



CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Frank Slaveter Nissan North America, Inc P.O. Box 191 Gardena, CA 90248-0191 NVS-212mbs PE04-020

400 Seventh Street, S.W.

Washington, D.C. 20680

Dear Mr. Slaveter:

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 Nissan Quest vehicles manufactured by Nissan North America, Inc., and to request certain information.

This office has received 11 reports of headlamp failures in model years 1999-2000 Nissan Quest vehicles, an additional 6 reports were received on model years 1999-2000 Mercury 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:

- <u>Subject vehicles</u>: all model year 1999-2000 Nissan Quest 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.
- Nissan: Nissan North America, Inc. 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 Nissan (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 vehicles:



- a. Design, engineering, analysis, modification or production (e.g. quality control);
- b. 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 Nissan Quest 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 Nissan, 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 nonidentical 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 Nissan 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 Nissan has previously provided a document to ODI, Nissan 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 Nissan'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 Nissan has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Nissan, state the following:
 - 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 Nissan, or of which Nissan 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 Nissan is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Nissan 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 Nissan'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.

- 3. 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. Nissan'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;
 - Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - Report or claim date;
 - 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 Nissan 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 Nissan 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. Nissan's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN:
- d. Repair date;
- e. 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:
- Replacement part number(s) and description(s);
- 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 Nissan 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 Nissan 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 Nissan 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 Nissan 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 Nissan 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, Nissan. 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;
- Brief summary of the subject and objective of the action;
- e. 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, Nissan 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
 - Whether the modified component can be interchanged with earlier production components.

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

- List all Nissan models that have the same or similar headlamp designs as the subject vehicle.
- 11. 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 Nissan'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
- The reports included with this inquiry.

This letter is being sent to Nissan 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. Nissan's failure to respond promptly and fully to this letter could subject Nissan 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 Enhancement, 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 Nissan 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, Nissan does not submit one or more requested documents or items of information in response to this information request, Nissan 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.

Nissan'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 Nissan's response to this letter. If Nissan finds that it is unable to provide all of the information requested within the time allotted, Nissan must request an extension from Thomas Cooper at (202) 366-5218 no later than five business days before the response due date. If Nissan 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 Nissan then has available, even if an extension has been granted.

If Nissan 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, Nissan 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. Nissan 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

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



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Include. If a validation Police/Fire Department Report. Photos. and Repair Invoice.

ATTACH ADDATIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuent to subjectly wested in the Reticual Highway Treffic Brighty Act and subspecially prevented in the Reticual Highway Treffic Brighty Act and subspecially prevented in the Reticual Highway Treffic Brighty Act and subspecially provided the subspecial three subspecial three subspecial three subspecial three subspecial three subspecial three subspecial treffic appropriate action to correct a substitution of the special terms of the subspecial treffic appropriate appropria

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U.S. Department of Transportation National Highway 1.986-NSH-2-DOT (1-988-327-4236) 1NTERNET Newwanintsa.dot.gov/hot line CWINER INFORMATION (Type or Print) Name CRY SHIRLEY Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, MHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner Vehicle Component Code Transmission Type Antibok Brakes Cry Sales Dealer's City Transmission Type Antibok Brakes Address Address Address Address Antibok Brakes Fall to Component Code 121000 EXTERIOR LIGHTINGCHEADLIGHTS Multiple Fallure: The Model (Name or Number) The Size (Example P215/6SR15) The Spine Example P215/6SR15) The Spine Example P215/6SR15) The Eature Type Additional Transmission Code The Fallure Type	A		DOT Auto S	afety Hotline	}	FC	R AGENCY USE ON	LY 1	367
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Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? 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 Valide Identification Number Located at bottom of windshield on drivers size Male MeRCLRY Date Purchased Dealer's Name and Telephone Number Dealer's Name and Telephone Number Engine: Fuel Toughal Owner Original Owner Dealer's City State Zip Code 121000 Extension Lighting: HEADLIGHTS Multiple Failure: 1 FAILED COMPONENT(S) / PART(S) INFORMATION Incident Date(s) Failure Micage 43000 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE The Make Dottional Equipment Failure Location: Prior Repair Failure Location: The Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE The Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE	Obv	,	State	iny	ıde	Evening	Telephone Number	1	
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Marke: Date Manufactured: Model No./Name: Seat Type: Installation System:	Make:			Date Manufactu		Model N	o./Name:		

