

SAFETY CONCERN on my
2004 Nissan Quest Van
VIN: 5N1BV28U44N [REDACTED]

June 16, 2015

JUL 1- 2015

Three times now, my Nissan Quest Van has had the engine rev up, and lunge forward, while I was braking as hard as I could, causing me to lose control of the vehicle.

The 1st time (mid January 2015) I was stopped in traffic, with my foot on the brake, when suddenly the engine surged causing the van to lunge forward. I all but stood up on the brake (my foot was already on the brake, and there was no time to reposition my foot). The engine choked, but did not die, and came back to an idle. Fortunately nobody was in front of me and no damage was done. I chalked it up to just a strange occurrence. The millage was about 111,000 miles.

The second time it happened (February 9th 2015) I was stopped at a McDonalds drive through and the same thing happened. Suddenly, the engine surged causing the van to lunge forward with my foot already on the break. The engine choked, but did not die, and came back to an idle. This time I was not so fortunate, I hit the car in front of me (the lunge was 1.5 to 2 car lengths). The police came, checked my insurance and issued an "Event # [REDACTED]" so there would be a record of them being called. No damage was done to either vehicle. The millage was 111,518.

As this was the second time the van had surged ahead in the same manner, I had the van towed to my mechanics shop to see what was going on. After checking the van, he found nothing. He also checked with the local Nissan dealership, the internet, and found nothing of a similar nature. He did clean the area around the throttle controls and linkages.

The third time the van surged was (May 27th 2015) I was pulling into a parking spot. I had backed up and was inching forward (with my foot on the brake) when suddenly the van lunged forward jumping a curb and knocking down a handicapped parking sign. The millage was 115,061

In each case:

- My foot was already on the brake
- The van was already stopped
- The surge came without warning
- The engine choked, but did not die
- After the initial surge, the engine came back to a normal idle
- I could not stop the acceleration
- The surge lasted less than 5 seconds
- The engine was at normal operating temperature
- In the May instance the AC was on, in the Jan. & Feb. instances the heater was on

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NAM
7715
SNP

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VIN: 5N1BV28U44N [REDACTED]

Attachments to NTSB report:

1. History of problems and common factors
2. Event # [REDACTED] from Durham, NC Police instead of a police report
3. Work order from C&C Automotive
4. Work order from Michael Jackson Nissan in Durham, NC
5. File or Reference # [REDACTED] assigned by Nissan to this complaint

The Durham, NC Police Department did not issue a police report on this incident as it was on private property, and the other driver was satisfied that exchanging driver's information would satisfy her needs. The only thing that the Incident Report '[REDACTED]' shows is that a police officer was called to the McDonalds on Hillsboro Road, in Durham, NC and that the drivers exchanged information.

The other driver said at the time, that the only thing she remembered was hearing the Nissan Quest's engine roar and getting hit from behind. I did not see any damage to her car's bumper, but she said she saw a little damage to her bumper---but agreed it was minor. She did want her husband to see it.

MICHAEL JORDAN NISSAN

TEAM

23

TO MAKE AN
APPOINTMENT
PLEASE CALL

919-489-3800

OR E-MAIL US AT

HOURS:

Monday - Friday 7:30 AM - 7:00 PM
Saturday 7:30 AM - 5:00 PM

Connect With Michael Jordan Nissan On:



3930 Durham Chapel Hill Boulevard
Durham, North Carolina 27707

919.489.3800 | f: 919.493.9824

MICHAEL JORDAN NISSAN

TEAM

\$5.00 OFF NITROGEN
INSTALLATION



Present This
Coupon On
Your Next
Service Visit!

It's our way of saying
Thank You!

