

U.S. Department of Transportation National Highway Traffic Solety Administration 400 Seventh Street, S.W. Washington, D.C. 20590

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CERTIFIED MAIL RETURN RECEIPT REQUESTED

James Vondale, Director Ford Motor Company 330 Town Center Drive, Suite 400 Auburn Hills, MI 48126-2738 NVS-212mbs PE04-020

Dear Mr. Vondale:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE04-020) to investigate allegations of head lamp failures due to over heating and melting of the bulb socket attached to the wiring harness in model year 1999-2000 Mercury Villager vehicles manufactured by Ford Motor Company, and to request certain information.

This office has received 6 reports of headlamp failures in model years 1999-2000 Mercury Villager vehicles, an additional 11 reports were received on model years 1999-2000 Nissan Villager vehicles. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- Subject vehicles: all model year 1999-2000 Mercury Villager vehicles manufactured for sale or lease in the United States.
- <u>Subject component</u>: all components associated with the headlamp assembly, headlamp socket, and all harness connecting to the headlamp assembly.
- Ford: Ford Motor Company, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all business units and persons previously referred to), who are or, in or after 1997, were involved in any way with any of the following related to the alleged defect in the subject wehicles:



- Design, engineering, analysis, modification or production (e.g. quality control);
- Testing, assessment or evaluation;
- Consideration, or recognition of potential or actual defects, reporting, record-keeping
 and information management, (e.g., complaints, field reports, warranty information,
 part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- Alleged defect: The headlamps are failing in model year 1999-2000 Mercury Villager vehicles due to over heating and melting of the bulb socket attached to the wiring harness.
- Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes. manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts. administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Ford or not.

If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford's response to each request, identify the source of the information and indicate the last date the information was gathered.

- State, by model and model year, the number of subject vehicles Ford has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Ford, state the following:
 - a. Vehicle identification number (VIN);
 - b. Make;
 - c. Model:
 - d. Model Year;
 - e. Date of manufacture;
 - f. Date warranty coverage commenced; and
 - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

- 2. State the number of each of the following, received by Ford, or of which Ford are otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;

- Field reports, including dealer field reports;
- c. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Property damage claims; and
- e. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Ford's file number or other identifier used:
 - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN:
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident:
 - g. Incident date;
 - Report or claim date:
 - i. Whether a fire is alleged;
 - Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a preformatted table that provides further details regarding this submission.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Ford's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code:
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

- 6. Describe in detail the search criteria used by Ford to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.
- 8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being

conducted, are planned, or are being planned by, or for, Ford. For each such action, provide the following information:

- Action title or identifier;
- b. The actual or planned start date;
- The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- Engineering group(s)/supplier(s) responsible for designing and for conducting the action;
 and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- 9. Describe all modifications or changes made by, or on behalf of, Ford in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - The date or approximate date on which the modification or change was incorporated into vehicle production;
 - A detailed description of the modification or change;
 - The reason(s) for the modification or change;
 - d. The part numbers (service and engineering) of the original component;
 - e. The part number (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Ford is aware of which may be incorporated into vehicle production within the next 120 days.

- 10. List all Ford models that have the same or similar headlamp designs as the subject vehicle.
- Produce each of the following:
 - Parts schematics of the headlamp assembly for each design version of the subject component;
 - A diagram of the headlamp assembly showing how the system works.
- 12. Furnish Ford's assessment of the alleged defect in the subject vehicle, including:

- a. The causal or contributory factor(s);
- The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- What warnings, if any, the operator and the other persons both inside and outside the
 vehicle would have that the alleged defect was occurring or subject component was
 malfunctioning; and
- f. The reports included with this inquiry.

This letter is being sent to Ford pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information, Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Bnhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by April 26, 2004. Please refer to PE04-020 in Ford's response to this letter. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from Thomas Cooper at (202) 366-5218 no later than five business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room

5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Ford is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Mark B. Swanson of my staff at (202) 366-7020.

