



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

31-JUL-2015

Repository ☐

Reference No.
10745272

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City SHREWSBURY

State MA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

[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

3N1BC11E79L [REDACTED]

Make
NISSAN

Model
VERSA

Model Year
2009

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

☐ Cruise Control

20-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 020000 SUSPENSION

Failure Mileage
30000

Failure Speed
5

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: DOTM9ABC036)

☐ 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 5 MPH, A LOUD ABNORMAL SOUND EMITTED FROM THE VEHICLE AND THE STEERING BECAME DIFFICULT TO STEER. THE VEHICLE WAS MERGED OVER TO A GAS STATION WHERE AN INDEPENDENT MECHANIC DIAGNOSED THAT THE FRONT SHOCK ABSORBER SPRING FAILED. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 30,000.

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 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: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10745272-----
Date: Monday, November 02, 2015 12:48:33 PM
Attachments: [NHTSA 10745274 and 10745272 Nissan Spring Breakage - MacKinnon.pdf](#)
[EVOQ EMAIL RESPONSE.doc](#)
[10745272.pdf](#)

From: EVOQ ([REDACTED])
Sent: Monday, November 02, 2015 10:30 AM
To: Abbew, Margaret CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10745272-----

From: [REDACTED]
Sent: Monday, October 12, 2015 11:57 AM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: ----10745272-----

Hello,

Attached please find further info pertaining to the case 10745272. I have also sent this information to Paul Simmons of your division.

Best Regards,
[REDACTED]

From: "EVOQ" <EVOQ@dot.gov>
To: [REDACTED]
Sent: Thursday, September 10, 2015 10:18:43 AM
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10745272-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



[REDACTED] / [REDACTED] Shrewsbury MA [REDACTED]

H: [REDACTED]

M: [REDACTED]

W: [REDACTED]

email: [REDACTED]

Report Date: 05-August-2015 Incident Date: 20-JUL-2015

NHTSA SA ID Number: 10745274 (entered on website) / 10745272 (called in) . Both numbers are the same incident. You may want to delete 10745272 as I was able to enter more info on the 1074574 number).

Called Nissan Consumer Affairs. They assigned a case number [REDACTED] to the incident. We were notified nothing would be done for repair reimbursement since car was out of warranty. My wife spoke with Hazel. I followed up with the case manager (Marisa) who confirmed Nissan would do nothing for us.

naconsumeraffairs@nissan-usa.com

consumer affairs: 1-800-647-7261

attn. Hazel (phone 457 325)

VIN: 3N1BC11E79L [REDACTED]

Auto: 2009 Nissan Versa ~ 30k miles

Issue: Passenger (right) side suspension spring break and right sway bar break (likely due to spring breaking).

Contents of this Document:

1. Background info (this page)
2. NHTSA online and phonecall registration confirmation
3. Copy of Service Repair receipt.
4. Photos and description of failed components

NHTSA SA ID Number: 10745274 – registered on website

ID Number Search Results

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

Have a safety-related Complaint? Let us know by going to our [File a Complaint Page](#) 

 [SHARE THIS PAGE](#)
Email A Friend ▼

 [RECEIVE](#)
Email Alerts ▼ **RSS** ▼

 [LEARN ABOUT](#)
NHTSA's Recall Process ▼

[Recalls](#) [Investigations](#) [Complaints](#) [Service Bulletins](#)

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: 07/31/2015
Component(s): SUSPENSION
Consumer Location: SHREWSBURY, MA

Date of Incident: 07/20/2015
NHTSA ID Number: 10745274

[All Products Associated with this Complaint](#) ▼

[Details](#) ▲ 0 Associated Documents 

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Nissan North America, Inc.
Vehicle Identification No. (VIN): 3N1BC11E79L...