Customer Copy				*INVOICE*		Page 1 of 1	
VIN# 5N1BV28U44N		TAG NO.:		RO NUMBER:			
CUSTOMER DETAIL INFORMATION							
CUST. NUMBER	DELIVERY DATE	STOCK NUMBER	VIN	YEAR	MAKE AND MODEL		
	01JAN04		5N1BV28U44N	04	NISSAN QUEST		
DATE	MILEAGE IN/OUT	WRITTEN BY	EMAIL ADDRESS				
25JUN15	116108/116118	KEVIN MCFADDEN	EMAIL: HOME				
NAME			HOME PHONE	BUSINESS PHONE	CELL PHONE		
ADDRESS			ADDITIONAL INFORMATION				
			STK: DLR: ENG:3.5_Liter_Gas				
CITY / STATE / ZIP			TRN: AUTOMATIC				
DURHAM, NC							
JOB	OPERATION CODE	LABOR INSTRUCTIONS					
A		CUSTOMER STATES AT TIMES WHILE AT STOPS WITH FOOT ON BRAKE & VEHICLE IN GEAR VEHICLE WILL LURCH FORWARD LIKE ACCELERATOR HAS BEEN PRESSED. 2 TIMES CUSTOMER HAS HIT SOMETHING IN FRONT OF HIM, WILL LURCH FORWARD NO MATTER HOW HARD BRAKE P DIAG CUSTOMER STATES 1287 IU hrs. (N/C)116118 TEST DROVE VEHICLE COULD NOT DUPLICATE CONCERN. CHECKEDASIST FOR BULLETINS OR TIPS. PERFORMED DATA BASE SEARCH NOTHING FOUND.CHECKED FOR CODES NONE STORED. CHECKED VEHICLE FROM STOP POWER TRAIN ISNOT ABLE TO OVERCOME BRAKING SYSTEM. CHECKED BRAKES THEY ARE OPERATINGPROPERLY. NO PROBLEMS FOUND					
B		DRIVE LINE SERVICE - MULTI POINT INSPECTION 55NIZINSP DRIVE LINE SERVICE - MULTI POINT INSPECTION 9999 CE hrs. 0.00					
C		TIRES HAVE 6/32" OR MORE TREAD REMAINING. BRAND NEW TIRES COME WITH 11/32" WORTH OF TREAD. YOUR TIRES DO NOT NEED REPLACEMENT AT THIS TIME. 55NIZGTIR TIRES HAVE 8/32" OR MORE TREAD REMAINING. BRAND NEW TIRES COME WITH 11/32" WORTH OF TREAD. YOUR TIRES DO NOT NEED REPLACEMENT AT THIS TIME. 9999 IU hrs. (N/C)					
call 1-800-Nissan1 WE THANK YOU FOR YOUR PATRONAGE HERE AT RPM NISSAN, WHERE WE GUARANTEE ALL GENUINE PARTS AND SERVICES PERFORMED ON YOUR NISSAN ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES FROM THE DATE OF PURCHASE. PLEASE LET US KNOW HOW WE MAY SERVE YOUR BETTER DURING FUTURE VISITS THANKS AGAIN!							
STATEMENT OF DISCLAIMER				LABOR AMOUNT			
CUSTOMER PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: "ALL WARRANTIES ON PARTS ARE THE MANUFACTURER'S. THE SELLER, MICHAEL JORDAN NISSAN, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND MICHAEL JORDAN NISSAN, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, MICHAEL JORDAN NISSAN, IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY."				PARTS AMOUNT			
				GAS, OIL, LUBE			
				SUBLET AMOUNT			
				MISC. CHARGES			
				TOTAL CHARGES			
				LESS COUPONS/DISC.			
				SALES TAX			
CUSTOMER SIGNATURE				PLEASE PAY THIS AMOUNT			
				0.00			

C & C Automotive

129 Wolfpack Lane

Durham, NC 27704

(919) 220-5633

WE APPRECIATE YOUR BUSINESS

Repair Order # [REDACTED]

Date Printed : 2/12/15

Page : 1

Center :

Customer : [REDACTED]

Address : [REDACTED]

City : DURHAM, NC [REDACTED]

Primary : [REDACTED]

Work : () -

Ext :

Ext :

Vehicle : 2004 NIST QUEST MINIVAN

License : [REDACTED]

VIN : 5N1BV28U44N [REDACTED]

Engine : V6-3498 3.5L DOHC

Trans : AUTO

Mileage : 111518

Parts**Labor**

Quan	Part Number	Description	Price
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Op	Tech	Description	Time	Charge
		SUB501 SUB FUEL		25.00
DI 0		PET CHECK RUNAWAY PROBLEM, CLEAN THROTTLE BODY FOR SMOOTHER OPERATION. ADVISE OF FINDINGS AND TO ALLOW A LOT OF DISTANCE UNTIL TOTAL PROBLEM FOUND. TIME SPENT TEST DRIVING AND TESTING.		78.40

OK Bad

Recommendation

OK Bad

Recommendation

OK Bad

Recommendation

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of re-pairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. WARRANTY IS 90 DAYS OR 6000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X

Labor : \$78.40

Parts : \$0.00

Sublet : \$25.00

Other Fees : \$0.00

Shop/Enviro \$5.88

Subtotal : \$109.28

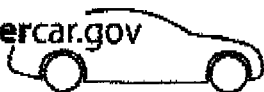
Sales Tax : \$0.44

Paid By : Total : \$109.72

Pay Ref : Paid : \$0.00

Due : \$109.72

safercar.gov



U.S. Department of Transportation

ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	1	N/A

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

Date Complaint Filed: 06/01/2016

Component(s): ENGINE, SERVICE BRAKES

All Products Associated with this Complaint ▼

Details ▲

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Nissan North America, Inc.

Vehicle Identification No. (VIN): 5N1BV28U44N...

Date of Incident: 01/15/2015

NHTSA ID Number: 10722783

0 Associated Documents

SUMMARY:

TL* THE CONTACT OWNS A 2004 NISSAN QUEST. WHILE WAITING AT A STOP LIGHT, THE ENGINE SURGED AND THE VEHICLE WAS FORCED OUT INTO A FOUR-WAY INTERSECTION. AFTER A FEW SECONDS, THE ENGINE WENT BACK TO IDLING NORMALLY. ON FEBRUARY 9, 2015, WHILE WAITING AT A RESTAURANT DRIVE THRU, THE ENGINE SURGED FORWARD WHILE THE BRAKES WERE ENGAGED AND CRASHED INTO THE PRECEDING VEHICLE. A POLICE REPORT WAS FILED. THERE WERE NO INJURIES. THE FAILURE RECURRED MULTIPLE TIMES. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. [REDACTED] THE APPROXIMATE FAILURE MILEAGE WAS 111,000.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4238 TTY 1.800.424.9153
6.0.7.2

To: data Quality dot gov
202-366-1767

From:



Date: 6/30/2015

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