Sincerely,

Thomas Z. Cooper, Chief
Vehicle Integrity Division
Office of Defects Investigation

Office of Defects Investigation

Enclosure 1, one CD ROM titled Data Collection Disc containing three files Enclosure 2,copy of Vehicle Owner Questionnaire



FOR AGENCY USE ONLY **DOT Auto Safety Hotline** Date Received Repository 🗀 Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DÖT **National Highway** 06-MAR-2000 Reference No. (1-888-327-4235)Traffic Safety 719748 INTERNET www.nhtsa.dot.gov/hotline Administration OWNER INFORMATION (Type or Print) Daytima Telephone Number E-mail Address Mame Addrage Evening Telephone Number Zip Code City **S**ate CRETE In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Signature of Owner Date VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Year Model MERCURY VILLAGER 1999 4M2XV11T7X Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: 01-101-99 No: Cylinders Origin<u>al</u> Owner Dealer's City State Zlo Code Vehicle Component Code Transmission Type X Antiock Brakes Powertrain 121000 EXTERIOR LIGHTING: HEADLIGHTS FRONT WHEEL DRIVE Cruise Control Multiple Fallure: 2 FAILED COMPONENT(S)/PART(S) ENFORMATION Incident Date(s) Failure Mileage Fallure Speed 06-MAR-2000 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tire Size (Example P215/65R15) Tire Model (Name or Number) DOT No. (Example: DOTMAL9A8C036) Original Equipment Prior Repair Febre 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 incidentis), Faiture(s), Creshies). and Interviews.) Number of Persons Intured Number of Seaths Reported to Police Crash Fire Yes X No. Ν Yes X No Nerrotive Description of Incident(S), Crush(es), and Injury (les). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (8) what was done to correct the failure) Le, parts repaired or replaced (and if old part is available).

IN JANUARY, 2000 AND NOW TODAY, MARCH 6, THE SOCKET CONNECTING THE POWER TO THE HEAD LAMP BULES HAVE SOTH FAILED. THE LEFT ONE FAILED IN JANUARY AND THE RIGHT ONE FAILED TODAY. IN BOTH CASES, THE GROUND TERMINAL OF THE SOCKET SEEMS TO BE CORRODED AND THE PLASTIC IN THAT AREA OF THE SOCKET IS SLIGHTLY MELTED. AS NEITHER HIGH OS LOW BEAMS WOULD WORK, A BAD GROUND CONNECTION WOULD MAKE SENSE. REPLACING THE SOCKET WITH A NEW ONE FIXED THE PROBLEM IN BOYH CASES. I HAVE ONE OF THE OLD SOCKETS IF YOU WOULD LIKE TO SEE IT. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Gas

The Privacy Act of 1974-Public law E3-E79 This information is requested parametrit southority vested in the Airtional Highway Traffic Safety Act and missequent amendments. You are under no obligation to respond this questionee in. Your respond to me under the MITEA in determining whather a Manufacturer should take appropriate active to correct a safety defect. If the WITEA proceeds with administrative colonçement or Rigation applicat a manufacturer, your response statistical same any thereof, may be send in support of the agency's action.

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Include. If available: Police/Fire Department Report. Photos, and Repair Invoice.

ATTACH ADVITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-979 This information is requested personnel to method in the rectional Highway Tradic Sefecty Act and subsequent amedalments. You are under no obligation to rempted this quantitative response may be used to such the first to determining whether a Penulacturer should take appropriate action to correct a safety defect. If the HITEA proceeds with administrative embronement or Rigation against a manufacturer, your response, or a significant support of the specific action.

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ATTACH ADDITIONAL SHPETS IF NECESSARY

Include, if available: Police/Fire Department Report. Photos, and Repair Involve.

ATTACH ADMITIONAL SHPETS IF MECHANIC Involves.

