

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI# 11516767
Date: Thursday, May 11, 2023 8:01:33 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, May 10, 2023 11:34 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI# 11516767

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.

Attached is the questionnaire and the description of service/invoice I received from the dealership regarding my 2014 Nissan Leaf when I took it in to get fixed.

My wife and [REDACTED] old baby were in the car when the brakes failed causing the car to roll down our driveway into the street. I don't feel safe having either of them in this car any longer.

Nissan stated that because the car was out of warranty and there were no recalls, they are not willing to assist with this issue.

Below are several articles, websites and forums stating the braking issue my wife experienced.

Response	Percentage
U.S. should take action	80%
U.S. should not take action	20%

Please look into this matter and let me know of the findings and resolution.

Thank you,

■■■■■



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

12-APR-2023

Repository ☐

Reference No.
11516767

OWNER INFORMATION (Type or Print)

Name			
Address			
City	Lisle	State	IL
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 1N4AZ0CP5ED		MAKE NISSAN	Model LEAF	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number Star Nissan 847-647-1555		Engine: No: Cylinders	Fuel Type: Electric
Original Owner ☐	Dealer's City 5757 W Touhy Ave, Niles	STATE IL	ZIP Code 60714	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 29-MAR-2023	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 BRAKES (PWS)	Failure Mileage 50,100.00	Failure Speed 5 mph
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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: DOTMAL 9ABC036)	☐ 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 0	Number of Deaths 0	Reported to Police N
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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 2014 Nissan Leaf. The contact stated that while his wife was reversing from the garage, the brake pedal was depressed; however, the vehicle failed to stop immediately. Additionally, several unknown warning lights were illuminated. The vehicle was taken to a Bill Kay Nissan (630-969-3200) for servicing. The vehicle was diagnosed by the Nissan dealer. Per the Nissan dealer description of service "Internal malfunction in E-Act electric brake control unit and ABS control unit failure causing brakes to not engage". The vehicle was not diagnosed nor repaired by an independent mechanic or dealer. The manufacturer was made aware of the failure. The failure mileage was approximately 50,100.

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.



Complimentary Multi-Point Inspection

RO#

VIN 1N4AZ0CP5EC

Advisor Robert Tyminski

Technician Richard Smith

Created On 4/12/2023

Checked and OK at this time

May Require Future Attention

Requires immediate attention

Interior / Exterior

- | | | | |
|--|--|--|---|
| | | | Bulbs and Lights |
| | | | Windshield Washer Spray / Wiper Operation / Wiper Blades / Including Rear (if applicable) |
| | | | Windshield / Window Condition |
| | | | Upholstery / Carpet / Floor Mats / Mirrors / Trim |
| | | | Emergency Brake Adjustment |
| | | | Horn Operation |
| | | | Fuel Tank Cap Gasket |
| | | | Clutch Operation (if equipped) |
| | | | Cabin/HEPA Filter (if equipped) |

Under Hood

- | | | | |
|--|--|--|--|
| | | | Fluids: Oil / Coolant / Power Steering / Brake Fluid / Washer |
| | | | Engine Air Filter |
| | | | Belts / Tensioners (condition and adjustment) |
| | | | Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections |
| | | | Radiator Core / Air Conditioning Condenser (if equipped) |

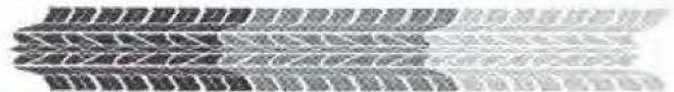
Battery Performance

- | | | | |
|--|--|--|--|
| | | | Battery Terminals / Cables / Mountings |
| | | | Check Condition of Battery (Storage Capacity Test if Applicable) |

Under Vehicle

- | | | | |
|--|--|--|--|
| | | | Shock Absorbers / Suspension |
| | | | Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers |
| | | | Muffler / Exhaust Pipes / Mountings |
| | | | Engine Oil and/or Fluid Leaks |
| | | | Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped) |
| | | | Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks) |
| | | | Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses |
| | | | Inspect Nuts and Bolts on Body Chassis |

Tread Depth (measured in 1/32")



- | | | | |
|--|--|--|--------------|
| | | | LF <u>9</u> |
| | | | RF <u>9</u> |
| | | | LR <u>11</u> |
| | | | RR <u>11</u> |

Abnormal Wear Pattern of Tires

- | | | | |
|--|--|--|----|
| | | | LF |
| | | | RF |
| | | | LR |
| | | | RR |

Check Brake Linings (measured in millimeters)

- | | | | |
|--|--|--|-------------|
| | | | LF <u>5</u> |
| | | | RF <u>5</u> |
| | | | LR <u>6</u> |
| | | | RR <u>6</u> |

Additional Service Recommendations

In the process of inspecting your vehicle for safety and reliability, your technician **Richard S** made the following observations and recommends that you do the necessary repairs to resolve these issues.

 Red: requires immediate attention.

 Yellow: in need of attention soon.

Electric Power Brake Fluid Pump: ELECTRIC BRAKE CONTROL UNIT ASSY AND E-ACT/ ABS ACTUATOR

Item Description

The electric power brake fluid pump helps aid the driver during braking. This system is especially important if you have a larger vehicle.

Reason

If the electric power brake fluid pump fails it will be much harder to bring the vehicle to a stop. This could cause a potential safety hazard to not only the occupants of the vehicle but also others on the road.



Keys - Chip Key/Key Fob: ONE I-KEY FOB INTERNALLY FAILED

Item Description

A chip key is a key for a vehicle that uses transponder technology for access to and ignition of the vehicle. In the key, a unique radio frequency is transmitted that is necessary to start the vehicle. Transponder based immobilization is a very effective deterrent against auto theft.

Reason

The main necessity to having this repair is that the vehicle will not start if not repaired.



REPAIR ESTIMATE

RO#

4/12/2023 5:29 PM

SERVICE ADVISOR

Robert Tyminski

ROBERTT@BILLKAYNISSAN.COM

(630) 969-3200

PREPARED FOR

PRINTED - 4/12/2023

QUOTE EXPIRES - 5/12/2023

REPAIR FACILITY ID -

2014 NISSAN LEAF
1N4AZ0CP5EC
Mileage 50,100

SERVICE NAME	COST
[Primary]: 55NIZINSP - PERFORMED A MULTI-POINT INSPECTION	
LABOR	\$0.00
[Primary]: DIAG - DIAGNOSTIC TIME ONLY	
LABOR	\$0.00
PARTS	\$16.00
Parts and labor sub total	\$16.00
[Primary]: INFO - INFORMATION ONLY	
LABOR	\$0.00
Electric Power Brake Fluid Pump: ELECTRIC BRAKE CONTROL UNIT ASSY AND E-ACT/ ABS ACTUATOR	
LABOR	\$6,550.50
Keys - Chip Key/Key Fob: ONE I-KEY FOB INTERNALLY FAILED	
LABOR	\$358.50

ESTIMATE DISCLAIMER

ESTIMATE RANGES

Total Labor	\$6,909.00
Total Parts	\$16.00
Subtotal	\$6,925.00
Shop Charges	\$0.16
Taxes	\$1.28
Total	\$6,926.44



Bill Kay Nissan

1601 Ogden Ave

Downers Grove, IL 60515

(630) 969-3200