INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Form Approved: O.M.B. No. 2127-0008

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: 21-JUN-2018 SEP 2 1 2018	Repository ☐
	Reference No. 11103052

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number [redacted]	
City BEAR	State DE	Zip Code [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	Make	Model	Model Year
1N4AA5AP1B[redacted]	NISSAN	MAXIMA	2011

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
3/2012	Nissan Sheraton			No: Cylinders	93
Original Owner ☑	Dealer's City: New Castle	State: DE	Zip Code: 19701		

Transmission Type		Powertrain	Multiple Failure: Yes	Incident Date(s)
	☐ Antilock Brakes ☑ Cruise Control			08-MAY-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 353500 EQUIPMENT: AIR CONDITIONER	Failure Mileage	Failure Speed
	86000	

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	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* THE CONTACT OWNS A 2011 NISSAN MAXIMA. THE CONTACT NOTICED HOT AIR BLOWING THROUGH THE VENTS WHEN THE AIR CONDITIONER WAS ACTIVATED. THE CONTACT ATTEMPTED TO RESTART THE VEHICLE MORE THAN TWICE, BUT THE FAILURE STILL OCCURRED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO SHERIDAN NISSAN (114 S DUPONT HWY, NEW CASTLE, DE 19720, (302) 326-6100) WHERE IT WAS DIAGNOSED THAT THE COMPRESSOR WAS FAULTY. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS 86,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

I have been to several places to see and had to pay for a check and all say compressor is gone and it would be around 1500.00 to get fix. have been trying to reach Nissan Consumer affairs and can't get the person I need to speak with case # [redacted] have called and left several messages and all was a Failure they don't answers was told by Meineke Car Care Center at 120 N Dupont Hwy if I buy it they could put it on, it would be from $869.00 to $1000,00 for the compressor and $600.00 to put in total to about $1500,00 and need it no way out of it. already pd for Diagnostic test on my AC.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

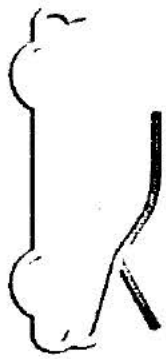
**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

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

NHTSA
www.nhtsa.gov

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

Shop Copy = Yellow

MEINEKE 949
120 N DUPONT HWY
NEW CASTLE, DE 19720000
05 03 2018 17:07:18

DEBIT CARD
DEBIT SALE

Card #: XXXXXXXXXXXX[redacted]
Network: INTERLINK
Chip Card: US DEBIT
AID: A0000000980840
ATC: 00BC
TC: 1A694E2B08D68F22
SEQ #: 3
Batch #: [redacted]
INVOICE 3
Approval Code: 462604
Entry Method: Chip Read
Mode: Issuer - PIN Verified

SALE AMOUNT $100.00

CUSTOMER COPY

ated"

Meineke Car Care Center # 949
120 N Dupont Hwy
New Castle, DE 19720
(302)328-7788

Invoice Number: [redacted]

Invoice Date: 5/3/18
Estimate ID: [redacted]

[redacted]

Odometer	Tag	Vin	Tech	Writer	Ad Lead
92,288	[redacted]	1N4AA5AP1BC[redacted]	161	235	REPEAT

ion	Warranty	A/D	Unit Price	Total
D INSTALL CUSTOMER SUPPLIED RESSOR STEM DIAGNOSTIC - TEST A/C ELECTRICAL R MECHANICAL COMPONENTS		A	100.00	100.00

ompressor And Clutch	Recommended but Declined by Customer
rier Or Accumulator	Recommended but Declined by Customer
ve & Replace A/C Compressor	Recommended but Declined by Customer

We want to thank you for your patronage. At MEINEKE, your satisfaction is very important to us.

PAYMENT RECEIPT

A/D Legend
A=Accepted
D=Declined

DebitCard	100.00

Shop Supplies:	0.00
Total Parts:	0.00
Total Labor:	100.00
Sub Total:	100.00
Sales Tax:	0.00
Total Due:	**$100.00**

Printed: 5/3/2018 at 5:07:40PM

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At Meineke we care about service, please give us your feedback by calling 800-447-3070 or visiting www.tellmeineke.com

CEIVED BY: X _____