

APR 16 2015

 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 06-MAR-2015	Repository ☐ Reference No. 10692629		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City GENEVA	State MN	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 3N1BC13E99L [REDACTED]		Make NISSAN	Model VERSA SL	Model Year 2009	
Date Purchased 5/16/09	Dealer's Name and Telephone Number Dave Snyder Inc.		Engine: No: Cylinders I-4 1.8L	Fuel Type: gas	
Original Owner ☒	Dealer's City Albert Lea	State MN	Zip Code 56007		
Transmission Type CUT	☒ Antilock Brakes	Powertrain	Multiple Failure: yes	Incident Date(s) 04-FEB-2014	
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 200000 WHEELS, 020000 SUSPENSION exhaust, struts + coil spring				Failure Mileage 37000	Failure Speed
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: DOTM19ABC036)	☐ 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 2009 NISSAN VERSA. THE CONTACT STATED THAT THE STRUTS WERE PREMATURELY WEARING THE TIRES. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT ALL FOUR TIRES AND STRUTS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. IN ADDITION, THE CONTACT DISCOVERED THAT THE DRIVER SIDE COIL SPRING FRACTURED. THE VEHICLE WAS UNABLE TO BE DRIVEN AND THE PART TO REPAIR THE VEHICLE WAS ORDERED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 37,000.					
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 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.					

#1

ODI 10692629

After purchasing our 2009 vehicle the first dealing with the dealership occurred on 7/8/09, they replaced the inner CV boot.

They managed to get a lot of grease on the floor mat and they also managed to get the rubber at the top of the drivers door in the window channel so the window would not go all the way closed, it was very noisy.

After much arguing my wife got them to replace the floor mat, they wanted to clean it. I got the rubber out the window channel.

This was at the time of the first time I changed oil + filter approx 2800 miles, when I discovered the leak or hole in the CV Boot.

The first impression of the service dept. wasn't very good.

CUSTOMER #: [REDACTED]
UNIT# 20448

Dave Syverson

2310 EAST MAIN STREET · P.O. BOX 251
ALBERT LEA, MN 56007
PHONE: (507) 373-1438
www.davesyverson.com

INVOICE

PAGE 1

GENEVA, MN

HOME [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 166 MARK RAYGOR

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
SILVER		09	NISSAN VERSA		3N1BC13E99L		2805/2809		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
16MAY09 DD			17:30 16JUL09				CASH	07AUG09	
R.O. OPENED		READY	OPTIONS:		STK	ENG:1.8 Liter Gasoline			

08:20 16JUL09 11:55 07AUG09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST, . STATES LEFT INNER CV BOOT IS LEAKING GREASE.

99 ENTER STORY

186 WN

1 C9741-EL00A REPAIR KIT

3 999MP-NS200P TRANSMISSI

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

....2809 CHECKED LF AXLE GREASE LEAKING FROM INNER BOOT ORDERED REPAIR
....KIT. REPLACED INNER AXLE BOOT TEST DROVE

YOU MAY RECEIVE A CUSTOMER SATISFACTION
SURVEY FROM THE MANUFACTURER IN THE NEXT
FEW WEEKS, THIS IS OUR "REPORT CARD". IF FOR
ANY REASON YOU CANNOT GRADE US COMPLETELY
SATISFIED, PLEASE CONTACT US IMMEDIATELY AT
507 373 1438. OUR GOAL IS TO HAVE "COMPLETELY
SATISFIED" CUSTOMERS.

DI # 106 926 29

BLACK Floor MAT

**Thank You
For Your Business!**

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL PARTS NEW ORIGINAL EQUIPMENT
UNLESS OTHERWISE SPECIFIED
U-USED R-REBUILT
Y-RECYCLED C-RECONDITIONED

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

#2

DI-10692629

The second visit to the service dept. was because we were hearing a rumbling noise that I thought could be a wheel bearing going bad.

