

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 07-SEP-2016 OCT 14 2016		Repository ☐ Reference No. 10904297	
OWNER INFORMATION (Type or Print)					
Name				Daytime Telephone Number	
Address				E-mail Address	
City		State	PR	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 5N1AN08U05C			Make NISSAN	Model XTERRA	Model Year 2005
Date Purchased <i>August 2005</i>	Dealer's Name and Telephone Number <i>Agustin Lugo 787-765-7700</i>		Engine: No: Cylinders <i>6 cylinders</i>	Fuel Type:	
Original Owner ☒	Dealer's City <i>San Juan, PR</i>	State <i>PR</i>	Zip Code <i>0092</i>		
Transmission Type <i>Automatic</i>	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: <i>transmission</i>	Incident Date(s) 11-MAY-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE (PWS), 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 062100 ENGINE AND ENGINE COOLING: COOLING SYSTEM: RADIATOR ASSEMBLY				Failure Mileage 105000	Failure Speed 50
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 2005 NISSAN XTERRA. WHILE DRIVING APPROXIMATELY 50 MPH, THE VEHICLE FAILED TO ACCELERATE. THE CONTACT MANEUVERED THE VEHICLE TO THE SIDE OF THE ROAD TO A COMPLETE STOP. THE VEHICLE WAS DRIVEN HOME. THE FOLLOWING DAY, THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT RADIATOR COOLANT LEAKED INTO THE TRANSMISSION FLUID CHAMBER AND THE TRANSMISSION FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 105,000.					
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 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.					

September 30, 2016

US Department of
Transportation
National Highway
Traffic Safety
Administration

Attention Randy Reid Chief

Dear Mr. Reid:

Regarding the follow up letter you sent me, I will explain in full details what happened with my car.

On May 2011, I was driving in Las Americas Expressway in Puerto Rico around 50 miles per hour and suddenly my car was in neutral, not accelerating and I had cars in front and behind my car. Then I tried terrorized to go to the emergency lane, which I did, exposing myself to have crashed in the middle of that highway. After a few minutes catching my breath, I started the car engine again and drove trembling to my house.

I took the car to Auto Grupo Nissan in Kennedy Ave. in Puerto Rico and they diagnosed that the car has internal transmission failure due to coolant that got into the transmission. Now my car doesn't have any warranty and in 2007 when they knew about the problem it had.

They knew about the problem since 2007 and we never received from them any letter or communication. Now they are charging me \$6,000 for a rebuilt transmission. I wouldn't be having this situation if they would have told me about this and with only changing my radiator I could have solved this problem.

They exposed my life and other people lives by not communicating this. Every time I go in the expressway I remember this incident.

If you need more information you can call me at. [REDACTED]

Cordially,
[REDACTED]

Reference # 10904297
Nissan X-terra 2005
Vin# 5N1AN08U05C [REDACTED]



AUTO GRUPO

INVOICE

P.O Box 29468, San Jaun, PR 00929

445 Ave Kennedy k.m. 3.2 Pueblo Viejo
San Juan, PR 00920-1665

PAGE 3

Ventas Nissan 787-620-0899 · Ventas Kia 787-620-0877
Piezas y Servicio 787-620-0883

GUAYNABO, PR

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 60237 Jaime Dominguez

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLANCA	05	NISSAN XTERRA	5N1AN08U05C [REDACTED]		[REDACTED]	105597/105597		T3065
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
13AUG05 DD		13AUG2008	18:00 11MAY16		0.00	CASH	12MAY16	
R.O. OPENED		READY	OPTIONS:					

10:02 11MAY16 07:34 12MAY16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUSTOMER PAY	SHOP	CHARGE	FOR REPAIR ORDER				2.56

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

DESCRIPTION: 24 REEMPLAZO DE RADIADOR Y TRANSMISION (MEZCLA INTERNA)

REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: MARIA

COMMENTS: HARA LUEGO

RECOMMENDED BY: 60237 Dominguez

DENIAL ADDED BY: 60237

Dominguez

LINE ASSOCIATED: B

ESTIMATE: 5909.68

DESCRIPTION: 24 REEMPLAZO DE OIL PRESSURE SWITCH

REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: MARIA

COMMENTS: HARA LUEGO

RECOMMENDED BY: 60237 Dominguez

DENIAL ADDED BY: 60237

Dominguez

LINE ASSOCIATED: B

ESTIMATE: 186.00

DESCRIPTION: 24 REEMPLAZO DE CINTURON DELANTERO DERECHO (CODIGO)

REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: MARIA

COMMENTS: HARA LUEGO

RECOMMENDED BY: 60237 Dominguez

DENIAL ADDED BY: 60237

Dominguez

LINE ASSOCIATED: B

ESTIMATE: 273.00

DESCRIPTION: 24 REEMPLAZO DE AMBOS SOPORTES DE MOTOR

REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: MARIA

COMMENTS: HARA LUEGO

RECOMMENDED BY: 60237 Dominguez

DENIAL ADDED BY: 60237

Dominguez

LINE ASSOCIATED: B

ESTIMATE: 535.44

DESCRIPTION: 24 REEMPLAZO DE SHOCK ABS TRASEROS

REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: MARIA

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



AUTO GRUPO

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PAGE 1

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Piezas y Servicio 787-620-0883

GUAYNABO, PR

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 60237 Jaime Dominguez

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG	
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R.O. OPENED	READY	OPTIONS:
10:02 11MAY16	07:34 12MAY16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A AUTO TIENE CITA PARA SERVICIO (DIAGNOSTICO/REPARACION) HOY, NO
NECESARIAMENTE ESTARA LISTO EL MISMO DIA.

CITA AUTO TIENE CITA PARA SERVICIO
(DIAGNOSTICO/REPARACION) HOY, NO
NECESARIAMENTE ESTARA LISTO EL MISMO DIA.
60064 ORTIZ, ELIU LIC#: 22047

LAG

(N/C)

B C/I LUZ DE SERVICIO ENGINE SOON ENCENDIO EN UNA OCASION LUEGO DE QUE
ACELERO Y NO RESPONDIO

M8 CLIENTE NO APROBO ESTIMADO.
60064 ORTIZ, ELIU LIC#: 22047

LAG

(N/C)

105597 SE REALIZO SCAN Y SE ENCONTRO CODIGO B01731 Y B1754-19 QUE
REFLEJA FALLA INTERNA DE LA TRANSMISION. SE ENCONTRO TRANSMISION
CONTAMINADA CON COOLANT. SE REALIZO ESTIMADO DE TRANSMISION, RADIADOR Y
FLUSH DE OIL COOLER Y CLIENTE NO AUTORIZO.

C C/I LUZ DE AIRBAG ENCENDIDA

M8 CLIENTE NO APROBO ESTIMADO.
60064 ORTIZ, ELIU LIC#: 22047

LAG

(N/C)

105597 SE REALIZO SCAN Y SE ENCONTRO CODIGO B1019 REFERENTE A FALLA
EN CINTURON DEL PASAJERO DELANTERO. SE REALIZO ESTIMADO DE CINTURON
DELANTERO DERECHO Y CLIENTE NO AUTORIZO.

D C/I MEDIDOR DE ACEITE DE MOTOR NO ESTA FUNCIONANDO

M8 CLIENTE NO APROBO ESTIMADO.
60064 ORTIZ, ELIU LIC#: 22047

LAG

(N/C)

105597 SE ENCONTRO PRESSURE SENSOR DE ACEITE DE MOTOR LIQUEO HACIA
EL CONECTOR. SE ESTIMADO DE REEMPLAZO DE PRESSURE SENSOR Y CLIENTE NO
AUTORIZO.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
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NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
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Seller hereby expressly disclaims all
warranties, either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY