

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

**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	Repository <input type="checkbox"/>
06-AUG-2015	Reference No. 10746693

OWNER INFORMATION (Type or Print)			
Name	Address		City
State	Zip Code	Daytime Telephone Number	E-mail Address
NY		Evening Telephone Number	

*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
3N1AB6APXC1	NISSAN	XTERRA	2012
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s) 28-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 010000 STEERING	Failure Mileage 49100	Failure Speed 20

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 <input type="checkbox"/> 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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).

WE OWN A NISSAN SENTRA 2012. I WAS DRIVING MY CAR TO THE MECHANIC IN ORDER TO DO AN OIL CHANGE. FIVE BLOCKS BEFORE ENTERING THE MECHANIC SHOP, I HEARD A STRONG METALLIC NOISE ON THE LEFT BOTTOM PART OF MY CAR. I ASKED THE MECHANIC TO CHECK SUCH NOISE. HE TOLD ME THAT IT WAS THE ELECTRIC RACK AND PINNION UNIT. IT WAS BROKEN. ACCORDING TO HIM IT IS VERY RARE THAT THIS PART OF THE CAR COULD BE BROKEN IN A 2012 CAR. SINCE HE WARNED ME THAT COULD HAVE BEEN DANGEROUS TO DRIVE THE CAR IN THAT CONDITION—A SERIOUS ACCIDENT COULD HAVE OCCURRED, FOR WHEN IT HAPPENS BOTH FRONT WHEELS WILL ROLL IN DIFFERENT DIRECTIONS—I ORDERED HIM TO FIX THE PROBLEM. IT COST ME \$ 730.  
SEEKING SOME EXPLANATION AND SOME COMPENSATORY HELP, I WAS TO THE NISSAN DEALERSHIP FROM WHICH WE BOUGHT THE CAR AND TALKED WITH THE MANAGER—MR. ROURKE. THE DEALERSHIP IS: NISSAN CENTRAL—1919 CENTRAL AV. YONKERS NY, 10710. HE TOLD ME THAT MY WARRANTY HAS EXPIRED AND THAT HE COULD NOT BE SURE OF THE INCIDENT SINCE I DIDN'T BRING THE CAR INTO HIS PLACE. ALSO, HE TOLD ME THAT IF I HAVE ALWAYS BROUGHT MY CAR INTO HIS PLACE TO MAKE MAINTANCE AND REPAIRS, MAYBE I COULD HAVE SAVED MUCH MONEY OR MAYBE NISSAN COULD HAVE DONE IT FREE.

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.