They checked it out, we took it for a test drive and they said it was the tires, they were flat spotting. my wife remembers that it was at a time when the front streets were still under warranty.

They offered to rotate the tires for a charge.

#3

ODI

106 92629

at 47,000 miles we replaced
all four tires

on 8/16/12 I called Nissan
again complaining about the new
tires were already starting to flat
spotting Ref # [REDACTED]
at 53,628

I called them because I'm trying
to find out why the tires were
flat spotting. I took the Nissan to
Stewartville Auto Center and he
said the alignment was perfect.

I had already had them rebalanced.

They told me the reason for the tire
flat spotting was the fact that the
front struts were not functioning
the only suspension in the front was
the air in the tires.

#3

Stewartville Auto Center, Inc.
100 NW 10th Street
Stewartville, MN. 55976
Phone: 507-533-7880 Fax: 507-533-4376

INVOICE

Org. Est. #

Invoice from History

Work Completed Date : 08/03/2012

Inv Date: 08/03/2012

Print Date: 03/12/2015

2009 Nissan - Versa SL - 1.8L, In-Line4 (110Cl)

Lic # : - MN

Odometer In : 0

Odometer Out : 53454

VIN # :

Cust ID :

Part Description	Qty	Sale	Ext	Labor Description	Extended
				FOUR WHEEL ALLIGNMENT CHECK	15.00
				CHECKED ALLIGNMENT OF ALL FOUR WHEELS (FRONT STRUTS DON'T SEEM TO BE ACTIVE)	
ODI - 10692629					

[Payments - Cash - \$15.00]

We warranty our work for 90 days in the the event of defective parts from the manufacture. All warranties have to be done by us.
Thank you for your patronage.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY
OTHER CAUSE.

Labor:	15.00
Parts:	0.00
Sub:	15.00
Tax:	0.00
Total:	\$15.00
Bal Due:	\$0.00

Signature _____ Date _____ Time _____

#4

ODI 10692629

at 76,380 or 76,328

we had the front struts replaced
and four new tires 195 65R 155

Cooper CS4 Touring, due basically
due to the noise factor of the tires
being ^{so} ~~to~~ flat spotted.

Then we took it and had the
alignment adjusted correctly.

at 96,385, current mileage,
the ride is better and the tires
are fine no flatspotting.



Invoice No.

Page 1

Order Date 11/04/13 04:24 pm
Closed/Paid: 11/22/13 11:55 am
Ref: Waiting For Car

& The Tire Shop
306 East Main St.
Clarks Grove, MN 56016
Phone: 507-256-7722 FAX: 507-256-7723

GENEVA MN

Home Phone:

Work Phone:

09 NISSAN VERSA Silver
76328 Mi. Last in 11/04/2013
Lic: /MN L4Cyl 1.8
Vin: 3N1BC13E99L 1/08
Eq: AT AC PS FI

Front Struts
Mount and Balance 4 Tires
-Keeping Old Tires-

Job01 Struts - Front Left & Right**Labor: \$106.40**

Front Original Equipme-N
Front Original Equipme-N

1.0 @ 81.72 =\$ 81.72
1.0 @ 81.72 =\$ 81.72

Job Subtotal: \$269.84**Job02 M&B Four Tires****Labor: \$40.00**

Clean rim, Replace valve stem, Mount & Balance, & Test Drive.
Customer supplied parts for this task. Customer assumes liability for parts and labor
warranty associated with this repair.

