

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



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

Date Received
14-JUN-2017
AUG 30 2017
Repository
Reference No.
10995185

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ST LOUIS State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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: **1N4BA41E75L** [REDACTED]
Make: NISSAN Model: MAXIMA Model Year: 2005
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 01-APR-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN, 060000 ENGINE (PWS) Failure Mileage: 90000 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM4L9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 MAXIMA. THE CONTACT HEARD A NOISE PROGRESSING FROM THE VEHICLE. AN INDEPENDENT MECHANIC DIAGNOSED THAT THE TIMING CHAIN NEEDED TO BE REPLACED. THE MANUFACTURER ISSUED TECHNICAL SERVICE BULLETINS, BUT THERE WAS NO SERVICE CAMPAIGN OR MANUFACTURER RECALL. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED NO SOLUTION. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 90,000.

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.

August 14, 2017

US Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Sir:

I am writing in regards to our 2005 Nissan Maxima, Vin #1N4BA41E75L [REDACTED], which we purchased on October 28, 2016 in St Louis, MO.

June 14, 2017, we began this process due to the noises heard from the engine compartment.. Our mechanic diagnosed it as the timing chain tenstioner guides has fallen causing chain tensioner to come in contact with the chain itself. Upon further investigation (via computer research), we have found five states have class action suits regarding this problem.

The lack of notifications to owners: The manufacturer was aware of this problem in 2004. They sent service bulletins to the dealerships to soft talk the problem to the customer for repairs at their own expense.

If the problem is not resolved in a timely matter, there will be lack of exceleation, brakes, steering control, and a total engine failure. On a road or highway, this could be a deadly accident.

In conclusion, we have spent over two thousand dollars in repairs for a problem that should have been recalled. We have all of the faulty parts that were replaced.

Enclosed are the requested forms, an independent diagnostic report, a Nissan diagnostic report, the repairs, the tow statement.

We await your response to this letter and statements.

[REDACTED]
[REDACTED]
St. Louis, MO [REDACTED]



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



Bayless Tire & Auto Repair Center
 644 Union Road
 St. Louis Mo 63123
 (314) 638-2300

PEACE OF MIND WARRANTY
 24 - MONTHS / 24,000 - MILES
 36 - MONTHS / 36,000 - MILES
 Extend Your Warranty for FREE to
 36-Months / 36,000-Miles When Using
 Your NAPA AutoCare EasyPay Card!

6/20/2017 2:07 PM

page 1

Repair Order # [REDACTED]

Day Phone : [REDACTED]
 Eve Phone : [REDACTED]

ST. LOUIS MO [REDACTED]

Vehicle : 2005 Nissan Maxima 3.5 L 3498 CC V6 VQ35DE DOHC
 VIN : 1N4BA41E750 [REDACTED]
 Created : 6/20/2017 1:45:38 PM

Tag/State : [REDACTED]
 Last Mileage : 89574
 Odometer In : 0
 Odometer Out : 0

Labor/Notes

Code/Tech*	Description	Price
	DIAGNOSTIC HOOK-UP SERVICE FROM 6/13/17	\$79.91

CUSTOMER COMPLAINS OF ENGINE NOISE.
 UPON INSPECTION AND PARTIAL TEAR DOWN, MAIN TIMING CHAIN TENTIONER GUIDE HAS FALLEN OUT OF PLACE
 CAUSING CHAIN TENIONER TO COME IN CONTACT WITH CHAIN ITSELF.
 COMPLETE TEAR DOWN NEEDED TO REPAIR.
 CUSTOMER ADVISED TO REFRAIN FROM DRIVING UNTILL REPAIRS ARE MADE.
 ENGINE DAMAGE COULD ACCURE

Labor	\$79.91
Parts	\$0.00
Sublet/Misc.	\$0.00
shop supplies/enviro.	\$3.60
Charges	\$0.00
Sales Tax	Tax @ \$3.60 * 7.1130%	\$0.26
	Repair Total	\$83.77

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCURE A \$5.00 PER DAY STORAGE FEE. 12 mo. or 12,000 mile Warranty On Repairs.

Customer Signature _____

Bommarito Nissan West



14747 Manchester Rd. • Ballwin, MO 63011
Phone (636) 394-0330 • www.bommarito.com

CUSTOMER NO. [REDACTED]	ADVISOR RON CRUM	TAG NO. 175 416	INVOICE DATE 06/28/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MPLEAGE 175 /	COLOR
[REDACTED]	YEAR / MAKE / MODEL 05/NISSAN/MAXIMA/4DR SDN SE AT	DELIVERY DATE	DELIVERY MILES	
ST LOUIS, MO [REDACTED]	VEHICLE I.D. NO. 1 N 4 B A 4 1 E 7 5 L	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	P.O.	R. O. DATE 06/21/17	[REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 91850

JOB# 4 CHARGES-----		
LABOR-----	TECH(S):23	0.00
J# 4 ONIZZWASH CAR WASH		
COMPLETE COMPLEMENTARY CAR WASH.		
COMPLETED CAR WASH.		
JOB# 4 TOTALS-----		
	JOB# 4 JOURNAL PREFIX NIQS	JOB# 4 TOTAL
		0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # A SS ENVIRONMENTAL FEES / SUPPLIES		25.00
	TOTAL - MISC	25.00
TOTALS-----		

DISCLAIMER OF WARRANTIES
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 THE VEHICLE.

SHOP SALES
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4000 MILES FROM DATE OF WORK

PARTS SALES
NO RETURNS ON ELECTRICAL COMPONENTS
NO RETURNS AFTER 30 DAYS
NO RETURNS ON SPECIAL ORDERS
20% HANDLING CHARGE ON ALL RETURNS

NO CLAIMS WITHOUT THIS INVOICE

*****	TOTAL LABOR....	1540.00
*	TOTAL PARTS....	595.91
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	25.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	50.37
*****	TOTAL INVOICE \$	2211.28

Bommarito
Buick-GMC-Isuzu-Mazda-Infiniti-Audi
13736 Manchester Road • (636) 391-7200
Ellisville, Missouri 63011
ELLISVILLE

Bommarito
Cadillac-Mazda-Volkswagen
I-70 & Cave Springs
4190 North Service Road • (636) 928-2300
St. Peters, Missouri 63376
ST. PETERS

Bommarito
Chevrolet-Mazda South
6127 So. Lindbergh Blvd. • (314) 487-9800
St. Louis, Missouri 63123
SOUTH COUNTY

Bommarito
Nissan, Inc.
661 Dunn Road • (314) 731-2228
Hazelwood, Missouri 63042

Honda-Volkswagen
330 Brookes Dr. • (314) 731-9777
Hazelwood, Missouri 63042

Ford
675 Dunn Road • (314) 895-0600
Hazelwood, Missouri 63042

Nissan West
14747 Manchester Rd. • (636) 394-0330
Ballwin, Missouri 63011

TOYOTA
9095 Dunn Rd. • (314) 731-0911
Hazelwood, Missouri 63042
HAZELWOOD

www.bommarito.net

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

The Reynolds and Reynolds Company ERUNTS1111E CCR03427 Q (03/17)

Bommarito Nissan West



14747 Manchester Rd. • Ballwin, MO 63011
Phone (636) 394-0330 • www.bommarito.com

CUSTOMER NO.	ADVISOR RON CRUM	TAG NO. 175 416	INVOICE DATE 06/28/17	INVOICE NO.
ST LOUIS, MO	LABOR RATE	LICENSE NO.	MILEAGE 175	COLOR /
	YEAR / MAKE / MODEL 05/NISSAN/MAXIMA/4DR SDN SE AT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 N 4 B A 4 1 E 7 5 L		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/21/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 91850

JOB# 1 CHARGES

LABOR
J# 1 12NIZ04 ENGINE NOISE TECH(S):23 1540.00
has timing chain noise advise
REPLACED TIMING CHAIN ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	13091-ZK00A	CHAIN GUIDE	75.39	54.63	54.63
	1	13028-ZS70A	CHAIN-CAMSHAFT	137.71	121.87	121.87
	1	13085-7Y000	GUIDE-CHAIN,TENS	17.66	11.18	11.18
	2	13028-ZK01C	CHAIN-CAMSHAFT	48.50	32.77	65.54
	1	13085-7Y010	GUIDE-CHAIN,TENS	14.33	8.53	8.53
	1	13070-7Y000	TENSIONER ASSY-C	121.48	88.03	88.03
	1	13510-7Y000	SEAL-OIL,CRANKSH	33.94	22.93	22.93
	2	13097-ZK01C	TENSIONER FACE	5.61	3.15	6.30
	1	999MP-1217HP	THREEBOND 1217H	25.26	15.99	15.99
	2	15066-ZL80A	SEAL O RING (6.8	9.04	9.04	18.08
				TOTAL - PARTS		413.08

