

785017

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>
Date: 5/31/01 11:45AM
Subject: Car Talk VOQ submission

* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Thursday, May 31st 2001 at 11:44:26 AM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

NAME

ADDRESS

TELEPHONE

NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: 3N1AB41D2XL0938999

MAKE: Nissan

MODEL: Sentra

YEAR: 1999

ODOMETER: 8880

PURCHASE DATE: NEW OR USED: New

DEALER NAME: Buckeye Nissan

ADDRESS: 3820 Parkway Lane, Hilliard, OH 43026

ENGINE SIZE: 1.8

CYLINDERS: 4

FUEL INJECTION: Yes

TURBO: No

FUEL TYPE: Gas

ANTILOCK BRAKES: Yes

CRUISE CONTROL: Yes

DRIVETRAIN: Front

DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Tires

PART NAME(S): Dunlop tires, front pair

LOCATION: Front

NUMBER OF FAILURES: replaced both front tires

DATE(S) OF FAILURES: 12 December 2000

MILEAGE AT FAILURE(S): 6660

SPEED AT FAILURE(S): not applicable

MANUFACTURER CONTACTED: No

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No

FIRE: No

NUMBER OF PERSONS INJURED:

NUMBER OF FATALITIES:

ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED: N/A

PASSENGER AIRBAG DEPLOYED: N/A

REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOTAsk manufacturer or dealer

TIRE MANUFACTURER: Dunlop

TIRE NAME: Ask manufacturer or dealer

TIRE SIZE: P175/65R14, 14x5.5JJ, 57.9 tread

ADDITIONAL COMMENTS

1) At 5447 miles (on 20 October 2000) we asked the dealership to check the vehicle's suspension, noting that the front end seemed "floaty" (especially at highway speeds), and that the front tires were already showing considerable wear (while the rear ones were not). The service order reads: "Inspect Front Suspension"; the technician noted: "All is OK."

2) At 6660 miles (on 12 December 2000) we asked the dealership to check the balancing of the tires, noting that the steering wheel shakes at certain speeds (20 mph and 60 mph); excessive tire wear was noticed. The service technician said that this was a Dunlop failure, therefore a Dunlop problem, and that we had to go to a Dunlop outlet for remediation.

3) We next took the car to a local NTW tire outlet, which carries Dunlop tires, and there were told that the failure was not the fault of the tires themselves, but rather the result of a balance/alignment problem. We bought a pair of Dunlop tires (SP20 WP390 P175/65R14) to replace the excessively-worn front pair, got them installed and balanced, and then had an alignment done.

4) At 7947 miles (on 27 March 2001) we bought two Firestone tires (FR360 P175/65R14). We rotated the already-somewhat-worn Dunlop front pair to the rear of the car and had the new Firestone tires installed (and balanced) in front.

5) Despite the check-ups, maintenance, and replacements detailed above, the front suspension still feels "floaty," and the steering wheel shakes at speeds between 60 and 65 mph. We are continuing to monitor the tire pressure and tread depth/wear on all four tires.

END OF FORM



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1058

Date Received

31-MAY-2001

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

785017

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

Signature of Owner _____ Date: ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3N1AB41D2XL093889	NISSAN	SENTRA	1999	
Purchase Date	Dealer's Name	Engine Size (CID/CC/L 4 CYL	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☐ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Util ☐ Truck ☐ Motorcycle ☐ Other		☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000 02100000	Part Name(s) TIRES:TREAD SUSPENSION:INDEPENDENT FRONT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 12-DEC-2000 Mileage at Failure(s) 6660	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES STEERING WHEEL SHAKES AT CERTAIN SPEEDS AND FRONT END SEEMS FLOATY, CONSUMER WAS ADVISED BY TECHNICIAN EVERYTHING WAS FINE, CONSUMER THEN WENT BACK TO DEALERSHIP TO CHECK THE BALANCING OF THE TIRES, NOTING THAT THE STEERING WHEEL IS STILL SHAKING AT CERTAIN SPEEDS, EXCESSIVE WEAR WAS THEN NOTICED OF THE FRONT TIRES, THE SERVICE TECHNICIAN STATED THAT THIS WAS A TIRE FAILURE AND CONSUMER SHOULD GO TO A DUNLOP OUTLET FOR A REMEDY, A LOCAL TIRE SHOP STATED THIS WAS NOT THE FAULT OF THE TIRES THEMSELVES, BUT RATHER THE RESULT OF A BALANCE/ALIGNMENT PROBLEM, CONSUMER PURCHASED ANOTHER SET OF DUNLOP TIRES TO REPLACE THE EXCESSIVELY-WORN FRONT TIRES, CONSUMER STATES DESPITE THE MAINTENANCE AND REPLACEMENT OF TIRES AND TIRE ROTATION, THE

CONTINUE ON REVERSE

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.



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pd_rt _____
rp_lr _____

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Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield or driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3N1AB41D2XL093889	DUNLOP	DUNLOP	1900	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) 4 CYL	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
			Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000 02740000	Part Name(s) SUSPENSION:INDEPENDENT FRONT TIRES:TREAD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 12-DEC-2000 6660 Mileage at Failure(s) 60	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

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Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☐ No
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COPIES OF THIS FORM ARE:

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