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HEADLIGHTS SUDDENLY WENT OUT WHILE IN USE. THIS OCCURRED BECAUSE OF A SHORT IN THE ELECTRICAL SYSTEM WIRING, THE SOCKET MELTED. THIS COULD CAUSE A FIRE, PER THE DEALERSHIP. *AK

APPLICABLE INCIDENT INFORMATION (Please dearthe in detail the Incidentis), Felture(s), Cresh(es), and Inluny(les),)

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

Child Seat Component Code:

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 2974-Public Law 85-579 This information is requested pursuant to actionity verted in the Nathonal Hydrony Traffic Culty Act and software has a mendments. You are under no obligation to respect this questionaire. Tour response may be used to excite the PITEA in determining whether a Manufacturer, should take appropriate action to correct a safety defect. If the MITEA proceeds with administrative enforcement or highests against a remaindance, your maps or a statistical searce of the correct, may be used in support of the approxy's action.

FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotime** Vehicle Owner's Questionnaire To Report Vehicle Sefety Defects Date Received Repository 🔲 U.S. Department of Transportation 1-868-DASH-2-DOT National Highway 04-FEB-2004 Reference No. (1-888-327-4236) Traffic Safety 10056503 INTERNET sawarnhtsa.dot.gov/hot/line Administration OWNER INFORMATION (Type or Print) E-mail Address Daytime Telephone Number Name Address Evening Telephone Number City State Zlo Code HUNTSVILLE Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? 🔣 yes In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. VISIOLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Model Year MERCURY VILLAGER 1999 4M2XV11T3X Date Purchased Fuel Type: Dealer's Name and Telephone Number Engine: 31-0FC-99 No: Cylinders 6 Original Owner Dealer's City State ZIP Code Vehicle Component Code Transmission Type Antificok Brakes Powertrain 121000 EXTERIOR LIGHTING HEADLIGHTS AUTOMATIC FRONT WHEEL DRIVE Cruise Control Multiple Fallure: 4 FAILED COMPONENT(S)/PART(S) INFORMATION Fallure Mileage Failure Speed Incident Date(s) 04-PFB-2004 **AROKO** ADDITIONAL ITEMS TO ME COMPLETED WHEN REPORTING A TIRE FAILURE Tre Make Tire Model (Name or Number) Tira Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) Original Equipment 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: Sent Type: Installation Systems Child Seat Component Code: Falled Part: APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Februa's), Crest(es), and intury(les),) Number of Persons Intered Number of Deaths Reported to Police Creath Fire Yes X No N ☐Yes XINo Harrative Description of Lackiemt(5), Crash(es), and Lajury(les). Please describe (1) avents leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; Le, parts repaired or replaced (and if old part is available).

HEADLIGHTS FAIL FREQUENTLY ON MY 1999 MERCURY VILLAGER. THE DEALER INFORMS METHAT THIS IS DUE TO OVERHEATING OF THE SOCKET WHICH PROVIDES POWER TO THE HEADLIGHT BULB. BOTH HEADLIGHT SOCKETS HAVE FAILED MULTIPLE TIMES ON THIS VEHICLE, YET THE DEALER INDICATES THAT NO TSB OR RECALL HAS BEEN ISSUED TO RESOLVE THIS ISSUE.

I BELIEVE THAT THIS IS A GROSS SAFETY ISSUE AS THERE IS THE POSSIBILITY THAT ILLUMINATION COULD BE LOST DURING NIGHT DRIVING. TO MY KNOWLEDGE, THIS HAS NOT BEEN ADDRESSED BY NISSAN OR MERCURY. *AK

Include, if available: Police/Fire Department Report, Photos, and Repeir Involce. ATTACH ADDITIONAL SHEETS IF NECESSARY The Privacy Act of 1974-Public Lave P3-579 This informative is requested parametric authority vested in the Highway Traffic defety Act and pulsed must assume that a send to be said the Highway Traffic defety Act and pulsed must assume that a send to be said the Highway Traffic defety Act and pulsed must are reposed to be said the Highway Traffic defety Act and pulsed and the said that a properties action to correct a evinty defect. If the MITEA proceeds with eximilative time entire washes as Rightway against a manufacturar, your response as a statistical summany thereof, may be used in support of the agency's action.

FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Vehicle Owner's Questionnaire To Report Yehicle Safety Defacts Date Received Repository U.S. Department of Transportation 1-886-DASH-2-DOT National Highway 27-DEC-2003 Reference No. (1-888-327-4236) Traffic Safety 10051158 INTERNET www.nhtsa.dot.gov/hotine Administration **OWNER INFORMATION (Type or Print)** Daytime Telephone Number F-mail Arkiness Name Address Evening Telephone Number State City Zip Code SAN JOSE Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vahicle? no you authorize not tak to provide a copy of this report to the manufacturer of your vahicle? The subsence of an authorization, MHTSA WILL NOT provide your name or address to the vahicle manufacturer. Date. VEHECLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Model Year MERCURY 1999 VILLACER 4M2XV1178X Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: SUNNYVALE MERCURY 17-NOV-99 No: Cylinders 6 Gar Dealer's City Original Owner State Zip Code SUNNYVALE 94086 w Vehicle Component Code Transmission Type Antitock Brakes **Powertrain** 121000 EXTERIOR LIGHTING: HEADLIGHTS AUTOMATIC LINKNOWN Cruise Control Multola Fallure: 2 FAILED COMPONENT(S)/PART(S) INFORMATION Fallure Mileage Failure Speed Incident Date(s) 05-FEB-2003 20000 30 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE The Make Tire Model (Name or Number) Tire Size (Example P215/65R15) B.F.GOODRICH 10002012 DOT No. (Example: DOTMALSABC036) IXI Original Equipment IXI Prior Repair Failure Location: The Component Code The Failure Type 190000 TIRES ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT PAILURE Make: Date Manufactured: Model No./Name: Saat Type: Installation Systems Child Seat Component Code: Falled Part: APPLICABLE INCIDENT INFORMATION (Please describe in detail the implemits), Fallure(s), Crash(es), and injury(les),) Number of Persons Injured Number of Deaths Reported to Police Cresth Fire O N Yes X No Yes X No Parretive Description of Incident(9), Crash(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 linkure; Le, parts repaired or replaced (and if old part is evaluable). OUR VANIALSO EXPERIENCED MELTED HEADLIGHT SOCKETS FAILURE DUE TO A WEAK SOLDERING FROM THE WIRE TO THE SOCKET.

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 WOOBLING IN THE STEERING WHEEL FOR 3 YEARS, THE DEALER 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 REHOVED. WITH THE NEW GOOD YEAR EAGLE TIRES THE VAN DRIVES FINE. THAT SHOULD HAVE BEEN A RECALL. A THURCE THE LIGHTS AND LED'S OF THE SOUND SYSTEM GO ON AND OFF INTERMITTENTLY. "AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested personnel to authority execute in the Mitteau Highway Traffic Safety Act and enhancement amendments. You are under no abligation to respond high questionairs. Your response part he made to assist the NITSA in Action long whether a Hamulic towar should take appropriate action to correct a safety defect. If the NITSA proceeds with action interactive enforcement or Rigation against a manufacturer, your response, or a statistical amening thereof, may be used in appear of the agency a action.

FOR AGENCY USE ONLY 258 **DOT Auto Safety Hotline** Repository 🔲 Date Received Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DOT National Highway 01-DEC-2000 Reference No. (1-888-327-4236) Traffic Safety INTERNET www.nhtsa.dot.gov/hotine 737147 Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Nome Address Evening Telephone Number City State Zip Code HOLTSVILLE Do you authorize HHTSA to provide a copy of this report to the manufacturer of your vehicle? Do you authorize MHTSA to provide a copy of this report to the manufacturer of your vahicle? In the absence of an authorization, MHTSA WILL NOT provide your name or address to the vahicle manufacturer. X NO Signature of Owner Date VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Model Year Make NISSAN QUEST 1999 4N2XN11T1X Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: 01-FEB-00 No: Cylinders Gas Original Owner Dealer's City State Zio Code Ш Vehicle Component Code Transmission Type X Antillock Brokes **Powertrain** 121000 EXTERIOR LIGHTING: HEADLIGHTS FRONT WHEEL DRIVE Cruise Control Multiple Fallure: FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Faiture Mileage Failure Speed 25-NOV-2000 Û ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAMILIES Tre Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location: The Component Cade The Fallure 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: Falled Part; APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Fallura(s), Creat(as), and injury (leg),) Fire Number of Persons Injured Number of Deaths Reported to Police Crash a ☐Yes IX No ☐ Yes IX No 0 Marrative Description of Incident(S), Cresh(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; Le, parts repaired or replaced (and if old part is available). DRIVER'S SIDE HEADLIGHT GOES ON AND OFF INTERMITTENTLY. NO PATTERN, JUST ON AND OFF, I REPLACED WINEW BULB...STILL HAPPENS.

WILL TAKE INTO DEALER ASAP. FAK

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

The Privacy Act of 1874-Public has 82-579 This information is requested pursuant to authority wanted in the Privacy Act of 1874-Public has 82-579 This information is requested pursuant to authority wanted in the Privacy Highway Traffic Safety Act and subsequent propried to a safety the British in determining whether a Normalizationar about the British in determining whether a Normalizationar about the appropriate action to correct a makey induct. It the HHTSA has administrative quipreparted action a great a makey induct. It has HHTSA has administrative quipreparted action a great a makey induct. It has HHTSA has a make a make

FOR AGENCY USE ONLY 100145 **DOT Auto Safety Hotiline** Repository 🗌 Date Received Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DOT National Highway 08-OCT-2003 Reference No. (1-888-327-4236) Traffic Safety 10042554 INTERNET www.nhtsa.dot.gov/hotilne Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Name Address Evening Telephone Number State RI City Zip Code BARRINGTON Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner Dete VEHICLE INFORMATION 17 digit Wehide Identification Number Located at bottom of windshield on driver's side Make Model Model Year NISSAN QUEST 2000 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: No: Cylinders Origin<u>al Ow</u>ner Dealer's City State Zip Code Vehida Component Code Transmission Type Antillock Brakes **Powertrain** 121000 EXTERIOR LIGHTING:HEADLIGHTS Cruise Control Multiple Failure: 1 PAILED COMPONENT(S) / PART(S) INFORMATION Falure Mieage Failure Speed Incident Date(s) 05-OCT-2003 <u>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</u> Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location: Tire Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT PAILURE Make: Model No./Name: Date Manufactured: Seat Type: Installation System: Child Seat Component Code: Failed Part: APPLICABLE INCIDENT INFORMATION (Piesse describe in detail the incident(s), Faikwe(s), Crush(es), and in(un/ins),) Number of Persons Injured Number of Deaths Crash Fke Reported to Police □Yes 🛣 No 🗀 Yes 🛣 No Parretive Description of Incident(8), Crash(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; Le, parts repaired or replaced (and if old part is trellable). WHILE DRIVING HEADLIGHTS FAILED INTERMITTENTLY. *AK

Include, if available: Police/Fire Department Report, Photos, and Regain Invoke. ATTACH ADDITIONAL SHIPETS IF NECESSARY

The Privacy Act of 1974-Public Law 92-579 This information is requested personnt to switterity vegical in the Notines Highway Traffic Sufety Act and subsequent amondments. You are needed to assist the PSTSA in determining whether a Manufacturer photole take appropriate action to correct a safety defect. If the NITSA proceeds with administrative embreasement or Rigarian against a manufacturer, your response or a statistical suspensy thereof, may be used in support of the agency's action.

FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Repository 🔲 Date Received Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-868-DA5H-2-DOT Mational Highway 17-JUL-2003 Reference No. (1-886-327-4236)Truffic Safety 10028519 INTERNET:www.nhtsa.dot.gov/hot@ne Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Marne Address Evening Talephone Number Zip Code State City BETHLEHEM Do you authorize MHTSA to provide a copy of this report to the manufacturer of your vehicle? Do you authorize HHTSA to provide a copy of this report to the manufacturer of your vehicle? \square yes In the absence of an authorization, HHTSA WILL NOT provide your name or address to the vehicle manufacturer. X NO Signature of Owner Date VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Year Model NTSSAN QUEST 2000 4N2XN11T4Y Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: DETCHMAN-WALKER CHEVROLET INC 610-258-2384 26-NOV-02 No: Cylinders 6 Gas Original Owner Zip Code EASTON PΔ 18045 Vehicle Component Code Transmission Type X Antilock Brakes **Powertrain** 121000 EXTERIOR LIGHTING: HEADLIGHTS **AUTOMATIC** FRONT WHEEL DRIVE Cruise Control Multiple Fallure: 200 PAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Falure Misage Fallure Speed 11-JUL-2003 38000 0 ADDITIONAL ITEMS TO SECOMPLETED WHEN REPORTING A TIRE FAILURE Tire Size (Example P215/65R15) The Make Tire Model (Name or Number) OOT No. (Example: DOTMAL9ABCD36) Original Equipment Failure Location: Prior Repair Tire Component Code Tire Falure 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 DICIDENT INFORMATION (Please describe in delay the indicent(s). Felture(s), Cresh(es), and interviers).) Number of Persons Injured Number of Deaths Reported to Police Crash ☐Yes XX No ☐ Yes XX No Marretive Description of Incident(S), Crash(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; Le, parts repaired or repinced (and Yold part is swallable). WHILE DRIVING HOME AFTER DARK, I MADE A STOP AND WHEN I GOT BACK IN MY 2000 NISSAN QUEST THE HEADLIGHTS WOULD NOT GO ON. AFTER SEVERAL FAILED ATTEMPTS TO GET THEM TO COME ON AND AFTER LOCKING AT THE LIGHT BULBS AND REALIZING THEY WERE NOT BLOWN OUT, I FINALLY MANAGED TO GET ONE LIGHT ON TO DRIVE THE SHORT DISTANCE HOME. WHEN THE HEADLIGHTS WERE LOOKED AT DURING DAYLIGHT HOURS, WE DETERMINED THAT THE CONNECTORS ON BOTH HEADLIGHTS HAD LITERALLY MELTED AWAY, I'D LIKE TO KNOW, SINCE I'VE SEEN AND HEARD OTHER COMPLAINTS, WHAT NISSAN IS DOINIG ABOUT THIS. DURING THIS TERRIBLE EXPERIENCE, I HAD THREE CHILDREN IN THE CAR WITH ME. I DON'T FEEL SAFE DRIVING MY MINIVAN AT NIGHT FOR FEAR OF THE HEADLIGHTS BURNING. OUT AGAIN, OR WORSE YET, CAUSING A VEHICLE FIRE!!!*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1874-Patric Law 69-679 This information is requested personnel to authority vested in the National Highway Yreffic Selecty Act and authorized arrival ments. You request the National Highway Traffic Selects Act and authorized arrival ments of the National Highway Traffic Selects and Authorized arrival selects and the National Selects and the National Selects Selects and Industrial Authorized Selects and Industrial Selects and Indus

FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Repository 🔲 Vehicle Owner's Questionnaire Date Received U.S. Department To Report Vehicle Safety Dafacts of Transportation 1-888-DASH-2-DÓT 11-JUL-2003 National Highway Reference No. (1-888-327-4236) Traffic Safety 10025861 INTERNET newww.nhtsp.dot.pov/hotline Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Nome Address Evening Telephone Number City Zip Code State KINGSTON Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Storature of Owner Signature of Owner Date VEHICLE INFORMATION 17 digit. Vehicle Identification (tumber Located at bottom of windshield on driver's side Model Model Year Make NISSAN **QUEST** 2000 Date Purchased Dealer's Name and Telephone Number Fuel Type: Endine: KINGSTON JOHNSON NISSAN 845-338-3001 05-JUL-00 No: Cylindera 6 **Ges** Original Owner State Zip Code KINGSTON NY 12401 K Vehicle Component Code Antilock Brakes Transmission Type Powertrain. 114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD AUTOMATIC FRONT WHEEL DRIVE Cruise Control Multiple Fallure: 1 FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Falure Misage Failure Speed 10-JUL-2003 <u>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE PAILURE</u> Tire Make Tre Model (Name or Number) Tire Size (Example P215/65R15) Original Equipment Prior Repair DOT No. (Example: DOTMAL9ABC036) Failure Location: Tire Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Model No./Name: Date Manufactured: Seat Type: Installation System: Child Seat Component Code: Falled Part: APPLICABLE INCIDENT INFORMATION (Piesse describe in detail the incidentis). Fallure(s), Crashins), and injury (les),) Number of Deaths Crach Fire Number of Persons Impred Reported to Police Yes 🗶 No ☐Yes XINo Morrative Description of Incident(S), Crash(es), and Injury(les). Please describe (1) events leading up to the fellure, (2) fellure and its consequences, and (3) what was done to correct the fellure; Le, parts repaired or replaced (and if old part is available). I HAVE A 2000 NISSAN QUEST, I HAVE HAD TO REPLACE THE CONNECTOR TO THE PASSENGER SIDE HEADLIGHT 3X'S SINCE AUG OF 2002. THE CONNECTO BURNS OUT. THE MOST RECENT INCIDENT WAS 07/10/03. MY HUSBAND REPLACED THE CONNECTOR AND IT BURNT OUT BY THE NEXT DAY 07/11/03. MY CONCERN IS AN ELECTICAL FIRE. *AK

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

ATTACH ADDITIONAL SHEETS IF MECESSARY
The Privacy Act of 1874-Public Lave 83-579 This information is requested pursuent to authority vasited in the Retional Highway Traffic Safety Act and existence amendments. You are another as chilipation to request this questionness. Your response why he used to assist the HITSA in determining relation's a Hisraria clump about the highest the representation of the HITSA in determining relation's a Hisraria clump response, are statistical summerly thereof, may be used in support of the agency's action.

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

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FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Repository 🔲 Date Received Vehicle Owner's Questionnaire U.S. Department To Report Yehicle Sefety Defects of Transportation 1-888-DASH-2-DOT **Mational Highway** 07-DEC-2003 Reference No. (1-888-327-4236) **Traffic Safety** 1004937B INTERNET www.nhtsp.dot.gov/hotline Administration OWNER DIFORMATION (Type or Print) E-mail Address Daytime Telephone Number Name Address Evening Telephone Number State NC City Zip Code RALEIGH In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Shooting of Owner. Signature of Owner Date VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Model Year NISSAN QUEST 2000 Date Purchased Dealer's Name and Telephone Number Fuel Type: Engine: 01-SEP-02 No: Cylinders G85 Original Owner State Zip Code Dealer's City Vehicle Component Code Transmission Type X Antibook Brakes Power train 121000 EXTERIOR LIGHTING: HEADLIGHTS AUTOMATIC XI Cruise Control Multiple Failure: 3 FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Falure Mieage Failure Speed 01-OCT-2003 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: DOTMAL9ABC036) Original Equipment Prior Repair Fature Location: Tire Component Code The Falture Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Model No./Name: Date Manufactured: Seat Type: Installation System: Child Seat Component Code: Faled Part: APPLICABLE INCIDENT INFORMATION Please describe in detail the Inditentis), Fallure(s), Costi(es), and Injury(tes),) Crash Number of Persons Injured Number of Deaths Reported to Police Fire Yes XINa I Yes XINo florretive Description of Incident(8), Crack(es), and Injury(los). 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). GAS PEDAL STICKS CAUSING THE VAN TO LURCH FORWARD, HEADLIGHT SOCKET HAS BEEN REPLACED ONCE AND AGAIN HAS OVERHEATED AND "FRIED" INSIDE COMPONENT SO LIGHT BUILD WILL NOT WORK. SWITCH ON DRIVER SIDE WINDOW IS NO LONGER OPERABLE. * LA

