



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

Repository ☐

14-DEC-2018

Reference No.
11161383

MAR 15 2019

OWNER INFORMATION (Type or Print)

Name

Address

City

SOUTHAMPTON

State

PA

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

3N1AB6AP9A1

Make

NISSAN

Model

SENTRA

Model Year

2010

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)

18-NOV-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 110000 ELECTRICAL SYSTEM

Failure Mileage

Failure Speed

62000

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 2010 NISSAN SENTRA. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT IT WAS TIME TO REPLACE THE BATTERY. THE MECHANIC REPLACED THE BATTERY AND, THREE HOURS LATER, THE VEHICLE STALLED AND HAD TO BE TOWED TO THE MECHANIC. THE VEHICLE WAS LATER TAKEN TO AN UNKNOWN DEALER WHERE THEY STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 11V579000 (ELECTRICAL SYSTEM). THE DEALER ALSO STATED THAT THE BATTERY TERMINAL AND COMPUTER NEEDED TO BE REPLACED. THE MANUFACTURER WAS CONTACTED AND DID NOT ASSIST. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 62,000.

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.

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

AM ENCLOSING A COPY OF THE RECALL
AN ITEMIZED BILL FROM THE MECHANIC
AND THE PAID IN FULL RECEIPT
THERE IS OBVIOUSLY A PROBLEM WITH THE
MONTH SHE WAS MANUFACTURED IN ADDITION
TO THE MONTHS AND YEARS THAT WERE
RECALLED FOR SAME PROBLEM SHE EXPERIENCED
* PLEASE LOOK AT SUPPORTING DOCUMENTS

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

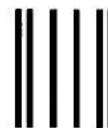
Official Business
Penalty for Private Use \$300

PH11ADP11HTA

PA 191

19 FEB '99

PH 41



**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



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

SHOPKEY PRO

2010 Nissan Sentra 2.0L Eng VIN A Base

Print Date: 11/14/2018

ELECTRICAL SYSTEM: BATTERY: CABLES**NHTSA RECALL BULLETIN**

Reference Number(s): 11V579000

VEHICLE DESCRIPTION

Model(s): 2010 NISSAN SENTRA

2011 NISSAN SENTRA

Campaign No: 11V579000

Number of Affected Vehicles: 33803

Beginning Date of Manufacture: 1900 JAN

Ending Date of Manufacture: 1900 JAN

SYSTEM

ELECTRICAL SYSTEM: BATTERY: CABLES

DESCRIPTION OF DEFECT

NISSAN IS RECALLING CERTAIN MODEL YEAR 2010-2011 SENTRA VEHICLES EQUIPPED WITH MR20 ENGINES, MANUFACTURED FROM MAY 11, 2010, TO MAY 22, 2010, AND JULY 8, 2010, TO OCTOBER 25, 2010. THE ZINC COATING APPLIED TO THE TERMINAL STUD BOLT WAS THICKER THAN SPECIFICATION. THIS CAN RESULT IN A VOLTAGE DROP THAT MAY CAUSE DIFFICULTY STARTING THE VEHICLE AND POSSIBLE DAMAGE TO THE ENGINE CONTROL MODULE (ECM).

CONSEQUENCE OF DEFECT

THIS ISSUE CAN CAUSE THE ENGINE TO STALL WHILE THE VEHICLE IS IN MOTION AND IT MAY NOT BE POSSIBLE TO RESTART THE ENGINE AFTER IT STOPPED, INCREASING THE RISK OF A CRASH.

CORRECTIVE ACTION

NISSAN WILL NOTIFY OWNERS AND DEALERS WILL REPLACE THE POSITIVE BATTERY TERMINAL AND COVER, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR BEFORE JANUARY 23, 2012. OWNERS MAY CONTACT NISSAN AT 1-800-647-7261. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

ADDITIONAL INFORMATION

The National Highway Traffic Safety Administration operates Monday through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing impaired, call (800) 424-9153.

MARCH
2010VIN
3N1AB6AP9AAG
717-787-5211#
ODI
11161383
4-6 WEEKS888
327
4236