



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

04-JUN-2019

Repository ☐

Reference No.
11217827

OWNER INFORMATION (Type or Print)

Name

Address

City TEXARKANA

State TX

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
3N1BC1CP7A1

Make
NISSAN

Model
VERSA

Model Year
2010

Date Purchased
2-28-19

Dealer's Name and Telephone Number
CAR Mart of Texarkana

Engine:
No: Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
Texarkana

State
TX

Zip Code
75501

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

01-MAR-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS

Failure Mileage
113329

Failure Speed

Latches Lock Linkage has not been Fixed yet

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

HAVING Trouble with Tire Light Blink in-out

Tire Failure Type: its a Electrical problem

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 2010 NISSAN VERSA. THE CONTACT STATED THAT THE LOCKS WERE NOT WORKING ON THE HATCHBACK. WHILE THE VEHICLE WAS IN MOTION, THE LOCKS WOULD LOCK AND UNLOCK WITHOUT THE CONTACT DOING ANYTHING. ALSO, THE ODOMETER AND FUEL GAUGE WERE FLICKERING AND NOT PROVIDING A CORRECT READING. THE VEHICLE WAS TAKEN TO CAR-MART OF TEXARKANA (3015 SUMMERHILL RD, TEXARKANA, TX 75503, (903) 792-4298) WHERE IT WAS RECOMMENDED THAT THE LOCK MOTOR BE REPLACED. THE DEALER STATED THAT THEY WOULD REPAIR THE ODOMETER, BUT ADMITTED THAT THEY BASICALLY ROLLED IT BACK. THE CONTACT ALSO STATED THAT THE MILEAGE READING CHANGED TO TIME. THE VEHICLE WAS PURCHASED IN MARCH OF 2019. SHORTLY AFTER PURCHASING THE VEHICLE, THE CONTACT RECEIVED AN UNKNOWN RECALL NOTICE REGARDING THE AIR BAGS. SHE TOOK THE VEHICLE TO AN UNKNOWN NISSAN DEALER TO HAVE THE RECALL REPAIR COMPLETED. THE CONTACT MENTIONED THAT THE DEALER DID NOT LET HER SEE THE PAPERWORK FOR THE SALE UNTIL AFTER SHE SIGNED FOR THE PURCHASE. THE FAILURE MILEAGE WAS 113,329.

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.

Here is a list of some major defects that may occur in used vehicles.

Frame & Body

Frame-cracks, corrective welds, or rusted through
Dog tracks—bent or twisted frame

Engine

Oil leakage, excluding normal seepage
Cracked block or head
Belts missing or inoperable
Knocks or misses related to camshaft lifters and push rods
Abnormal exhaust discharge

Transmission & Drive Shaft

Improper fluid level or leakage, excluding normal seepage
Cracked or damaged case which is visible
Abnormal noise or vibration caused by faulty transmission or drive shaft
Improper shifting or functioning in any gear
Manual clutch slips or chatters

Differential

Improper fluid level or leakage, excluding normal seepage
Cracked or damaged housing which is visible
Abnormal noise or vibration caused by faulty differential

Cooling System

Leakage including radiator
Improperly functioning water pump

Electrical System

Battery leakage
Improperly functioning alternator, generator, battery, or starter

Fuel System

Visible leakage

Inoperable Accessories

Gauges or warning devices
Air conditioner
Heater & Defroster

Brake System

Failure warning light broken
Pedal not firm under pressure (DOT spec.)
Not enough pedal reserve (DOT spec.)
Does not stop vehicle in straight line (DOT spec.)
Hoses damaged
Drum or rotor too thin (Mfr. Specs)
Lining or pad thickness less than 1/32 inch
Power unit not operating or leaking
Structural or mechanical parts damaged

Air Bags

Steering System

Too much free play at steering wheel (DOT specs.)
Free play in linkage more than 1/4 inch
Steering gear binds or jams
Front wheels aligned improperly (DOT specs.)
Power unit belts cracked or slipping
Power unit fluid level improper

Suspension System

Ball joint seals damaged
Structural parts bent or damaged
Stabilizer bar disconnected
Spring broken
Shock absorber mounting loose
Rubber bushings damaged or missing
Radius rod damaged or missing
Shock absorber leaking or functioning improperly

Tires

Tread depth less than 2/32 inch
Sizes mismatched
Visible damage

Wheels

Visible cracks, damage or repairs
Mounting bolts loose or missing

Exhaust System

Leakage
Catalytic Converter

1st try general About Canon Law

512-4463

2100

202
346
4761
Admiral
Fremont
(1877 Trade)
382 4357
HMM National Hwy Transport
1888 327 4236 2000
Motor
OBI Complaint
112 178
27



Keep case no ASK DMV

DEALER NAME

CAR-MART OF TEXARKANA

ADDRESS

3015 SUMMERHILL ROAD, TEXARKANA, TX 75503

TELEPHONE

903-792-4298

EMAIL

FOR COMPLAINTS AFTER SALE, CONTACT:

CHANCE ARMSTRONG - GENERAL MANAGER

IMPORTANT: The information on this form is part of any contract to buy this vehicle. Removing this label before consumer purchase (except for purpose of test-driving) violates federal law (16 C.F.R. 455).

Motor Vehicle
1888 327 4236 2000
346 8
4689