



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received  
2003 JUL  
27-JUN-2003

Repository   
Reference No.  
10025109 29

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City SOUTH ORANGE State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 7/8/03

**VEHICLE INFORMATION**

[REDACTED]		Make NISSAN	Model MAXIMA	Model Year 2003
Date Purchased 10/1/03	Dealer's Name and Telephone Number NISSAN World		Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City SPRINGFIELD	State NJ	Zip Code 07081	
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 121000 EXTERIOR LIGHTING: HEADLIGHTS	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
27-JUN-2003  
Failure Mileage  
6,400  
Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTM15ABC0361)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] The Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

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

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police  
N

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

THE VEHICLES HEAD LAMPS (HEADLIGHTS) WERE STOLEN TWICE. EACH HEAD LIGHT WAS \$800.00. THE DEALER STATED THAT THEY COULD BE REMOVED EASILY. THE CONSUMER STATED THIS IS A POOR DESIGN. \*NLM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

7/14/03

South Orange, N.J. [REDACTED] 25 AM 10:30

To whom it might concern,

There have been 2 incidences in the past 2 months that my headlights have been stolen from my 2003 Nissan Maxima. The first time was in my driveway in a quiet town of Maplewood, N.J. at 11:30 in the morning. I heard the alarm but by the time I got outside the thieves were gone. I moved since then to South Orange, N.J. and have a parking permit at the South Orange Junior High School where my headlights were stolen for the second time.

The safety issue that I have is for my own protection as well as the students and faculty at the S.O. Junior High School. If these thieves are caught in the act by any of us we can be severely hurt or a fatality may occur.

These headlights are in great demand for 2 reasons. One, they can be removed in less than a minute and 2 they are worth \$800 each retail.

Nissan admitted to and is aware of the theft problem claiming poor design. They refuse to recall these cars. I read in the Star Ledger, a New Jersey newspaper, that it is a wide spread problem and that Nissan gave a similar model as a decoy for the police dept. The headlights were stolen from them.

I called Nissan headquarters and spoke to Norma Lopez. She was no help. Their # is 1-800-647-7261 ext.3888.

I also spoke to David who refused to give me his last name at ext.3781. They have a reference # for my complaint - Ref # 4161916.

I also spoke to a dealer at Nissan World where I leased the car. He informed me that 100 headlamps were stolen from their dealership before I leased the car. I was given no knowledge of that incidence. I expressed to Nissan that I wanted out of this car and was willing to lease a different Nissan model. They could do nothing for me.

Enclose are the 2 police reports and pictures of the last theft. One picture is of the missing headlights with the school in the background. The other picture is a picture of the front of the school. Also enclosed is the insurance report of the first incidence. No report has been made to my insurance co. of the 2nd incidence.

Thank You.

[REDACTED]

# INCIDENT REPORT

POLICE DEPARTMENT

SOUTH ORANGE, N.J.

03-7930

4) VICTIM OR OBJECT OF REPORT (LAST NAME) *Chase Manhattan Auto Finance* FIRST *PHOENIX* M.I. INITIALS *PHOENIX* 5) FEEL. PHONE NO. *85038* 6) BUS. PHONE NO. *29214* 7) PAGE *1* of *1*

8) ADDRESS OF VICTIM OR OBJECT OF REPORT *P.O. Box 29214 Phoenix Az 85038* 9) CITY *Phoenix* 10) STATE *AZ* 11) ZIP *85038*

12) TYPE OF CASE *Theft* 13) DATE OF INCIDENT *03-16-07* 14) TIME OF INCIDENT *On Patrol*

15) NAME OF POLICE OFFICER *So. Orange* 16) OFFICER'S ID NO. *On Patrol*

17) TYPE OF VEHICLE *Leasee* 18) MAKE *Leasee* 19) MODEL *Leasee* 20) YEAR *Leasee*

21) HOW ATTACHED *Auto* 22) TYPE OF WEAPON *Physical Force*

23) OBJECT OF ATTACK *Headlights* 24) TYPE OF WEAPON *Physical Force*

25) VEHICLE INVOLVED IN CRIME OR INCIDENT  STOLEN  USED BY OFFENDER  INVOLVED

26) COLOR *OVER SL* 27) MAKE *2003 Nissan* 28) MODEL *Maxima* 29) YEAR *2003*

30) NAME OF BUILDING (OR BUSINESS OR PERSON) STRIKE ALIAS OR BOX NO. *JN1DA31A03T416966* 31) SERIAL NO. *4dr* 32) SOCIAL SECURITY NO.

33) ADDITIONAL INFORMATION (DO NOT REPEAT INFORMATION IN PARAGRAPHS 1-30)  
*Actors unknown removed both headlights and tie grill from the above vehicle. Both front fenders and hood received damage. Vehicle was parked along side the south side of the parking lot, at the above location.*

34) PERSON ARRESTED *[Redacted]* 35) ARREST NO. *[Redacted]* 36) PERSON ARRESTED *[Redacted]* 37) ARREST NO. *[Redacted]*

38) PERSON ARRESTED *[Redacted]* 39) ARREST NO. *[Redacted]* 40) PERSON ARRESTED *[Redacted]* 41) ARREST NO. *[Redacted]*

42) WITNESSES (NAME AND ADDRESS) *[Redacted]* 43) PHONE *[Redacted]* 44) TELETYPE NO. *[Redacted]* 45) DEL. NOTIF. *[Redacted]*

46) DEPARTMENT *[Redacted]* 47) DIVISION *[Redacted]* 48) OFFICER *[Redacted]* 49) SUPERVISOR *[Redacted]*

50) MEDICAL EXAMINER NOTIFIED (NAME) *[Redacted]* 51) BODY TAG *[Redacted]* 52) PICKED UP  53) PREMOUNCED DEAD

54) AUTO THEFTS  55) RECOVERED AT *[Redacted]* 56) TIME *[Redacted]* 57) DATE *[Redacted]* 58) CAR TAKEN TO *[Redacted]* 59) BY *[Redacted]* 60) FOR HRS. *[Redacted]* 61) AT *[Redacted]* 62) AM/PM *[Redacted]*

63) REPORTING OFFICER'S SIGNATURE *[Redacted]* 64) OFFICER NO. *748* 65) APPROVING SUPERVISOR'S SIGNATURE *[Redacted]* 66) SUPERVISOR NO. *934*







THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).