

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Traffic 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 17-JUN-2015		Repository <input type="checkbox"/> Reference No. 10725675		
OWNER INFORMATION (Type or Print)								
Name				Daytime Telephone Number		E-mail Address		
Address				Evening Telephone Number				
City		State	Zip Code					
MOUNTAIN HOUSE		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				Make	Model	Model Year		
JN1AZ44E59M				NISSAN	370Z	2009		
Date Purchased		Dealer's Name and Telephone Number			Engine:	Fuel Type:		
02/24/2015		Carmax (707) 430-0359			No: Cylinders	Gasoline		
Original Owner	Dealer's City		State	Zip Code	3.7L V6			
N	Fairfield		CA	94533				
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain		Multiple Failure:		Incident Date(s)		
Manual	<input checked="" type="checkbox"/> Cruise Control	RWD		No		05-JUN-2015		
FAILED COMPONENT(S)/PART(S) INFORMATION								
Vehicle Component Code: 100000 POWER TRAIN					Failure Mileage	Failure Speed		
Clutch Slave Cylinder					31075	1		
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)			<input type="checkbox"/> Original Equipment	Failure Location:				
			<input type="checkbox"/> Prior Repair					
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	Fire	Number of Persons Injured		Number of Deaths	Reported to Police			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0		0	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).								
CAME TO A STOP AT A BUSY INTERSECTION TO MAKE A LEGAL RIGHT TURN ON RED WHEN THE CLUTCH PEDAL REFUSED TO COME UP MORE THAN IN INCH, CAUSING THE CAR TO STALL THE IN MIDDLE OF THE INTERSECTION REPEATEDLY UNTIL I WAS ABLE TO STICK IT IN TO A GEAR AND GET IT TO A PARKING LOT OF A NEARBY HOTEL WHERE THE CLUTCH PEDAL REMAINED LIMP ON THE FLOOR. MECHANIC CONFIRMED EARLIER THIS WEEK THAT THE CLUTCH SLAVE CYLINDER HAD GIVEN OUT. UPON FURTHER RESEARCH I FOUND MULTIPLE PEOPLE WITH SIMILAR INCIDENCES IN THE SAME KIND OF CAR AND ALSO AFFECTING 6 SPEED MANUAL G37'S AND LATER 350Z'S. WHEN MY CAR CONTINUED TO STALL IN THE INTERSECTION I COULD OF BEEN T-BONED AND I BELIEVE TO BE ONE OF THE LUCKY ONES. IT COULD OF HAPPENED ON THE HIGHWAY.								
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.								

From: [Atkins, Tanya CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10725675----- *UPDATED*
Date: Tuesday, July 14, 2015 12:05:56 PM
Attachments: [img001.pdf](#)

Sent: Tuesday, July 14, 2015 11:09 AM

Subject: FW: NHTSA: Follow up to ODI Complaint: ----10725675----- *UPDATED*

Here's a questionnaire.

From: [REDACTED]
Sent: Tuesday, July 14, 2015 6:34 AM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: ----10725675----- *UPDATED*

I opened a complaint with Nissan who gave me a bit of a run around, They sent me to my nearest dealership where they inspected the car and it got a clean bill of health after I had already made the repairs... On one of my car forums specific to the Nissan 370Z we have got a list of 86 people who has experienced this same issue from brand new cars with only a few hundred miles to older cars with 60K miles (2009-2016 Nissan 370z) where several people have had this part fail multiple times.

Attached is an updated complaint thingy from you guys and 2 work orders.

444241671882
 TRI VALLEY AUTOMOTIVE
 6743 DUBLIN BLVD
 DUBLIN, CA 94568

TRI-VALLEY AUTOMOTIVE

6743 Dublin Blvd. ste 5

Dublin, CA 94568

Shop Phone: (925) 828-1700

Email: don@trivalleyautomotive.com

Web Address: www.trivalleyautomotive.com

Invoice

[Redacted]

Estimate Ref: [Redacted]

Date Printed: 06/18/2015

Printed Time: 5:13 pm

ARD00228429

CAL000305475

VISA
 XXXXXXXXXXXX *
 SALE
 BATCH: 000524 INU: 6
 DATE: JUN 18, 15 TIME: 15:58:23
 AUTH NO: 918121
 U CODE RESP: M
 TOTAL \$300.00

"We are your Peace of Mind Mechanics"

Time Promised:

2009 NISSAN 370Z V6 3.7L 3696CC FI GAS N VQ37VHR

VIN: JN1AZ44E59M [Redacted]

License:

Mileage In: 31,239

Date Written: 06/11/2015

Unit #:

Mileage Out: 31,503

Written By: Michael Bajer

DOM:

DOM:

Save Old Parts: No

Tracy, CA [Redacted]

Home: [Redacted]

Cell: [Redacted]

Email: [Redacted]

