

JUL - 6 2015

 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 26-MAY-2015	Repository ☐ Reference No. 10721438
OWNER INFORMATION (Type or Print)		Daytime Telephone Number	
Name		E-mail Address	
Address		Evening Telephone Number	
City SPRINGVALE	State ME	Zip Code	
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3N1BC13E19		Make NISSAN	Model Year 2009
Date Purchased	Dealer's Name and Telephone Number		Model VERSA
Original Owner ☐	Dealer's City	Engine: No: Cylinders	Fuel Type:
State	Zip Code		
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Incident Date(s) 23-DEC-2010
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 020000 SUSPENSION, 021210 SUSPENSION: FRONT: SPRINGS: COIL SPRINGS		Failure Mileage 12000	Failure Speed 40
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. WHILE DRIVING APPROXIMATELY 40 MPH, THE FRONT PASSENGER SIDE TIRE DEFLATED WITHOUT WARNING. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE FRONT PASSENGER COIL SPRING FRACTURED AND PUNCTURED THE FRONT PASSENGER SIDE TIRE. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED ON THREE OTHER OCCASIONS ON BOTH FRONT COIL SPRINGS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 12,000.			
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.			

Please summarize your complaint in the space below. This complaint petition will be the only document we forward to any interested parties. Describe any promises the business made and whether those promises were kept. You may send in additional and more detailed materials and statements to assist us in our mediation effort, but please keep them separate from this complaint.

12-23-10 Mouse Nest Removed Etc. \$262.05 Prime Nissan / 12,316
 1-17-11 Replaced Tire Pressure Sensor NC " " 12,605
 12-12-11 Mouse Nest Cleared out \$126.00 Melons / 16,462
 8-14-12 Battery Replaced \$183.18 Melons / 19,930
 4-10-12 Replaced Tire Pressure Sensor \$181.85 Melons / 18,261
 1-3-12 Tire Flat / Coil Spring \$183.77 Melons / 21,702
 1-4-12 Tire Flat / Coil Spring \$181.47 Melons / 21,702
 1-4-12 Lived without my car for 9 Days. Nissan sent part out late (Coil Spring)
 1-8-14 Blower Motor \$181.50 / 21,645
 5-21-13 Coil Spring \$219.04 / 22,280
 6-30-14 Muffler \$277.32 27,070
 5-26-15 2 Coil Springs \$477.46 29,757

How did the business respond to your complaint?

What do you believe would be a fair resolution of your specific complaint?

A reliable vehicle or financial compensation for repairs etc.

Have you submitted this matter to another agency or lawyer?

Yes ☐ No ☒

Agency's or lawyer's name and phone: _____

Have you sued the company or has the company sued you?

Yes ☐ No ☒

May we send a copy of this complaint to the business?

Yes ☒ No ☐

If you check "no" we will not be able to mediate your complaint. However, we will keep your complaint in our files.

Today's date: 3-5-13

Your Signature: _____

Please indicate which age category applies to you (For statistical purposes only).

Under 18() 18-29() 30-39() 40-49() 50-59() 60-69() 70-79() 80-89() 90 plus()

This complaint form is valid only when accompanied by a letter from the Office of Attorney General.