SUMMARY:
MY WIFE HAD JUST BACKED OUT OF THE DRIVEWAY AND STARTED DRIVING DOWN OUR ROAD. JUST AS SHE STARTED SHE HEARD A LOUD NOISE AND THE CAR STEERING BECAME DIFFICULT. THERE IS A SERVICE STATION 1/8TH MILE FROM OUR HOUSE. SHE DROVE THE CAR EXTREMELY SLOWLY (5MPH) TO THE STATION AND HAD THE MECHANIC CHECK THE CAR. THE MECHANIC TURNED THE STEERING WHEEL AND ONE OF THE FRONT SUSPENSION SHOCK ABSORBER SPRINGS FELL OUT OF THE CAR - BROKEN INTO TWO PIECES. IT HAD FATIGUED AND CATASTROPHICALLY FAILED. THE MECHANIC INFORMED HER THAT SHE WAS VERY LUCKY THIS DID NOT HAPPEN WHEN SHE WAS DRIVING NORMAL SPEED AS IT COULD HAVE SLICED THE TIRE AND CAUSED A BLOW OUT AT HIGH SPEED. I CALLED NISSAN CONSUMER AFFAIRS TO REPORT THE INCIDENT AND THEY INFORMED ME THERE WAS NO RECALL FOR THIS ISSUE AND THAT SINCE THE CAR WAS NO LONGER UNDER WARRANTY THE REPAIR COST WAS MY RESPONSIBILITY. IT COST APPROX \$650 TO REPLACE BOTH FRONT SUSPENSION UNITS.

☐ [Request Research](#) 

NHTSA SA ID Number: 10745272 – DUPLICATE – phone called NHTSA

ID Number Search Results

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

Have a safety-related Complaint? Let us know by going to our [File a Complaint Page](#) 

 [SHARE THIS PAGE](#)
Email A Friend ▼

 [RECEIVE](#)
Email Alerts ▼ **RSS** ▼

 [LEARN ABOUT](#)
NHTSA's Recall Process ▼

[Recalls](#) [Investigations](#) [Complaints](#) [Service Bulletins](#)

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: 07/31/2015

Component(s): SUSPENSION

Consumer Location: SHREWSBURY, MA

Date of Incident: 07/20/2015

NHTSA ID Number: 10745272

[All Products Associated with this Complaint](#) ▼

[Details](#) ▲

0 Associated Documents 

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

Manufacturer: Nissan North America, Inc.

Vehicle Identification No. (VIN): 3N1BC11E79L...

SUMMARY:

TL* THE CONTACT OWNS A 2009 NISSAN VERSA. WHILE DRIVING APPROXIMATELY 5 MPH, A LOUD ABNORMAL SOUND EMITTED FROM THE VEHICLE AND THE STEERING BECAME DIFFICULT TO STEER. THE VEHICLE WAS MERGED OVER TO A GAS STATION WHERE AN INDEPENDENT MECHANIC DIAGNOSED THAT THE FRONT SHOCK ABSORBER SPRING FAILED. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 30,000.

☐ [Request Research](#) ?

Copy of Repair Service Receipt. (note car was due for inspection in August but my wife had car inspected since it was already in the shop)

ESTIMATES FOR LABOR ONLY - MATERIAL ADDITIONAL

REPAIR ORDER

QUAN	PART NO	NAME OF PART	SALES AMOUNT	COST
				
SAM'S MOBIL SERVICE CENTER All Mechanical Repairs • Foreign and Domestic Cars - Trucks - Vans - 4-Wheel Drive Mass. Inspection Station - Towing (508) 798-2101 • (508) 752-9414 • Fax (508) 791-4467 285 Boston Tpk., Shrewsbury, MA 01545				
Name: [Redacted] Address: [Redacted] Phone No: [Redacted] Date: 7-21-15				
Odometer Reading: [Redacted] Serial No: [Redacted]				
MAKE AND MODEL: 09 Nissan Versa LICENSE NO. AND STATE: MOTOR NO:				
OPERATION NUMBER	INSTRUCTIONS			AMOUNT
LUBRI-CATE ☐	CHANGE OIL ☐ FLUSH TRANS. ☐ FLUSH DIFE ☐ WASH ☐ POLISH ☐			
	Replace ball joint			
	- Replace front springs + SHOCKS and right front sway bar link			200.00
	State Inspection			35.00
TOTAL PARTS				340.00
Gals. Gas	@			
Qts. Oil	@			
Lbs. Grease	@			
Total Gas-Oil-Grease				
Total Accessories				
Total Labor				200.00
Total Parts				340.00
Environmental Charges				
Gas, Oil, Grease				
Stickers				35.00
Tires, Tubes				
Outside Work				
TOTAL				
TAX				21.25
TOTAL AMOUNT				596.25

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by: [Signature] Date Promised: _____
 Delivered to: _____ Date Delivered: _____

Sams Mobil
285 Turnpike Rd.
Shrewsbury, MA

SALIM AOUDE
SHREWSBU MA
DEALER: 9744020
07/21/15 10:32

ACCT/CARD #: VISA XXXXXXX
AUTH. #: 062810
INVOICE #: [Redacted]

