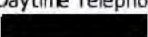


 U. S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
			Date Received 26-JAN-2018 APR 18 2018	Repository ☐ Reference No. 11065270
OWNER INFORMATION (Type or Print)			Daytime Telephone Number	
Name 				
Address 			E-mail Address	
City UNION SPRINGS State AL 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 3N1AB7AP8HY 		Make NISSAN	Model SENTRA 1.8 SVT CVT	Model Year 2017
Date Purchased 04.19.2017	Dealer's Name and Telephone Number Troy Nissan, Inc. (334) 566-7357		Engine: No. Cylinders 4xtronic CVT	Fuel Type: Gasoline
Original Owner ☒	Dealer's City Troy, AL	State AL	Zip Code	
Transmission Type CVT Eco/Sport	☒ Antilock Brakes ☒ Cruise Control	Powertrain 1.8 liter DOHC	Multiple Failure: 3	Incident Date(s) 01-MAY-2017
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 060000 ENGINE (PWS), 130000 VISIBILITY/WIPER (PWS), FUEL/PROPULSION SYSTEM (PWS)			Failure Mileage 17836	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 2017 NISSAN SENTRA. THE CONTACT STATED THAT THE VEHICLE EMITTED AN ABNORMAL ODOR WHEN THE AIR CONDITIONER WAS ACTIVATED. AS A RESULT, THE FUMES CAUSED HER TO ALMOST FALL ASLEEP. LYNCH NISSAN OF AUBURN (140 W CREEK PKWY, AUBURN, AL) WAS CONTACTED, BUT THE FAILURE COULD NOT BE REPLICATED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 17,836. Troy Nissan - 05.01.2017 check for leak of vents 890 miles Jack Ingram - 02.15.2018 replaced pollen filter in the cabin and used frigi fresh 18,987 miles, 02.20.2018 Jack Ingram 03.23.2018 checked ac intake to insure connection. were tight no sign of water that cause odor multi point inspection. at all times you have to have your window open (rain, cold, hot). 21,573 miles my clothes smell like whatever coming out of those vents				
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)

I purchased this 2017 Sentra/4DR CVT Nissan, April 19, 2017 about the month of May 890 miles. I informed Troy Nissan where I purchased of an odor coming A/C, Heater Vents and a noise when I used either A/C or heater ever since then I have been told it was the glue made within the vehicle, they cannot smell anything this vehicle is still under warranty I have paid to replaced the part that needed with my money, I still smell this odor everytime two day after whatever is done to it for this month will be 1yr, so if 3 Nissan dealership will not can not solve this problem and I paid my money what will I do with it