The Privacy Act of 1974-Public Lane 83-579 This information is requarated pursuant to settled by rested in the National Highway Traffic Before Act and subsequent uncertainty. You are under me alligation to respond this questionnels. Your response may be easely assist the NATSA in determining whether a planety-turn should be superiorists active to correct a safety defect. If the NATSA proceeds with administrative and research a Relative against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

DOT Auto Safety Hotime Vehicle Covering Defects 1-889-DASH-2-DOT (1-888-327-4235) DITERIET INWWINITES Safety Abhenhatration OWNER INVOINANTON (Type or Print) Displace Covering Telephone Number Overlag Invoinant Safety Displace Covering Telephone Number Spatial Covering Telephone Number Overlag Telephone Number Overlag Telephone Number Spatial Covering Telephone Number Overlag Telephone Number Ov										_				
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Include, if available: Police/Fire Department Report, Photos, and Repair Involce.

ATTACH ADDITIONAL SHIPTS IF NECESSARY
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U.S. Department of Transportation National Highway Traffic Safety Administration OWNER INFORMATION (Type or Print) Name City SAN JOSE Do you authorize NHTSA to provide a copy of this report to the manufacturar of your vahicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer of Owner Vehicle Identification Number Located at bottom of windshield on driver's side Make MERCURY Date Purchased 17-NOV-99 Dealer's Name and Telephone Number SunnyyALE MERCURY Dealer's City SUNNYYALE MERCURY Vehicle Component Code 121000 EXTERIOR LIGHTING:H Multiple Failure: 2	ne Number E-mail Address ne Number Botturer. NO
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT	
Make: Cate Manufactured: Model No./Name	<u> </u>
Seat Type: Installation System: Child Seat Component Code: Failed Part:	
APPLICABLE INCIDENT INFORMATION	

OUR VAN ALSO EXPERIENCED MELTED HEADLIGHT SOCKETS FAILURE DUE TO A WEAK SOLDERING FROM THE WIRE TO THE SOCKET. UNBELIEVABLE THAT THIS IS NOT A RECALL. THE DEALER'S PARTS DEPARTMENT PERSON TOLD ME WHEN I ORDERED THE REPLACEMENT SOCKETS THAT THEY SELL LOTS OF THESE SOCKETS. WE HAD INTERMITTENT LIGHTING PROBLEM ON ONE SIDE, THEN THE OTHER, THEN TOTAL FAILURE OF BOPTH HEADLIGHTS. PLEASE REPORT YOUR EXPERIENCE. THIS MUST BECOME A RECALL I WANTED TO FILE MULTIPLE OTHER PROBLEMS: THE TIRES AFTER COMPLAINING OF WORBLING IN THE STEERING WHEEL FOR 3 YEARS, THE OFALER SAID THEY ARE OFFERING REPLACEMENT TIRES TO OWNERS WHO COMPLAIN, BUT NOT TO ALL OWNERS, AND THAT WAS NOT A RECALL, I DID NOT KEEP THE BRAND OR MODEL OF THE TIRES THE DEALER REMOVED. WITH THE NEW GOOD YEAR EAGLE TIRES THE VAN DRIVES FINE, THAT SHOULD HAVE BEEN A RECALL. A THIRD: THE LIGHTS AND LED'S OF THE SOUND SYSTEM GO ON AND OFF INTERMITTENTLY. *AK

Narrative Description of Incident(S), Crosh(es), and Injury(les).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;

Include, If available: Police/Fire Department Report, Photos, and Repair Invoice,

Le, parts repaired or replaced (and if old part is available).

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Princy Act of 1874-Public Law 53-579 Trills information is requested pursuant to authority vested in the risting ill lightery furtile Safety Act and unbequests arranging and the responsition to responsitive contents of the responsitive response may be used to usely the NITSA is determining whether a Manufacturer should take appropriate action to correct a safety detect. If the NITSA proceeds with administrative enforcement or Mightim against a manufacturer, your response or a statistical summary thereof, may be used in support of the symmetry action.

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Include. If evelsible: Police/Fre Department Report. Photos, and Report Involca.

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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Include. If available: Police/Fire Department Report, Photos, and Repair Invoice.