CREDIT TOTAL \$685.25

CASHIER: 05

ITEM	QTY	PRICE	AMOUNT
Labor			685.25

Items: 1	Subtotal	685.25
	Sales Tax	0.00
	Total	685.25

SHIFT 001854

Thank you for
Choosing Mobil

400-2-PRINTED IN USA

Left Coil: Driver side (Left) Spring removed from car not damaged but replaced
Right Coil: Passenger side failed (broken) spring. I believe this is the top side of spring



PASSENGER SIDE SPRING (right) – BROKEN PIECES



CLOSEUP OF BROKEN COIL SPRING (FROM LARGE PIECE OF BROKEN SPRING)



CLOSEUP II OF BROKEN COIL SPRING (FROM LARGE PIECE OF BROKEN SPRING)





CLOSEUP OF BROKEN
AREA FROM SMALLER
PIECE OF BROKEN
SPRING.



CLOSEUP SHOWING TWO MATING BROKEN PIECES OF SPRING



CLOSEUP OF BROKEN (FAILED REGION) OF SMALLER SIDE BROKEN SPRING



CLOSEUP OF BROKEN REGION OF LARGE SIDE OF BROKEN SPRING WITH SCALE



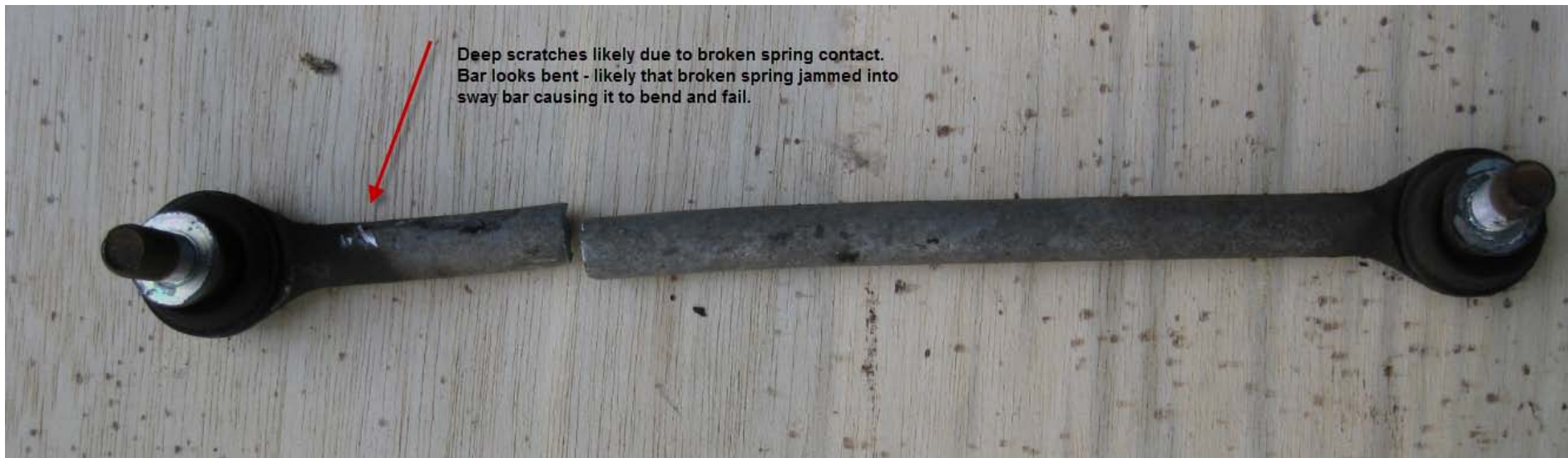
Location of Sway Bar (for Reference) Part was also broken during incident likely due to spring breaking and jamming into it. Please Note: Mechanic used the term "Sway Bar" on receipt for this component. I am not sure what Nissan uses as a name for this part.



SHOCK DAMPER - NOTE COIL
SPRING INSTALLED ABOVE THIS

"SWAY BAR LINK" - REPLACED PART.
SHOWING LOCATION FOR
REFERENCE

Broken Sway Bar – likely caused by broken spring jamming into bar



CLOSEUP OF BROKEN SWAY BAR. PART APPEARS TO BE CAST ALUMINUM



CLOSE UP SCRATCH IN SWAY BAR LIKELY DUE TO BROKEN SPRING JAMMING INTO IT.



CLOSE UP SCRATCH IN SWAY BAR
LIKELY DUE TO BROKEN SPRING
JAMMING INTO IT. WITH SCALE
FOR SIZE REFERENCE