Irriade. Favaliable: Police/Fire Department Report. Photos, and Report Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-579 This information to requested parametric authority vested in the Hitlanni Highway Traffic Selecy Act and exchangest
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Tire Make	Tire Model (N	lame or Nu	mber)		Thr	s Size (Example P2)	(5/65R15)
DOT No. (Example: DOTMAL9ABC036)	Original	Equipment pair	t	Failure Location):		
Tire Companent Code					Tire	Fallure Type	
ADÖITION	AL ITEMS TO BE	COMPLET	ED WH	EN REPORTING	A CHILD	SEAT FAILURE	
Make:	0	ate Manuf	actured	l :	Model No	./Name:	
Seat Type:		nstallatton	System				
Child Seat Component Code:	Faled Part:	TCADI E TE		T INFORMATIO		_	
				Faluraisi Crashie		v <u>d</u> es).]	
Crash Rine ☐Yes XINO ☐ Yes XINO	Number of Perso	ons Injured	Nu	mber of Ceaths 2	Report	ted to Police N	
Yes X No Yes X No Herretive Description of Incident(5), O Please describe (1) events leading up	resh(ee), and Injecto the fallure, (2) 1	ry(les). Niture and	Rs cons		(3) what w		the failure:
Ls, parts repaired or replaced (and Yo	iki part la avallable	<u>)</u> _					
WHILE DRIVING HEADLIGHTS FAILED.	CONNECTOR PRO	BLEMS. +	LA				
					•		
Include, if available: Police/Fire Depart	ment Report. Phot	os. and Re	epair (m	roice.		TIACH ADISTRIMA	SHEETS IF NECESSAR

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

ATTACH ADDITIONAL SUPERS IF NECESSARY
The Privacy Act of 1974-Public Law 93-579 This inferentian is requisited personnel to methority vested is the National Highway Yearing Soliday Act and enteringment amounts quite. You are qualar no obligation to respond this questionnels. Your response may be used to easier the RITSA in determining whether a Manufacturer, your response, or a statistical assumpty thermof, may be used to support of the agency's action.

FOR AGENCY USE ONLY 1368 **DOT Auto Safety Hotline** Repository 🔲 Vehicle Owner's Questionnaire Date Received U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DOT 19-NOV-2003 Reference No. National Highway (1-888-327-4236) Traffic Safety 10048319 INTERNET:www.nhtep.dot.gov/hotline **Administration** OWNER INFORMATION (Type or Print) E-mail Address Daytime Telephone Number Nome Address Evening Telephone Number Zin Code City State HUSTONVILLE To you authorize no is a to provide a copy of this report to the manufacturer of your vehicle? YES In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Stanature of Owner Date VEHICLE INFORMATION Model Year Model 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Make 2000 NISSAN OUEST 4N2XN11T7Y Dealer's Name and Telephone Number Date Purchased Engine: Fuel Type: No: Cylinders State Dealer's City Zip Code Origin<u>al</u> Owner X Vehicle Component Code Transmission Type X Antilock Brakes **Powertrain** 121000 EXTERIOR LIGHTING: HEADLIGHTS Cruise Control Multiple Failure: 1 FAILED COMPONENT(S)/PART(S) INFORMATION Failure Speed Falure Mileage Incklent Date(s) 15-NOV-2003 4377 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TURE FAILURE Tire Size (Example P215/65R15) Tire Make Tire Model (Name or Number) Original Equipment Prior Repair DOT No. (Example: DOTMAL9ABC036) Failure Location: The Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT PAILURE Date Manufactured: Model No./Name: Make: Seat Type: Installation System: Child Seat Component Code: APPLICABLE INCIDENT INFORMATION (Pieuse describe in detail the incident(s), Faikm(s), Crach(as), and inhay(les),) Number of Persons Injured Number of Deaths Reported to Police Cresh Fire Ν Yes X No ☐Yes XINo Marrative Description of Incident(S), Crash(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; Le, parts regained or replaced (and if old part is evallable).