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SHOP SALES
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4000 MILES FROM DATE OF WORK

PARTS SALES
NO RETURNS ON ELECTRICAL COMPONENTS
NO RETURNS AFTER 90 DAYS
NO RETURNS ON SPECIAL ORDERS
20% HANDLING CHARGE ON ALL RETURNS

NO CLAIMS WITHOUT THIS INVOICE

JOB# 1 TOTALS

LABOR	1540.00
PARTS	413.08
JOB# 1 JOURNAL PREFIX NICS	
JOB# 1 TOTAL	1953.08

Bommarito
Buick-GMC-Isuzu-Mazda-Infiniti-Audi
15736 Manchester Road • (636) 391-7200
Ellisville, Missouri 63011
ELLISVILLE

JOB# 2 CHARGES

LABOR
J# 2 30NIZ AUTO TRANSMISSION TECH(S):23 0.00
has intermitten erratic shift when driving at times other times doesnt always enguage when shift from reverse to drive ther is a lag
TEST DROVE NO CODES STORE TRANS FLUID DIRTY RECOMMEND SERVICE TO START UNABLE TO DUPLICATE CUSTOMER CONCERNS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	11210-8J100	INSULATOR-ENGINE	182.83	182.83	182.83
				TOTAL - PARTS		182.83

Bommarito
Cadillac-Mazda-Volkswagens
1-70 & Cave Springs
4190 North Service Road • (636) 928-2300
St. Peters, Missouri 63376
ST. PETERS

JOB# 2 TOTALS

PARTS	182.83
JOB# 2 JOURNAL PREFIX NICS	
JOB# 2 TOTAL	182.83

Bommarito
Chevrolet-Mazda South
6127 So. Lindbergh Blvd. • (314) 487-9800
St. Louis, Missouri 63123
SOUTH COUNTY

JOB# 3 CHARGES

LABOR
J# 3 00NIZMPI MULTIPOINT INSPECT TECH(S):23 0.00
PERFORM MULTI-POINT INSPECTION
COMPLETED MULTIPOINT INSPECTION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX NIQS	
JOB# 3 TOTAL	0.00

Bommarito
Nissan, Inc.
661 Dunn Road • (314) 731-2228
Hazelwood, Missouri 63042

Honda-Volkswagen
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Hazelwood, Missouri 63042

Ford
675 Dunn Road • (314) 895-0600
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Nissan West
14747 Manchester Rd. • (636) 394-0330
Ballwin, Missouri 63011

TOYOTA
9095 Dunn Rd. • (314) 731-0911
Hazelwood, Missouri 63042
HAZELWOOD

The Reynolds and Reynolds Company ERMIT SH# CC608427 C (03/17)



AAA BATTERY INVOICE

For Your Next Battery, Call: 800-AAA-HELP | To Join AAA, Call: 800-JOIN-AAA or Visit AAA.com



QUALITY



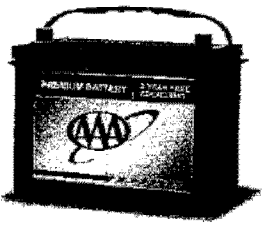
CONVENIENCE



PEACE OF MIND

Member Name		Membership #	
Address		City	State Zip
Phone #	Payment Method	Date	Call
Year	Make	Model	Engine
License Plate		Odometer	

QUANTITY	PART #	PARTS / LABOR DESCRIPTION	PARTS	LABOR
		Battery Price	\$	
		Battery Serial Number		
		Standard Installation		\$ Included
		Starting and Charging Systems Check		\$ Included
		Non-Standard Installation (if applicable)	\$	\$
		15m / tow 12m		36 ⁰⁰
		Subtotal	\$	\$
		Sales Tax	\$	
		State Disposal Fee (if applicable)		\$
		Non-Recycling Fee (if a core is not returned, a non-recycling fee will be charged)		\$
		TOTAL	\$	36 ⁰⁰



36-Month Free Replacement Period + 36-Month Discount Period = 72-Month Limited Warranty

Original Part # _____ Original Battery Serial # _____ Original Purchase Date _____

Free Warranty: _____ months of free warranty period remaining + 36-month discounted period

Discounted Warranty: Battery age is _____ months. Replacement cost is _____

I understand and acknowledge that my battery may not require immediate replacement; however I am authorizing replacement of my battery at this time.

I understand that my vehicle may require additional repairs and/or service based on the following:

Professionally installed by:

Technician Name _____

Technician ID _____

Facility ID _____

Signed

Date

7-21-17