



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

01-NOV-2016

DEC 22 2016

Repository ☐

Reference No.

10920520

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	INDIAN HARBOUR BEACH	State	FL	Zip Code	
				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
3N1BC13E09L		NISSAN	VERSA	2009
Date Purchased	Dealer's Name and Telephone Number (321) 923-2941		Engine:	Fuel Type:
	NISSAN OF MELBOURNE		No: Cylinders	Reg
Original Owner ☒	Dealer's City	State	Zip Code	
	MELBOURNE	FL	32901	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
Auto	☒ Cruise Control		—	25-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed
INFLATOR		

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	Number of Deaths	Reported to Police
		0	0	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* TAKATA RECALL. THE CONTACT OWNS A 2009 NISSAN VERSA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V349000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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.



IMPORTANT SAFETY RECALL

NISSAN NORTH AMERICA, INC.

National Headquarters

Consumer Affairs Department

P.O. Box 685003

Franklin, Tennessee 37068-5003

Indian Harbour Beach, FL

IMPORTANT SAFETY RECALL

PROGRAMA DE SEGURIDAD IMPORTANTE

This is an important Safety Recall. The remedy will be performed at NO CHARGE to you.

INTERIM OWNER NOTIFICATION NOTIFICACIÓN PROVISIONAL AL PROPIETARIO

NHTSA Recall 16V-349

Dear Nissan Versa Owner:

This interim notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2009 Model year Nissan Versa vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

Reason for Recall

Continued exposure to areas with high levels of absolute humidity may cause the front passenger air bag inflator housing to rupture and deploy abnormally resulting in metal fragments striking the vehicle occupants causing serious injury or death.

What Nissan Will Do

Nissan is currently awaiting parts to remedy the affected vehicles. Nissan will send you a second letter, when parts are available, asking you to bring your vehicle to a Nissan retailer for the remedy at that time.

What You Should Do / Qué Debes Hacer

Once you receive an invitation to repair letter, please contact your Nissan retailer to schedule an appointment. **In the meantime, do not allow passengers to ride in the passenger seat.** If you remain concerned about the air bag inflator in your vehicle, please contact the Consumer Affairs Department toll free at 1-800-NISSAN1 (1-800-647-7261).

Una vez recibas la carta de invitación para reparar tu vehículo, agradeceremos que te comuniques con tu concesionario autorizado de Nissan para programar una cita. **Mientras tanto, no permitas que ningún pasajero viaje en el asiento del pasajero.** Si aún continúas preocupado(a) por la situación del inflador de la bolsa de aire de tu vehículo, comunícate con el Departamento de Asuntos del Consumidor, libre de cargos, al 1-800-NISSAN1 (1-800-647-7261).

If the retailer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.



NISSAN NORTH AMERICA, INC.
P.O. Box 4417
Bridgeton, MO 63044-9730

Copy

PRESORTED
FIRST-CLASS
U.S. POSTAGE
PAID
HAZELWOOD, MO
PERMIT #14

IMPORTANT SAFETY RECALL NOTICE

PLEASE DELIVER TO REGISTERED OWNER

16V-349 PM656

See VIN Inside



FOR ►



Indian Harbour Beach, FL



IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law



PLEASE REVIEW ENCLOSED NOTICE FOR IMPORTANT
INFORMATION REGARDING YOUR NISSAN VEHICLE

IMPORTANT SAFETY RECALL NOTICE

P.O. Box 4417
Bridgeton, MO 63044-9730



440 S. HARBOR CITY BLVD.
MELBOURNE, FL 32901
(321) 723-2941 www.nissanofmelbourne.com

SERVICE INVOICE



CUSTOMER NO. [REDACTED]		ADVISOR TONY	185160	TAG NO. 1607	INVOICE DATE 11/23/16	SALES NO. [REDACTED]
[REDACTED]		LABOR RATE	LICENSE NO.	28,721	COLOR BRILLIANT S	STOCK NO.
[REDACTED]		YEAR / MAKE / MODEL 09/NISSAN/VERSA/1.8SL HB			DELIVERY DATE 04/05/09	DELIVERY MILES 9
INDIAN HARBOUR BEACH, FL [REDACTED]		VEHICLE I.D. NO. 3 N 1 B C 1 3 E 0 9 L			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.			R.O. NO.	R.O. DATE 11/23/16
RE [REDACTED]	BUSINESS PHONE	COMMENTS				

MO: 2872

LABOR & PARTS					
C/S: PM656 - VERSA PASSENGER AIRBAG INSTALL S/O AIR BAG RECALL					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	98561-EM38E	INFLATOR-AIR BAG		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate including any additional authorized charges by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$ 20.00

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of

EXPRESS MULTI POINT INSPECTION PERFORM MULTI POINT INSPECTION PERFORM MULTI POINT INSPECTION					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	INTERNAL
JOB # 1	WAP	WASH CAR POLICY	326685	
JOB # 1	WA	WASH-CUSTOMER PAY		
TOTAL - MISC				0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAITER

TOTALS		PAYMENT METHOD		TOTAL LABOR	
				0.00	
				0.00	
				0.00	
				0.00	
				0.00	
				0.00	
				0.00	

ISSUER: NISSAN EXTENDED SERVICE CORP INC

AGREEMENT#

EFFECTIVE DATE
NESCIS TAX ID# 78-00-065343-80

CLAIM AMOUNT \$
STATE ID# MV49781

CUSTOMER SIGNATURE



1015-113

440 S. HARBOR CITY BLVD.

MELBOURNE, FL 32901

(321) 723-2941 www.nissanofmelbourne.com

SERVICE INVOICE



CUSTOMER NO.	ADVISOR TONY	185160	TAG NO. 1937	INVOICE DATE 10/31/16	INVOICE NO.
INDIAN HARBOUR BEACH, FL	LABOR RATE	LICENSE NO.	MILEAGE 28,640	COLOR BRILLIANT S	STOCK NO.
	YEAR / MAKE / MODEL 09/NISSAN/VERSA/1.8SL HB	VEHICLE ID. NO. 3N1BC13E09L	DELIVERY DATE 04/05/09	DELIVERY MILES 9	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/31/16		
BUSINESS PHONE	COMMENTS				

MO: 2864

LABOR & PARTS				
C/S: PM656 - VERSA PASSENGER AIRBAG				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate including any additional authorized charges by \$10 or 10%; whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charge shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$ 20.00.

LIMITED WARRANTY: The only warranty applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to

CUSTOMER REQUEST LOF 14.95 OIL CHANGE CUSTOMER REQUEST LOF REPLACED OIL FILTER AND REFILL OIL TO SPECIFICATION				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	PK1495F	LOF SPECIAL	12.50
JOB # 2	1	15208-65F0E	OIL FILTER	****
JOB # 2	1	11026-JA00A	WASHER DRAIN	****
JOB # 2	4	9998K-05M30NM	GENUINE NISSAN 5	****
JOB # 2 TOTAL PARTS				12.50
JOB # 2 TOTAL LABOR & PARTS				14.95

EXPRESS MULTI POINT INSPECTION PERFORM MULTI POINT INSPECTION PERFORM MULTI POINT INSPECTION				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHOP	SHOP SUPPLIES		0.25
JOB # 1	WAP	WASH CAR POLICY	325282	INTERNAL
JOB # 1	WA	WASH-CUSTOMER PAY		INTERNAL
TOTAL - MISC				0.25

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$17.00 (+TAX)

COMMENTS
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