOT VISIBLE. SEE REVERSE SIDE FOR COMPLETE SECURITY FEATURES.



(VOQ Inside)

San Diego CA [Redacted]



San Diego MLS 92199
THU 09 JAN 2014 PM

NHTSA
1200 New Jersey Ave. SE
Washington, DC 20590