

INFORMATION ACT (EOIA) 5 U.S.C. 552(b)(6) FOR AGENCY USE ONLY 100148

U.S. Department
of TransportationNational 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

Date Received

12-JAN-2017

MAR 2- 2017

Repository ☐

Reference No.

10944656

OWNER INFORMATION (Type or Print)

Name

Address

City

RANCHO CUCAMONGA

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

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

3N1CC11E09

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)

12-JAN-2017

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

Failure Speed

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

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. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V349000 (AIR BAGS); HOWEVER, THE PART FOR THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.

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

NISSAN CALLED 1/13/17 AND ARRANGED AN
INTERIM FIX (REPLACE CURRENT AIR BAG WITH
A NEW TAKATA AIR BAG) UNTIL THEY HAVE
A FINAL REPLACEMENT AIR BAG. NISSAN
DEALER AT FONTANA INSTALLED THE INTERIM BAG.
NO DATE HAS BEEN GIVEN FOR THE FINAL
REPLACEMENT AIR BAG.

2/11/17

ATTACH ADDITIONAL SHEETS IF NECESSARY

SANTA ANA

CA 926

10 FEB 17

PM 11

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

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NECESSARY
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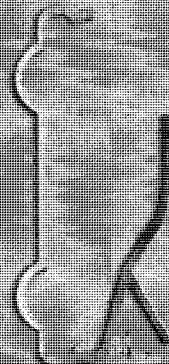
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-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 Representative
U.S. Department of Transportation
National Highway Traffic Safety Administration

Car

Nissan Versa 2009 - Silver

4 Door Sedan - 5 Speed - A/C

License # [REDACTED]

ID# 3N1CC11E09L [REDACTED]

53,600 Miles @ 11/13/16, Drive 20 miles/day

Empire Nissan (909) 906-7424. Recall NTSA Recall 16V-349. Takata Air Bag Problem

Sept. /Oct. to have parts. Passenger Air Bag - Areas with High Levels of Humidity (800) 647-7261

Called Nissan 7/26/16, Called again 10/03/16 No parts, Case # [REDACTED] Talked to Jason. Nissan will call back tomorrow. Daughter called 1/11/17, talked to Shela? X 457233, Case # [REDACTED] Was told there was an interim fix. Called Empire Nissan 1/11/17, Kristina Service Dept. No Interim fix was available or final parts. Called Nissan 1/12/17. Was told that no interim is available yet and that parts may be available in May 2017. A Specialist will call me back in the next 24 hrs.

Called NTHSA ODI#10944656, 1-12-17 regarding the timelessness of the fix. Eric (Case Manager Nissan) (615) 725-7152 called 1/13/17 will arrange for an interim fix at Fontana Nissan (909) 281-5975. (Paul Hailey the Service Manager) at Fontana Nissan will call me when the parts are available. The interim fix is a New Takata air bag. Call Paul, no answer, left message 1/17/17 @ 11:10 AM. Paul returned my call and said that they had a Takata Air Bag in stock and I setup an appointment for Thursday, Jan. 19, 2017 @ 7AM. Fontana Nissan replaced the old Takata with a new Takata Air Bag @ no charge. No date given for the final air bag replacement.