Job Name	Description	Technician	Qty	List	Extended
DIAG	DIAGNOSE CONDITION AND REPORT	Brandon Rupley			
Labor NEW	Work Requested - DIAGNOSE CONDITION AND REPORT. THE CLUTCH PEDAL FELL TO THE FLOOR.				57.45
	Work Performed - TECH FOUND SLAVE CYLINDER LEAKING				
Note/Title	CLAIM: [Redacted]				
	FAX TO (800) 239-4492				
				Job Total:	57.45

SLAVE CYLINDER	CLUTCH SLAVE CYLINDER - Replace	Michael Bajer			
Labor GEN	Work Requested - CLUTCH SLAVE CYLINDER - Replace				494.07
Part 306A1-JK40D	Slave Cyl. Assem		1.00	153.28	153.28
				Job Total:	647.35

The Parts and Accessories sold and installed by this Repair Shop and the Service connected with the installation and adjustments of the Parts and Accessories sold and installed by this Repair Shop, are Guaranteed to be free from defects in material and workmanship under normal service and use until such Parts and Accessories have been driven, used, or operated for a distance of 18,000 miles or a period of 540 days, from date of Service, whichever first occurs, unless otherwise stated under the Part or service listed above. Commercial vehicles are warrantied for 6 months or 6,000 miles, whichever occurs first, parts and labor. Used parts supplied by this repair shop are warrantied for 3 months or 3000 miles, whichever occurs first. All warranties are limited to defective parts only. Vehicle must be returned to our workshop, at customers expense, to honor warranty. Warranty is void in cases of misuse, neglect and damage caused by other parts not replaced by this facility. All warranties given by Tri-Valley Automotive do not include towing. All warranties are not transferable. Customer supplied parts are not warrantied by this repair shop. NO WARRANTY GIVEN ON PARTS SOLD OVER THE COUNTER, EXPRESSED OR IMPLIED. NO EXCEPTIONS. NO RETURNS ON INSTALLED PARTS.

Payment Date	Type	Method	Amount
6/18/2015	Credit	Visa	419.35
6/18/2015	Credit	Visa	300.01
		Payment Totals:	\$719.36

Parts: \$153.28
 Labor: \$551.52
 Sublet: \$0.00
 Misc: \$0.00
 Hazmat: \$0.00
 Supplies: \$0.00

Tax Total: \$14.56
Invoice Total: \$719.36
 Less Paid: 719.36
Balance Due: \$0.00

Thank You For Trusting Us With Your Car!

CUSTOMER #: [REDACTED]

INVOICE



TRACY NISSAN



3195 N. NAGLEE ROAD, TRACY, CALIFORNIA 95304
(209) 820-6000
877-328-7229
www.tracynissans.com

PAGE 1

MOUNTAIN HOUSE, CA [REDACTED]
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 625 OMAR CAMACHO

BAR# ARD219007 EPA# CAL 000231732

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	09	NISSAN 370Z	JN1AZ44E59M [REDACTED]		31451/31452	T187
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
30JUN15 DD			17:00 22JUN15		0.00 CASH	22JUN15
R.O. OPENED	READY	OPTIONS:	DLR: [REDACTED]	ENG:3.7_Liter		
11:21 22JUN15	12:17 22JUN15					

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

A PER NISSAN, DEALERSHIP TO INSPECT CLUTCH CYLINDER PER PREVIOUS FAILURE, PART WAS REPLACED WITH OEM PART AT AFTERMARKET SHOP, CHECK AND ADVISE

99 SEE LINE FOR DETAILS
756ISHOP

(N/C)

PER NISSAN, TECHNICIAN INSPECTED CLUTCH SLAVE CYLINDER, EVERYTHING OK. TECHNICIAN NOTED RESERVOIR WET ON THE OUTSIDE AND FLUI DLEVEL BETWEEN MINIMUM AND MAXIMUM LINES.

B CUSTOMER AUTHORIZES STATE INSPECTION TIRE AIR PRESSURE CHECK AND INFLATION SERVICE IN COMPLIANCE WITH CALIFORNIA GLOBAL WARMING SOLUTIONS ACT 2006 (AB32) & CARB & DEALER RECOMMENDATION.

ARB CUSTOMER AUTHORIZES STATE INSPECTION TIRE AIR PRESSURE CHECK AND INFLATION SERVICE IN COMPLIANCE WITH CALIFORNIA GLOBAL WARMING SOLUTIONS ACT 2006 (AB32) & CARB & DEALER RECOMMENDATION.

99 CN 0.00 0.00

Please rate your overall service experience.

1 2 3 4 5 6 7 8 9 10
Poor Fair Good Excellent

Did we schedule the next service appointment?
YES or NO

TRACY NISSAN



I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE [REDACTED]

I HAVE RECEIVED A COPY OF THIS INVOICE

CUSTOMER SIGNATURE [REDACTED]

ALL PARTS NEW UNLESS [REDACTED]

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

"THIS MILEAGE MAINTENANCE SCHEDULE IS THE RECOMMENDATION OF TRACY NISSAN AND NOT THE MANUFACTURER OF YOUR AUTOMOBILE. THESE RECOMMENDATIONS INCLUDE SERVICES WHICH ARE NOT REQUIRED TO MAINTAIN YOUR WARRANTY."

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY