

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2127-0008

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

07-APR-2014

Repository ☐

Reference No.
10578048

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LISLE State IL Zip Code [REDACTED]
Daytime Telephone Number [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
5N1BV28U84N [REDACTED] Make NISSAN Model QUEST Model Year 2004
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
Original Owner ☐ Dealer's City State Zip Code
Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 01-APR-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: BRAKES (PWS), 020000 SUSPENSION, 140000 AIR BAGS Failure Mileage 114000 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: 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 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 2004 NISSAN QUEST. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THERE WAS AN ABNORMAL SCRAPING NOISE HEARD FROM THE FRONT END OF THE VEHICLE. THE CONTACT ALSO MENTIONED THAT THE AIR BAG WARNING LIGHT WOULD ILLUMINATE INTERMITTENTLY. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC WHERE IT WAS DIAGNOSED THAT THE DRIVER'S SIDE CALIPER, BRAKES, ROTORS, FRONT BRAKE, FRONT DRIVER'S SIDE WHEEL BEARING, PASSENGER'S SIDE LOWER CONTROL ARM, AND THE FRAME NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 114,000. UPDATED 06/15/16* LJ

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.