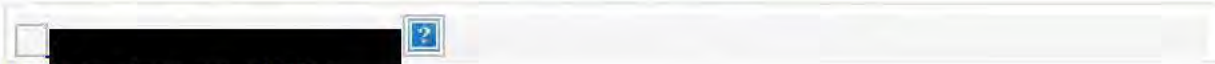


OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11420180 -----
Date: Tuesday, July 27, 2021 10:07:11 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, July 26, 2021 9:26 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint -----11420180 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.



Dash cam footage included.

----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Tue, Jul 20, 2021 at 1:17 PM
Subject: FW: Follow up to ODI Complaint -----11420180 -----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational 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

08-JUN-2021

Repository ☐Reference No.
11420180**OWNER INFORMATION (Type or Print)**

Name XXXXXXXXXX		
Address XXXXXXXXXX		
City Mason	State OH	ZIP Code XXXXXX

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 3n1bc1cp9t XXXXXX		MAKE NISSAN	Model VERSA	Model Year 2011
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:	Incident Date(s) 22-APR-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 020000 SUSPENSION	Failure Mileage 188000.0	Failure Speed 40
---	-----------------------------	---------------------

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 Requirement ☐ 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), 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), 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).

The contact owns a 2011 Nissan Versa. The contact stated while driving 40 MPH, the accelerator pedal was depressed however, the vehicle hesitated. The contact felt the hesitation coming from the front passenger side of the vehicle as the low tire pressure warning light illuminated on the instrument panel. The contact pulled over and saw that the front passenger's side tire was completely flat and torn all the way around. The contact called roadside assistance and a spare tire was placed on the vehicle. The contact then drove to a dealer and was informed that the front passenger's side coil spring fractured, which caused the puncture and damage to the tire. The dealer replaced the front driver's and passenger's side coil springs along with the tire. After the repair, the contact discovered NHTSA Campaign Number: 15V573000 (Suspension) which he linked to the failure. The manufacturer was notified of the recall and informed him that the Vin was not included in the recall. The vehicle was repaired. The failure mileage was approximately 188,000.

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.