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 IE NECESSARY

The Privacy Act of 1974-Public Law 53-579 This information is requested pursuant to authority vested in the Retional Highway Traffic Safety Act and authority vested in the Retional Highway Traffic Safety Act and authority amendments. You are under no obligation to respond this questionsaire. Your response may be used to emire the BHTSA in determining what her a Manufacture's about the spreywhat active to current a safety defect. If the MITTA processis with administrative embreasement or Rhyation against a suscentiariary, your respect or a statisfical summany thereof, may be used in support of the systemy's action.

FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotiline** Repository 🔲 Date Received Vehicle Owner's Questionnaire U.S. Department To Report Vekicle Safety Defects of Transportation 1-888-DASH-2-DOT Netional Highway Reference No. 31-OCT-2003 (1-888-327-4236) Traffic Safety 10045154 INTERNET www.nhtsp.dot.gov/hotline Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Name Address Evening Telephone Number Oty State Zip Cade ATICINSON vo you aumorize mit is a to provide a copy of this report to the manufacturer of your vehicle? \square yes. 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 VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Make Model Model Year NISSAN QUEST 2000 4NZXN11T1Y Date Purchased Dealer's Name and Telephone Number Fuel Type: Engine: 01-NOV-00 ROCKINGHAM NISSAN No: Cylinders 6 Dealer's City Original Owner State Zip Code 团 SALEM NH. Vehicle Component Code Transmission Type X Antibot Brakes Powert-ain 121000 EXTERIOR LIGHTING: HEADLIGHTS AUTOMATIC FRONT WHEEL DRIVE X Cruise Control Multiple Fallure: 1 FAILED COMPONENT(S) / PART(S) INFORMATION Incident Date(s) Failure Mileage Failure Speed 15-FEB-2002 50000 ADOLTSONAL ITEMS TO BE COMPLETED WHEN REPORTING A TURE FAILURE Tire Make Tire Model (Name or Number) Tre Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) ☐ Original Equipment ☐ Prior Repair Pailure Location: Tire Component Code Tire Falure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHOLD SEAT FAILURE Make: Date Manufectured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Failed Part: APPLICABLE INCIDENT INFORMATION (Please describe in detail the incidentie), Fathards), Crash(es), and injury flest.) Number of Persons Injured Number of Deaths Reported to Police Crash Tes X No. ∐Yes XiNo Marrative Description of Incident(6), Crach(ee), and Injury (les). Please distorbe (1) divents leading up to the failure, (2) failure and R4 consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

Gas

FAULTY HEADLIGHT ASSEMBLY:

THE HEADLIGHT ASSEMBLY IN THE VAN MELTED DUE TO HEAT AND CORROSION.

THE PARTS DEPARTMENT OF THE DEALERSHIP INFORMED HE THAT HE HAD SEEN LOTS OF THIS PROBLEM AND ALWAYS OVERSTOCKED THIS PART.

DEALER STATED THAT I MUST HAVE NOT REPLACED THE BOOT COVERING CORRECTLY AND IT WAS NOT MISSANS. FAULT I HAD TO PAY FOR THE REPLACEMENT. IT HAPPENED AGAIN I GOT THE SAME ANSWER, NOT NISSANS FAULT. *LA

Include, if available; Police/Fire Department Report, Photos, and Repair Involce. ATTACH ADDITIONAL SHEETS IF NECESSARY The Privacy Act of 1974-Public Law 91-979 This information is requested personnt to authority venturi in the legitonal Highway Treffic Safety Act and subsequent grandworth. You are trader no chilipation to respond this quantitate by Your response may be used to scale the NITSA in determining what her a Minusbucturer

physical takin appropriate action to consect a society delect. If the MITSA proceeds or a statistical seammery thereof, may be used in support of the agreecy's action. de with activite bruther enforcement or Rigation against a manufacturer, your respon