



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 ☐

31 MAY 2019
JUL 30 2019

Reference No.
11217108

OWNER INFORMATION (Type or Print)

Name

Address

City GLOBE

State AZ

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

JN8AE2KP5E9

Make

NISSAN

Model

QUEST

Model Year

2014

Date Purchased

2014

Dealer's Name and Telephone Number

Pinnacle Nissan

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Scottsdale

State

AZ

Zip Code

85260

Transmission Type

Auto

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Wreck ->

Incident Date(s)

30-MAY-2019

March 30, 2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 021530 SUSPENSION: FRONT: CONTROL ARM: LOWER

ARM March 30, 2019

Failure Mileage

96000

Failure Speed

5-6 mph

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 2014 NISSAN QUEST. WHILE PULLING INTO THE DRIVEWAY AT HIS RESIDENCE, THE FRONT PASSENGER SIDE LOWER CONTROL ARM FRACTURED AND PUNCTURED. THE FAILURE DAMAGED THE FRONT PASSENGER SIDE WHEEL AND FENDER. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC AND WAS REPAIRED. HORNE DODGE CHRYSLER JEEP NISSAN (LOCATED AT 2046 US-60, GLOBE, AZ 85501, (928) 615-5600) WAS CONTACTED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 96,000. Nissan Corp was contacted May 23-2019 (#615-725-7383)

I talked to Bernice and responded "no recall" and did not recognize that there might be a safety concern. I ask for a written copy of her decision. Her response was simple "This will be the

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.

only I would get would be this phone call. No written copy would be available. I ask for her supervisor, she replied "I don't have one."

Phone

March 30

On ~~May 1~~ I pulled in my driveway at [REDACTED], Globe AZ; approximate speed was 5-6 mph. Without any warning the right control arm broke, severe damage occurred to right front tire and fender.

The front tire had two (one inch holes about 10 inches apart.) When the control arm broke, the right front ^{TIRE} kicked out almost parallel to the ground; with that happening the right front fender suffered severe damage. I have the broken control arm and ruin that was involved.

The tow truck driver, Horne's Nissan Manager, several different tire companies and body shops were in disbelief the amount of damage that ~~was~~ ^{was} seen.

[REDACTED]