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In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. VEHICLE INFORMATION 17 digit vehicle identification Number Located at holtom of windshield on drivers size 4N20N11TDN Date Purchased 10-JUN-00 Date Purchased 10-JUN-00 ANTELOPE VALLEY NISSAN, INC 661 274-4700 Original Owner Deser's City PALMDALE Transmission Type ALITOMATIC Cruise Control FRONT WHEEL DRIVE FAILED COMPONENT (S) / PART (S) INFORMATION Incident Date(s) 71000 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE The Maile DOT No. (Example: DOTMALS/ABC036) ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE The Component Code ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE The Component Code ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE The Component Code ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE The Component Code ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE The Component Code Felice Part: Installation System: Child Seat Component Code: Falled Part: ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE The Faller Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Mails: ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Falled Part: ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Mails: ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Mails: ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Mails: ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE North Seat Component Code: Falled Part: ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE North Seat Component Code: ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE North Seat Component Code: ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE North Seat Component Code: ADDITIONAL ITEMS TO BE	City ACTON				State C	x	lp Code	P		Evening '	Telephone Number		
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Include. If available: Police/Fire Department Report. Photos, and Repair Invoice.

ATTACH ADDITIONAL SHIPTS IF NECESSARY
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ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, If available: Police/Fire Decartment Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 85-679 Tible Information is requested purposent to sufficiently varied in the Reliand Highway Treffic Safety Act and ashanquant assemblements. You are under up abligation to respond this quantificants. Your response every be used to easier the RHIDA is determining whether a Planufacturer about the appropriate action to correct a safety defect. If the PHIDA proceeds with a distribute enforcement or Edgeties against a manufacturer, your response, or a sterilation seement thereof, may be used in support of the agency's action.

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHPETS IF NECESSARY

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WHILE DRIVING HEA	DLIGHTS FAILED.	CONNECTOR PR	OBLEMS. *LA							

The Privacy Act of 1974-Public Law 53-679 The informative is requested personent to authority varied in the Rebbed Highway Traffic Safety Act and authorpeant amendments. You are under so singuished to requested personent to authority varied in the Rebbed Highway Traffic Safety Act and authorpeant amendments. You are under so singuished to connect a safety defect. If the RETSA proceeds with administrative authorized and the RETSA is determining whether a Manufacturer should take appropriate action to connect a safety defect. If the RETSA proceeds with administrative authorized and plants a manufacturer, your response, or a statistical numbers thereof, may be made in support of the agency's action.

FOR AGENCY USE DNLY 1368 **DOT Auto Safety Hotline** Vehicle Owner's Questionnaire Date Received Repository 🔲 U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DÖT National Highway 19-NOV-2003 Reference No. (1-888-327-4236) Traffic Safety 10048319 INTERNET:www.nhtsa.dot.gov/hotline Admin**istrati**on OWNER INFORMATION (Type or Print) E-mail Address Daytime Telephone Number Name Address Evening Telephone Number State KY Zio Code atv HUSTONVILLE Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Do you authorize MMTSA to provide a copy of this report to the manufacturer of your vehicle? \square γ ES In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Model Year Make NISSAN QUEST 2000 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: No: Cylinders Original Owner Denier's City State Zio Code X Vehicle Component Code Transmission Type 🕱 Antilock Brakes **Powertrain** 121000 EXTERIOR LIGHTING: HEADLIGHTS Cruise Control Multiple Failure: 1 FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Failure Mileage Failure Speed 15-NOV-2009 4977 <u>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TURE FAILURE</u> Tre Make Tire Model (Name or Number) Tire Size (Exemple P215/65R15) DOT No. (Example: DOTMAL9ABC036) Ortginal Equipment Failure Location: Prior Repair Tire Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Hake: 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), Falland(s), Crash(m), and inhay (ins). Number of Persons Injured Number of Deaths Reported to Palce Fre ☐Yes 🗓 No Ν ☐Yes 🕱 No. Harrative Description of Incident(5), Crash(es), and Injury(las). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; Le, porte repaired or replaced (and Fold part is available). WHILE DRIVING HEADLIGHTS INTERMITTENTLY FAILED. DEALERSHIP/MECHANIC INFORMED THE CONSUMER THAT THE PROBLEM WAS CAUSED.