Job Subtotal: \$40.00**Payments to Omni Automotive LLC**

Status: Closed Work Order

Payments: \$338.88

1 11/22/13 338.88 Check

Cost Summary

Labor	146.40
Parts	163.44
Tire Supplies	12.00
Shop Supplies	4.65
Tax	12.39
Total	\$338.88
Payments	338.88
Bal Due	0.00

Thank you for choosing Omni Automotive LLC

ODT-10692629

#4

Stewartville Auto Center, Inc.
100 NW 10th Street
Stewartville, MN. 55976
Phone - 507-533-7880 Fax - 507-533-4376

INVOICE

Org. Est. #

INVOICE

Print Date : 11/25/2013

2009 Nissan - Versa SL
Lic # : MN Odometer In : 0
Unit # : Odometer Out : 76498
Vin # : 3N1BC13E99L
Hat # : Ref # :
Cust ID :

Part Description	Qty	Sale	Extended	Labor Description	Extended
Shop Supplies		2.05	2.05	FOUR WHEEL ALLIGNMENT ALIGN ALL FOUR WHEELS	40.90
				Environmental Fees	1.00

ODI - 10692629

[Technicians : Bell , Cory 1]

[Payments - Check - \$43.95]

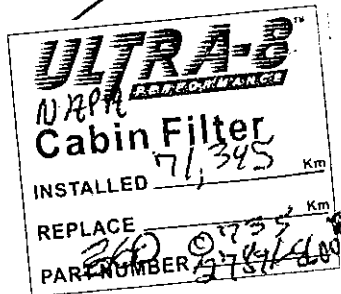
We warranty our work for 90 days in the the event of defective parts from the manufacture. All warranties have to be done by us.
Thank you for your patronage.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Labor:	\$41.90
Parts:	\$2.05
Sublet:	\$0.00
Sub:	\$43.95
Tax:	\$0.00
Total:	\$43.95
Bal Due:	\$0.00

SIGNATURE..... Date..... Time.....

65,047
chg oil + filter

68,551
chg oil + filter



oil change + filter
72,465

76,380
new struts
new tires
195 65 R15's
Cooper CS4
Touring

ODI-10692629

76,387
chg oil + filter
air filter - NAPA
passenger side wiper
NAPA

#5

ODI

10692629

The flange broke off of the
muffler (The front of the muffler)

It was just a poor weld

They were able to weld it back
on the muffler.

#5

Reese Brothers Repair
102 S Central Ave
Geneva, MN 56035 US

507-256-0056

Invoice

BILL TO

DATE
02/26/2015

PLEASE PAY
\$0.00

DUE DATE
02/26/2015

MAKE AND
YEAR
nissan

MILEAGE

PAID

QTY	ACTIVITY	RATE	AMOUNT
1	Parts welding supple	35.00	35.00
0.5	Labor Labor per hour	65.00	32.50

Thank You For Your Business

PAYMENT	67.50
TOTAL DUE	\$0.00

THANK YOU.

DI-10692629

chg oil + filter
22,250

chg oil + filter
25,668

chg oil + filter
29,017

chg oil + filter
31,822

31,792

chg oil + filter

chg oil + filter
38,462

41,521
chg oil + filter

44,581
chg oil + filter

47,000 new filter

ODI-10692629

#6

ODI - 106926 29

at 95,482 the front
drivers side coil Spring ~~book~~
broke

we bought 2 new coil
springs had them installed
& then had the alignment
readjusted to correct.

Case #

Well, its a bit drawn out
but its also fairly complete
I didn't copy the parts of my
notebook about the regular
oil changes & such.

Thank you

Sincerely

cell #

Geneva, Mn.

79,503
chg oil + filter

82,772
changed oil
replace filter

6/30/14
changed air
filter
85,416

chg oil + filter
86,176

oil + filter
change
89,758

93,302
X oil + filter chg.

Javel 457244 case#

45,482

Coil broke
Called Nat Safety
Recall Council
2000

#6

ODT - 10692629

#6

Stewartville Auto Center, Inc.
100 NW 10th Street
Stewartville, MN. 55976
Phone: 507-533-7880 Fax: 507-533-4376

INVOICE

Org. Est. #

INVOICE

Print Date: 03/12/2015

2009 Nissan - Versa SL - 1.8L, In-Line4 (110CI)

Lic # : - MN

Odometer In : 0

Odometer Out : 95528

VIN # : 3N1BC13E9 9L

Cust ID :

Part Description	Qty	Sale	Ext	Labor Description	Extended
Shop Supplies			2.05	FOUR WHEEL ALLIGNMENT	40.90

ALLIGN ALL FOUR WHEELS after coil springs replaced by
another shop

ODI- 186 92629

[Payments - Check - \$42.95]

We warranty our work for 90 days in the the event of defective parts from the manufacture. All warranties have to be done by us.
Thank you for your patronage.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY
OTHER CAUSE.

