

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

558

Date Received

25-AUG-2000

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Reference No.

868763

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) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JN1EB31PXMU006435	NISSAN	SENTRA	1991	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual	☐ Yes	☐ 3-Point Belt	☐ Yes	☐ Front	☐ Car	☐ 2-Door
☐ Automatic	☒ No	☒ Driverside Airbag	☒ No	☐ Rear	☐ Van	☐ 4-Door
		☐ Passengerside Airbag		☐ 4-Wheel	☐ Minivan	☐ Station wagon
		☐ Motorcyclist			☐ Other	☐ Pick Up Truck
		☒ 2-Point Belt				☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06300000	Part Name(s) FUEL:FUEL INJECTION SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 18-AUG-2000 Mileage at Failure(s) 2741E Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No				☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING VEHICLE CAUGHT ON FIRE. CONSUMER EXPERIENCED A STRONG SMELL AND SMOKE FROM UNDER THE HOOD. SHE THEN PULLED OVER, AND THE SMOKE ERUPTED INTO FLAME. THE VEHICLE WAS TOTALED. FIRE DEPARTMENT HAS ADVISED CONSUMER THAT FIRE WAS FUEL RELATED. *AK

CONTINUE ON BACK IF NEEDED

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.

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 558 Date Received: 00 SEP 18 PM 12:52 25-AUG-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted] 631161				Reference No. 868763 Work Number [Redacted] Home Number [Redacted]	
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 [Redacted] Date 09/11/00					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) JN1EB31PXMU006435		Vehicle Make NISSAN		Vehicle Model SENTRA	
		Vehicle Year 1991		Current Odometer Reading 27416	
Purchase Date 16 DEC 1990		Dealer's Name NISSAN OF ORANGE		Engine Size (CID/CC/L) No Cylinders 4	
☒ New ☐ Used		City ORANGE State CA Zip Code		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
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 ☐ Van ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 06300000		Part Name(s) FUEL:FUEL INJECTION SYSTEM		Location ☐ Left ☐ Right ☐ Front ☐ Rear	
				Failed Part(s) ☐ Original ☐ Replacement	
No of Failures		Date(s) of Failure(s) 18-AUG-2000 Mileage at Failure(s) 27416 Vehicle Speed at Failure(s)		Failed Part(s) Available? ☐ Yes ☐ No	
				NHTSA Previously Contacted? ☐ 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 NONE	
				Number of Patients NONE	
				Estimated Property Damage INSURANCE VALUE \$6000.00, NO OTHER PROPERTY DAMAGE	
				Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHILE DRIVING VEHICLE CAUGHT ON FIRE. CONSUMER EXPERIENCED A STRONG SMELL AND SMOKE FROM UNDER THE HOOD. SHE THEN PULLED OVER, AND THE SMOKE ERRUPTED INTO FLAME. THE VEHICLE WAS TOTALED. FIRE DEPARTMENT HAS ADVISED CONSUMER THAT FIRE WAS FUEL RELATED. *AK NOTE THAT VEHICLE WAS NOT INVOLVED IN AN ACCIDENT. HOOD DAMAGE DEPICTED IN PHOTO RESULTED FROM FIREMAN TRYING TO GAIN ACCESS TO ENGINE COMPARTMENT. THANK YOU FOR TAKING THE TIME TO FOLLOW UP ON MY PHONE CALL. Red [Signature]					
CONTINUE ON BACK IF NEEDED					
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.					



September 08, 2000

Nissan Motor Corporation in USA
P.O. Box 191
Gardena, California 90247

Dear Nissan,

Just thought you might like to know that up until around 1:00 p.m. on 18 August 2000 I was the owner of a 1991 Nissan Sentra with only 27,000 miles. A car that was, up until that time a solid reliable automobile. A car that was in great shape and always garaged when not in use and never had any maintenance problems. A car that regularly had the oil changed and was maintained. A car without even a scratch.

On that date and time my wife was driving the car in town and had only driven it a few miles when the engine compartment caught fire. By the time the fire department arrived the engine compartment was in a total meltdown condition and the car is a total loss. The firemen said it was a fuel leak. You tell me WHY? Fortunately my wife was not hurt.

Now I am faced with replacing what was basically a relatively new automobile as it had only 27,000 miles. It's going to cost me twice what it did to buy the same car nine years ago and probably 5-6 times what the insurance is going to cover. This presents a financial burden on my family.

No car with that few miles and years should catch fire. But I'll always remember that a Nissan did.

Photos upon request.

Sincerely,



