

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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 06-JUL-2015 SEP 02 2015		Repository ☐		Reference No. 10732062	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address NONE	
Address [REDACTED]		Evening Telephone Number SAME			
City MIAMISBURG	State OH	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 3N1BC13E49L [REDACTED]		Make NISSAN		Model VERSA	
				Model Year 2009	
Date Purchased JUNE 2013	Dealer's Name and Telephone Number CAR MAX 937-396-7218		Engine: No: Cylinders 4		Fuel Type: REG UNLEAD
Original Owner ☐	Dealer's City MIAMISBURG		State OH	Zip Code 45342	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain ?	Multiple Failure: NO LEFT FRONT COIL		Incident Date(s) 05-JUL-2015
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage 94200	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 AFTER INSPECTING THE VEHICLE, HE DISCOVERED THAT THE FRONT LEFT COIL SPRING WAS FRACTURED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 94,200.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THE VEHICLE WAS CHECKED OUT AND REPAIRED UNDER MY EXTENDED WARRANTY. A \$2000 DEDUCTIBLE WAS REQUIRED WHICH I SHOULD GET BACK, BECAUSE OF THE INVESTIGATION ON THE NISSAN VERAS FROM 2008 TO 2010, I MADE MANY PHONE CALLS TO A LOT OF HIGHER UP PEOPLE TO SEE IF ANY BODY OUT THERE IS STICKING UP FOR THE CONSUMER, EARLY I FOUND NO ONE. THE WORD SAFETY IN YOUR DEPARTMENT TITLE IS (MIS LEADING). AMERICA IS GOING TO GO TO HELL IN A HAND BASKET, BECAUSE EVERY BODY FROM THE TOP DOWN IS MORE WORRIED ABOUT GREEDY GAIN THAN SAFETY!!! I REALLY DON'T KNOW HOW YOU PEOPLE CAN SLEEP AT NIGHT.

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

COLUMBUS

OH 430

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
US Department of Transportation
National Highway Traffic Safety Administration

VIN: 3N1EC13E49L [REDACTED] Year: 2009 Make: NISSAN Model: VERSA Color: RED License Plate: [REDACTED] Mileage in: 94351 Out: 94352	CARMAX SERVICE CENTER 35 MIAMISBURG-CENTERVILLE WEST CARROLLTON, OH 45449 Phone: (937)396-7218 Fax: (937)396-7457 Location: 7240 Service Registration Number:	INVOICE # [REDACTED] Open Date: 8:18 am 07/09/15 Invoice Date: 5:06 pm 07/15/15 Service Employee ASHLEY UNDERWOOD Page 1 of 2
ESP Number: [REDACTED] Sale Date: 06/11/13 Sale Mileage: 74,325	Name: [REDACTED] Address: [REDACTED] MIAMISBURG, OH [REDACTED]	Phone: [REDACTED] (contact)

LABOR				PARTS*		
Technician	Labor Description	Time	Cost	Quantity	Part No. / Description	Charge

CONCERN #1: 00. ANY OTHER STEERING OR SUSPENSION CONCERN - Customer States: WHILE DRIVING THE COIL SPRING BROKE DRIVER FRONT

CAUSE: VERIFIED CONCERN. FOUND LEFT FRONT COIL SPRING BROKEN ON BOTTOM PART OF SPRING. NO LONGER SEATED CORRECTLY ON STRUT. NO SIGNS OF ANY OTHER DAMAGE

CORRECTION: REPLACED LEFT FRONT SPRING. REPLACED RIGHT FRONT CALIPER HOSE. BLED BRAKE SYSTEM.

Thomas, E E	R&I OR R&R - SHOCK &/OR STRUT ASSEMBLY - OPERATION - ONE SIDE	0.7	\$71.40	1 E	54010EM04A / STRUT SPRINGS	\$82.08
Thomas, E C	R&R - BRAKE HOSE - INCLUDES: BLEED SYSTEM. OPERATION - ONE		NO CHARGE	2 C	012 / BRAKE FLUID	NO CHARGE
				1 C	610125 / RF CALIPER HOSE	NO CHARGE
Thomas, E E	DIAGNOSE - RIDE / HANDLING - OPERATION	0.5	\$51.00			
Thomas, E E	R&R - SPRING - COMBINATION - EACH	0.3	\$30.60			
Thomas, E R	RIDE / HANDLING	0.0	\$0			
Labor Subtotal for Concern #1 :				Part Subtotal for Concern #1 :		
\$153.00				\$82.08		

CONCERN #3: AON ALIGNMENT PACKAGE

CAUSE: AON ALIGNMENT REQUESTED

CORRECTION: AON ALIGNMENT COMPLETED