Labor:	40.90
Parts:	2.05
Sub:	42.95
Tax:	0.00
Total:	\$42.95
Bal Due:	\$0.00

Signature _____ Date _____ Time _____

#6

Dave Syverson

2310 East Main Street · P.O. Box 251
Albert Lea, MN 56007
Phone: (507) 373-1438
www.davesyverson.com

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or 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 said products.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
10 MAR 15		10 MAR 15	10 MAR 15	

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ACCOUNT NO

CASH

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CASH

PAGE 1 OF 1

SHIP VIA		SLSM.	B/L NO.	TERMS		F.O.B. POINT	
		1		CASH		ALBERT LEA, MN	
QTY	QTY	QTY	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
2	2	0	54010-EM04A	SPRING-FRO	80.57	80.57	161.14
				(ch #)			
				CASH - 106 926 29			
				WE ACCEPT RETURNS IF...			
				PARTS ARE IN ORIGINAL UNDAMAGED PACKAGE			
				SORRY - NO RETURNS ON SPECIAL ORDER OR ELECTRICAL PARTS			
				SOME PARTS SUBJECT TO A RESTOCKING CHARGE OF 20%			
** THANK YOU FOR YOUR PATRONAGE **				PARTS		161.14	
**** WE REALLY APPRECIATE IT! ****				SUBLET			
				FREIGHT		0.00	
				SALES TAX		11.88	
CUSTOMER'S SIGNATURE				TOTAL		\$173.02	
X							

FIG

Reese Brothers Repair
102 S Central Ave
Geneva, MN 56035 US

507-256-0056

Invoice

DI-10692629

BILL TO

DATE
03/10/2015

PLEASE PAY
\$182.83

DUE DATE
03/10/2015

MAKE AND YEAR
2009 nissan versa
MILEAGE
95483

QTY	ACTIVITY	RATE	AMOUNT
2.5	Labor	65.00	162.50
	Labor per hour		
1	Labor:Tire Rotation	15.00	15.00
	Tire Rotation		
177.53	Shop Supplies	0.03	5.33

Thank You For Your Business

TOTAL DUE \$182.83

Thank you

THANK YOU.

PAID

Front Coil
Springs replaced
as front driver
Spring broke.

Reese Brothers Repair Won't Be Undersold

48,747
oil + filter chg.

52,130
oil + filter chg.

53,628 called
Missan
Kashy

8/6/12

Ref #

~~Cartman~~

~~800-847-3349~~

ODI- 106926 29

chg oil + new
filter
55,322

chg oil + filter
58,856

61,925
chg oil + filter

#8

ADT 106926 29

one more thought:

you can hardly watch TV
without seeing a lot of commercials
about vehicles for sale and how
safe they are.

Every time we see one it makes
me start to realize how unsafe ours
is and how Nissan really doesn't
care and the dealership we bought
it from is no better.

Thank you



#7

ODI-10692629

Just in case some of the information
gets lost - on the back side of the
Business Reply mail.

VIN-3N1BC13E99H [REDACTED]

Nissan Versa SL 2009

Purchased 5/16/09

Dave Syverson Inc.

Albert Lea, Mn. 56007

Transmission CUT

I-4 1.8L gas (we are the original owner)

failures with the exhaust system,
front struts + coil spring

Date received 6/mar/2015 Ref: 10692629

a little additional tidbit of information
after we discovered, the struts were only
the tires were wearing out + flatspotting.

I brought that to the sales manager's
attention he said "that's what you get
for buying a cheap car!"

Sincerely [REDACTED]