

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 02-DEC-2019 MAR 04 2020	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City KNOXVILLE State TN Zip Code [REDACTED]				Repository ☐	
				Reference No. 11286482	
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).				Daytime Telephone Number [REDACTED]	
				E-mail Address	
				Evening Telephone Number	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1N4AL21E79N [REDACTED]		Make NISSAN		Model ALTIMA	
Model Year 2009		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 ☐ Cruise Control		Powertrain		Multiple Failure: twice	
Incident Date(s) 25-NOV-2019					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage	
				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: DOTM4L9ABC036)		☐ 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 2009 NISSAN ALTIMA. THE CONTACT STATED THAT THE VEHICLE DID NOT START AND WAS TOWED TO THE RUSTY WALLACE NISSAN (865-687-6111, LOCATED AT 4515 CLINTON HWY, KNOXVILLE, TN 37912). THE DEALER DIAGNOSED THAT THE STEERING LOCK NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WAS NO RECALL. THE VEHICLE WAS REPAIRED AT THE OWNER'S EXPENSE. THE CONTACT STATED THAT THE SAME PART WAS REPLACED IN 2014 BY THE SAME DEALER. THE FAILURE MILEAGE WAS UNKNOWN.					
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 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.					

* If the steering lock was recalled a few years ago, and it was fixed, why did it fail again and I got stuck with the payment.

Can I be reimbursed?

This was not damage that I caused.

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

Steering lock went out in my car twice. First time, it was replaced 2014 - second time 11-2019. I was told the first time (steering lock) was replaced that I wouldn't have to worry about it again, that I wouldn't have to replace it EVER again. When it failed again in 2019, I had to pay around \$350 out of pocket. I was w/o a car for several days, even on Thanksgiving. My car had to be towed to 2 different auto shops. I spoke to the Manuf. at Nissan, I was told the steering lock was on a recall once before. I was never told that during the times my car was being repaired. - Only after I called with concern and frustration.

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

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**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

