

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 12-NOV-2015 FEB 04 2016	
		Repository ☐		Reference No. 10790023	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
NEWBURYPORT		MA			
Zip Code					
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	
3N1BC13E69L		NISSAN		VERSA	
Model Year		Engine:		Fuel Type:	
2009		No: Cylinders			
Date Purchased		Dealer's Name and Telephone Number			
		Colonial Nissan - Medford, MA			
Original Owner		Dealer's City		State	
☒		Medford		MA	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes					
☐ Cruise Control				Incident Date(s)	
				18-JUN-2013 FRONT	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION		FRONT AND REAR SUSPENSION COILS		Failure Mileage	
				25985	
				Failure Speed	
				in driveway 11mph	
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		Failure Location:	
		☐ 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	
☐ Yes ☒ No		☐ Yes ☒ No		NONE	
				Number of Deaths	
				NONE	
				Reported to Police	
				NO	
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 THERE WAS AN ABNORMAL NOISE COMING FROM THE VEHICLE. IN ADDITION, THE FRONT AND REAR COIL SPRINGS FRACTURED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO REPLACED THE PASSENGER SIDE FRONT COIL SPRING, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE INDEPENDENT MECHANIC WHO REPLACED THE FRONT DRIVER SIDE COIL SPRING. ON ANOTHER OCCASION, THE CONTACT HEARD AN ABNORMAL NOISE COMING FROM THE REAR OF THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO INDICATED THAT THE REAR COIL SPRINGS NEEDED TO BE REPLACED. THE CONTACT LATER RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V573000 (SUSPENSION) AND WAS CONCERNED THAT THE RECALL REMEDY WOULD FAIL TO REPAIR THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 25,985. PART DISTRIBUTION DISCONNECT.					
HAS ONLY DECIDED TO RE-CALL THE FRONT SUSPENSION COILS TO THE FRONT DRIVER SIDE.					
NISSAN AT THIS TIME, BUT NOT THE REAR COILS SO THE PROBLEM WILL STILL EXIST FOR THE REAR SUSPENSION COILS.					
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.					

THANK YOU!

1-4-16

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

Nissan of Beverly has replaced the front suspension coil springs in Dec. 2015, since the ones that I had replaced ^{by independent mechanic} ~~by independent mechanic~~ were still considered defective. They also replaced catalytic converter ^{muffler} since it was under warranty ^{for low miles} ~~for low miles~~ all at no cost to me... other than my mileage + time to get to the dealership!!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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



805704

NA 021

09 JAN '16

PM 9 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210-100**
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)
U.S. Department of Transportation
National Highway Traffic Safety Administration

LOT, LOCATION:

CUSTOMER #:

INVOICE



275 BROADWAY (ROUTE 1, NORTH)
LYNNFIELD, MA 01940-2313
781-598-1234
kellyauto.com

NEWBURYPORT, MA

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HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 71758 ROY SLETTERINK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	09	NISSAN VERSA	3N1BC13E69L		30342/30342	T075	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31OCT08 IS							
31OCT08 DD			17:00 30MAY14		0.00	CASH	30MAY14
R.O. OPENED		READY	OPTIONS: DLR: ENG:1.8 Liter Gasoline				

16:03 30MAY14 16:27 30MAY14

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES BOTH REAR SPRINGS BROKEN

CAUSE: TECH CONFIRMED ISSUE.

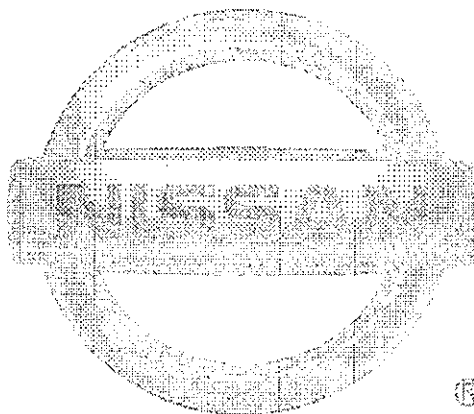
SUSREP CUSTOMER STATES PERFORM SUSPENSION REPAIR

70337 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

(N/C)
0.00

BOTH REAR SPRINGS BROKEN AND UPPER AND LOWER SPRING SEATS DAMAGED
OR MISSING. QUOTED PRICE OF \$395.00 FOR REPAIRS.



kellyauto.com

LOVE OUR SERVICE?

If so, we may be able to service all the vehicles in your family.
Call our Service Department for all the great details.

Thank You! We Appreciate Your Patronage!

Customer satisfaction is our first priority!! If there is any portion of this repair order that you are not 100% satisfied with, let us resolve your concern now! We want you to be 100% satisfied with the service you received. Please feel free to call our service department for immediate results. Thank You! We consider anything less than **EXCELLENT** failing to us.

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
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00