 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received</p> <p>06-JUL-2017</p> <p><b>SEP 18 2017</b></p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No.</p> <p>11003439</p>	
<p>Name</p> <p>Address</p>		<p>Daytime Telephone Number</p>	<p>E-mail Address</p>	<p>Evening Telephone Number</p>	
<p>City</p> <p>CAMANCHE</p>	<p>State</p> <p>IA</p>	<p>Zip Code</p>			
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>3N1AB6AP7CL</p>		<p>Make</p> <p>NISSAN</p>	<p>Model</p> <p>SENTRA</p>	<p>Model Year</p> <p>2012</p>	
<p>Date Purchased</p> <p>9/2012</p>	<p>Dealer's Name and Telephone Number</p> <p>Clinton Auto Group</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>4</p>	<p>Fuel Type:</p> <p>gas</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>CLINTON</p>	<p>State</p> <p>IA</p>	<p>Zip Code</p> <p>52732</p>		
<p>Transmission Type</p> <p>CVT</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>GAS</p>	<p>Multiple Failure:</p> <p>YES</p>	<p>Incident Date(s)</p> <p>16-MAY-2016</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 100000 POWER TRAIN</p> <p>Shifter stuck in drive or neutral. Would not move to 'park'</p>			<p>Failure Mileage</p> <p>47,000 62,000 76,000</p>	<p>Failure Speed</p> <p>Parked</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location: Hill 3rd Street, Camanche, IA</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type: Shifter stuck</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p> <p>N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies):</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2012 NISSAN SENTRA. THE CONTACT STATED THAT THE GEARS FAILED TO SHIFT FROM PARK INTO THE OTHER GEARS INTERMITTENTLY. THE VEHICLE WAS SCHEDULED FOR AN APPOINTMENT WITH A DEALER (CLINTON AUTO GROUP IN CLINTON, IA). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND ISSUED TWO TECHNICAL SERVICE BULLETINS, BUT THERE WAS NO MANUFACTURER RECALL. THE FAILURE MILEAGE WAS NOT AVAILABLE.</p> <p>First occurred at approx. 40,000 miles. Looked at by Clinton Auto Group on multiple oil change service and inspections. No problems ever found.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

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

Problems and difficulties moving shift lever, either from or back into 'park.' Began around 30,000 mile range. Clinton Auto group advised us how to disable shift interlock mechanism. Frequency of occurrence increased as miles accrued. Caused frequent delays and concerns when key could not be removed. Asked dealership service to look at it on numerous occasions. No solution or repair offered or suggested. Finally became permanently unable to get into 'Park' on 7/10/17. Complete shift mechanism replaced on 7/13/17. Very frustrating and often dangerous situations resulting, when problem happened on many occasions and various environments!

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



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, 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**

**SAFERCAR.GOV**

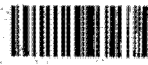
**NHTSA**  
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

# Clinton Auto Group

2850 Valley West Drive  
 Clinton, IA 52732  
 Ph. (563) 242-0441  
 Fax (563) 242-8207  
 www.clintonautogroup.com

Chrysler • Dodge • Jeep • Nissan • Ford • Lincoln

Camanche, IA [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED] Email: no email		A/R Number: [REDACTED] Customer Number: [REDACTED] PO Number: Auth Number: Service Writer: Todd Boyer Estimate Amount: \$ 803.61 Terms & Conditions: Type of Sale: Retail	Inv. Num [REDACTED] Printed: JUL 13 17 3:12 PM Copy # 1 Date Opened: 07/10/17 Date Notified: 07/13/17 Date Delivered: Date Complete: 
Year/Make/Model: 2012 Nissan Sentra* VIN: 3N1AB6AP7 CL [REDACTED] License Number: [REDACTED] Color: [REDACTED] Stock Number: [REDACTED] Mileage In: 96354 Tag Number: 102 Mileage Out: 96354		Customer Signature [REDACTED]	

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
<b>1. Customer statement of problem</b>					
SHIFTER KEEPS STICKING					
1 -- Cause/Action to Take					
M - see below					
1 -- Correction/Action Taken					
CHECKED FOR DTC ;S NONE .	6799				199.95
R/R CENTER CONSOLE ;FOUND INTERLOCK BROKE ON ON SHIFTER .					
INSTALLED NEW SHIFTER .					
NOW SHIFTS INTO PARK OK					
Part Number 34901ET100	Failed:	Description DEVICE ASSY-TRA PrePaid This RO	1	532.40	532.40
Sub Total Parts					532.40
SubTotal Job # 1					732.35
<b>2. Customer statement of problem</b>					
Customer States CASE # [REDACTED]					
1 -- Cause/Action to Take					
NOTE - .					
1 -- Correction/Action Taken					
Sub Total Parts					0.00
SubTotal Job # 2					0.00
<b>Miscellaneous Charges and Deductions For All Jobs</b>					
Shop Supplies					20.00

Statement Of Disclaimer:  
 The seller, Clinton Auto Group hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Clinton Auto Group neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

Total Labor	199.95
Total Parts	532.40
Total Sublet	0.00
Misc. Chrgs	20.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	51.26
<b>AMOUNT DUE</b>	<b>803.61</b>

Service Department Hours  
 Monday thru Friday  
 7:30 am - 5:30 pm  
 Saturday  
 8:00 am - Noon

Prepaid \$ 569.67  
 Balance Due \$ 224.95