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

MONTGOMERY
AL 360
07 APR '18
PM 4 L



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**



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



**or call:
Vehicle Safety Hotline
888-327-4236**

**or visit:
www.safercar.gov**

**If so:
Use the enclosed
form to file a report.**



**Think your vehicle
has a safety defect?**



05/01/2017 07:45:00

SERVICE WORKORDER

Reference 11065270

TERMS ☐ CASH ☐ AM. EXP. ☐ VISA ☐ M/C ☐ DISCOVER ☐ DINERS ☐ GM PROTECT ☐ CART B. ☐ CHECK (PRIOR APPROVAL)		3N1AB7AP8HY [REDACTED] 2017 NISSAN SENTRA SV CVT		YEAR/MAKE/MODEL 2017 NISSAN SENTRA SV CVT	PRODUCTION DATE 11	STOCK NO. [REDACTED]	LICENSE NO. [REDACTED]	R.O. NO. [REDACTED]
UNION SPRINGS, AL [REDACTED]		CUSTOMER NO. [REDACTED]	COLOR FRESH	DELIVERY DATE 04/19/2017	CAR RENTAL NO. [REDACTED]	BEEPER NO. [REDACTED]	R.O. DATE 05/01/2017	
RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]		SERVICE CONTRACT [REDACTED]	DEDUCTIBLE 0.00	CONTRACT NO. [REDACTED]	EXT EXPR MILES 0	EXT EXPR DATE 11	ADVISOR WRITE UP 546	
Cell Phone [REDACTED] LABOR RATE [REDACTED]		INSURANCE CO. [REDACTED]	POLICY NO. [REDACTED]	CLAIM NO. [REDACTED]	ENGINE HRS 0	DISPATCH NO. [REDACTED]	HAT NO. [REDACTED]	
Email [REDACTED]		INSURANCE ADJUSTOR [REDACTED]	DEDUCTIBLE AMOUNT [REDACTED]	AUTH. TO USE GENERIC / USED PARTS ☒ YES X	ADD'L R.O. NO. [REDACTED]	MILEAGE IN 890	TRANSMISSION A	
DATE/TIME RECEIVED 05/01/2017 07:44:58		PRIORITY [REDACTED]		PO BOX 189 110 US 231 NORTH TROY, AL 36081 Phone 334-566-7357			DATE PROMISED. 11	
SHUTTLE ☐		COURTESY TRANSPORT ☐		Troy Nissan, Inc.			TIME PROMISED [REDACTED]	
JOB [REDACTED]		LABOR INSTRUCTIONS			ORIGINAL ESTIMATE 0.00	MILEAGE OUT [REDACTED]	Engine [REDACTED]	

- 1 C/S ODOR TRU A/C---HEATER VENTS WHEN DRIVING
C
- 2 C/S VIBRATION IN LEFT FRONT END OF VEHICLE WHEN DRIVING
C

CL No leaks + Run alternator WASH
Bal Front 2 Tires Mike

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS 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 OR FOR ANY DELAYS CAUSED BY THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. 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 MECHANICS LIEN IS HEREBY ACKNOWLEDGED ON THE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

Customer's Signature X



Visit our website at www.lynchnissanofauburn.com and check out our specials!

P.O. Box 3340 140 West Creek Parkway

AUBURN, AL. 36831-3340

334-821-4888

Reference 11065276

PROGRAM CODE		AUTHORIZATION NUMBER		COMMITMENT NUMBER	
SERVICE INSTALLED PARTS					
DATE INSTALLED		ACCUMULATED MILEAGE		CROSS REFERENCE TO	
MO	DAY	YR	COMMITMENT		

Any warranties on the product sold hereby are those made 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 said products.
ALL RETURNS MUST BE MADE WITHIN 10 DAYS AND SUBJECT TO 20% HANDLING CHARGE.
NO REFUNDS ON ELECTRICAL PARTS, SPECIAL ORDER PARTS, OR PARTS VALUED UNDER \$7.00

Adv: 354 PHIL S. BROACH		License: [REDACTED]		3N1AE7A22 HY [REDACTED]		Page 1		Invoice [REDACTED]			
Invoice to					Driver/Owner Information						
[REDACTED]					[REDACTED]						
UNION SPRINGS, AL [REDACTED]					UNION SPRINGS, AL [REDACTED]						
Home: [REDACTED]					Home: [REDACTED]						
For Office Use					Vehicle Information						
Odometer In: 525		Out:		Dist: NIS CVS C		Mileage		17 NISSAN SENTRA 4DR SPN			
Begin: 04/25/17		Date: 04/25/17		Invoiced: 04/25/17 15:39		PB					
Customer Waiting											
Concern 24		CUSTOMER STATES PERFORM MULTI-POINT VEHICLE INSPECTION				Operation		Tech Units		Amount	
Correction 24-1		PERFORMED MULTI-POINT VEHICLE INSPECTION				MPI		337		0.00	
		TIRES ARE OK AT THIS TIME				GTIR		337		0.00	
		Tech 337 WICKHAM, JUSTIN									
Type: C						Subtotal					
		TOTAL CHARGE FOR CONCERN								0.00	
Concern 51		CUSTOMER STATES MAKING NOISE AND Wobble WHEN BREAKING AT SLOW SPEEDS				Operation		Tech Units		Amount	
Correction		NO CHARGE UNABLE TO DUPLICATE CUSTOMERS CONCERN				UOE		337		0.00	
Tech Notes		UNABLE TO DETECT ANY PROBLEMS WITH NOISE & Wobble WHEN BREAKING AT SLOWER SPEEDS OR ANY NOISE WHEN TURNING A/C ON.									
		Tech 337 WOODHAM, JUSTIN									
Type: C						Subtotal					
		TOTAL CHARGE FOR CONCERN								0.00	
Summary of Charges for Invoice					Payment Distribution for Invoice						
TOTAL CHARGE 0.00					CASH DUE 0.00						
					TOTAL CHARGE 0.00						
Customer Waiting											
If you have any questions - please see PHIL S. BROACH											
*** A NOTE TO OUR CUSTOMERS *** IN THE NEAR FUTURE, YOU MAY RECEIVE AN EMAIL SURVEY FROM NISSAN MOTOR CORP. REGARDING TODAY'S SERVICE. WE ASK YOU TO FILL THIS SURVEY OUT COMPLETELY AND RETURN AS SOON AS POSSIBLE. IF FOR ANY REASON, YOU CANNOT ANSWER "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER RICK OLIVER AT (334)821-4888 EXT.											

