



U.S. Department of Transportation
National Highway Traffic Safety Administration

POSTED

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

AGENCY USE ONLY

Date Rec'd: FEB 26 10:30 AM

QC'd

COPIED

Office Defects Investigator: 559746

Daytime Telephone Number: [Redacted]

Reference No.:

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

PRODUCT INFORMATION

Vehicle Identification No. (VIN): (Located at bottom of windshield on driver's side) **KNDJA7232X5666124** Make: **Niss Sportage** Model: _____ Year: **1999**

Purchased Date: **8-2000** Dealer's Name: **Bill Santa Pontiac** Engine Size (cid/cc): **2.2** Turbo Diesel Gas Fuel Injection

New Used Dealer's City: **Plattsburgh** State: **ny** Zip Code: **12901** No. Cylinders: _____

Manufacture Date (on driver's door or pillar): **1-29-99** Transmission Type: Manual Automatic Restraint System: Driverside Air Bag Motorbelt Passengerside Air Bag 2-Point Belt 3-Point Belt

Cruise Control: Yes No Drivetrain: Front Rear 4-Wheel Vehicle Type: Car Sport Utility Van Truck Minivan Motorcycle Other Body Style: 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): **many parts** Location: Left Front Right Rear Failed Part(s): Original Replacement Handicap Adaptive Equip: Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand: _____ Tire Name: _____ Complete Tire Size: _____

No. of Failures: _____ Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____ Failed Part(s) Available? Yes No NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash: Yes No Fire: Yes No Number of Persons Injured: **0** Number of Fatalities: **0** Reported to Manufacturer: Yes No

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

We are not sure if we were in an accident. We believe it was. We were never told of it. From day one of receiving medical we had a lot of little problems. [Redacted] front [Redacted] in vehicle needed replacing, [Redacted] heater core leaked fluid inside vehicle needed fixing, [Redacted] back seat belt pass. side was broken, [Redacted] bumper on back [Redacted] side was broken needed black inside ground & bracket for bumper, [Redacted] right mirror kept loosening up, [Redacted] right tail light needed replacing lens broken, [Redacted] right front tire needed wheel bearings

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

to be replaced, [redacted] As of the day we have owned this vehicle the 4 wheel drive differential in front hasn't worked. Many times we had to be pushed out of a small amount of snow. The 4 wheel drive doesn't work to get us out of a jam (snow) This is a very unreliable vehicle & is extremely unsafe. We have a family of five & still is high school in sports. Since winter I have had to depend on other people to get my children to any activities they have been involved in. This vehicle could not be used in the snowy covered roads. We desperately need a reliable vehicle to get us around. We would like to be refunded all our money & be able to purchase a good vehicle!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NSA-10.01 400 7th Street, SW Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VQO)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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If anything could be done about this vehicle or any help or advice you could give us it would be greatly appreciated.

In conclusion we are not the only vehicle with this problem. Our dealers service dept told me of many kids with this same problem. It has been since August of 2000.

Something needs to be done before someone gets hurt or worse killed in bad weather. I New York city of [REDACTED] you never know what kind of bad weather is going to hit in the winter months.

Thank you
for your time.