BY THE ELECTRICAL WIRING SYSTEM. THE PROBLEM HAD NOT BEEN RESOLVED. • AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law \$8-579 This information is requested personnt to outlierity verted in the Retinan's Highway Teaffic liefsby Act and authorizance manning and the sensitive of the personnel of the sensitive of

DOT Auto Safety Hotline							FOR AGENCY USE ONLY 100148							
U.S. Departmen		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects						Date Re	ceived	Repository				
National High	way			1-885-D/ (1-686-:					31	-OCT-2003	Reference No.			
Traffic Safety Administratio		INTERNET www.nhtss.dot.gov/hotline									10045154			
	ΟV	MER DIFOR	OITAM	N(Typa c	r Print	9		\Box	Devlime	Telephone Number	F-ma	I Address		
Address							<u> </u>		De l'anne	respondie ribileel	-"	i rioni Cas		
City				State .		iZip Code		\dashv	Evening	Telephone Number	1			
Do you authorize In the absence of Signature of Own	HHTSA an avi			f this repo					e vehick	YES X] NO			
					VEHI	CLE INFOR	MATION							
	om of windshield on driver's side			——			Madel		Model Year					
4N2XN11T1\							NISSAN			QUEST		2000		
Date Purchas 01-NOV-00	Felephone SAN	Number	ı				Engine: No: Cylinders <u>6</u>		Fuel Type: Gas					
Original Owns	ř	Dealer's City SALEM				State NH	Zip C	Code						
Transmission Type	vertrain Vehicle Com					onent Code RIOR LIGHTING: HEADLIGHTS								
AUTOMATIC	NT WHEEL DRIVE			Multiple Fallure: 1										
	<u> </u>			FAILE	D COM	POMENT{S)/ PART(S)	INFO	RMATIC	ON				
Incident Date(s) 15-FBB-2002	Failu	ire Mileage 50000	Falure	: Speed										
•		ADOIT	TONAL	TIENS TO	BE CO	MPLETED	WHEN REP	ORT	NG A TE	RE FAILURE				
Tire Make			Τπ	ire Model (1	Name o	r Number)			T In	re Size (Example P2:	5/659	115)		
DOT No. (Example:	ALSABC036)	Origina Prior Ru	i Equipa	ment	Falure Loc	atton:	1:							
The Component Code									Tire Failure Type					
		ADDITION	AL ITE	MS TO BE	COMP	LETED WH	EN REPORT	ING	A CHILD	SEAT FAILURE				
Make:					Date Ma	nufacture	t:		Model No	o./Name:				
Seat Type:					installet	kın System	Ľ							
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				e destribe i	n dettal t	te Incidentia	. Fekrebi. C	redire	c), and info					
Craesh ☐ Yes 🔀 No				er of Pers			miber of Dea	iths	Repar	ted to Police N				
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PART,	rseme Rimen That I	SLY IN THE VA T OF THE DEA MUST HAVE N	LERSH OTREP	P INFORM LACED THE	ED ME 1 E BOOT	COVERING	ORRECTL	Y AND	IT WAS	OBLEM AND ALWAYS				

Include, if available: Police/Fire Department Report, Photos, and Repair Involce,

ATTACH ADDITIONAL SHIFTS TE NECESSARY

The Private Act of 1974-Public have 33-1977 This inferrest of the requested purement to exhibit the furtheast highway Truffic Switch Act and anheapment are administrative and the switch as the SHTSA in decembing whether a New response may be mad to assist the SHTSA in decembing whether a New response may be mad to assist the SHTSA in decembing whether a New response should take appropriate action to correct a safety defect. If the SHTSA proceeds with estiministrative suforcement or Regardon against a resemblecturer, your response, or a statistical summary thereof, may be used in support of the agency's action.