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X



Jack Ingram Motors, Inc.

227 EASTERN BLVD.
MONTGOMERY, AL 36117
334-270-6000
jackingramnissan.com

Reference 110652
70
Cas



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CRISS	TAG NO. 162 5962	INVOICE DATE 02/15/18	INVOICE NO. [REDACTED]
[REDACTED]		MILEAGE 18,987	COLOR /	STOCK NO. [REDACTED]
UNION SPRINGS, AL [REDACTED]	YEAR / MAKE / MODEL 17/NISSAN/SENTRA/4DR CVT S		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 N 1 A B 7 A P 8 H Y [REDACTED]			
		P.O. NO.	R.O. DATE 02/15/18	
MOBILE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]			

MO: 18987

JOB# 1 CHARGES

LABOR-----
J# 1 21NIZZ1 A/C CONCERN TECH(S):572 0.00
CUST STATES THAT THERE IS AN ACID TYPE SMELL COMING FROM THE
VENTS THAT CAUSES CUSTOMER EYES TO BURN
?
VERIFIED CONCERN AND FOUND SMELL COMING FROM VENT. REPLACED
THE IN CABIN FILTER WITH A FRIGI FRESH BACTERIA KILLING
SPRAY. NO SMELLS COMING FROM VENT AT THIS TIME.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICQ JOB# 1 TOTAL 0.00

COMMENTS

DELETED OPERATION(S)-----
01NIZ020 20000 MILE SERVICE

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES: Jack Ingram Motors, Inc. does not provide any warranties concerning the parts it sells. These parts are warranted, if at all, by the manufacturer of such parts and not by Jack Ingram Motors, Inc. The terms of the manufacturer's warranty are available for review upon request. Jack Ingram Motors, Inc. hereby DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Customer agrees that Jack Ingram Motors, Inc. is not and will not be liable for any exemplary damages, punitive damages, indirect or consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages arising under or relating to this agreement or the parts being purchased.

ARBITRATION AGREEMENT: Customer agrees that all claims, demands, disputes, or controversies of every kind or nature that arises out of, relates to or concerns the parts being purchased, the performance of the vehicle for which the parts are being purchased, and all other aspects of the parts, including any claims against Jack Ingram Motors, Inc., and its officers, employees, agents and affiliates, shall be settled by binding arbitration by one arbitrator selected by Jack Ingram Motors, Inc. with the consent of the Customer conducted pursuant to the provisions of 9 U.S.C. § 1, et seq. Either party may demand arbitration by serving upon the other party a written demand for arbitration along with a statement of the matter in controversy. Customer agrees that the arbitration proceedings shall be conducted in Montgomery, AL. Customer further agrees that any question regarding this arbitration agreement and whether a particular controversy is subject to arbitration shall be decided by the Arbitrator. CUSTOMER UNDERSTANDS THAT CUSTOMER IS WAIVING ANY RIGHT TO TRIAL BY JURY AND IS AGREEING TO RESOLVE THE DISPUTES WITH JACK INGRAM MOTORS, INC. BY BINDING ARBITRATION RATHER THAN BY LITIGATION IN ANY COURT.

X
CUSTOMER