



September 15, 2000

U. S. Department of Transportation
400 Seventh Street, S. W.
Washington, DC 20590

10042571

2003 OCT -8 PM 3:46

Attention: Mr. Peter Ong - Room # 5326

Reference: NTSB 96-034 (Fuel Filler & Corrosion Repair Recall)

Mr. Ong:

Enclosed is the information that you requested. Included are:

- (1) Photographs of Advanced Corrosion (Wheel Well Housings / Left & Right Sides)
- (2) Invoice for Fuel Filler Replacement (Improper Inspection & Repair) dated 9/23/99.
- (3) Inspection by Nissan's Technical Specialist (Mid Atlantic Region) dated 6/26/00.
- (4) Nissan North America's Voluntary Recall for Corrosion Repair Report dated June 3, 1996.
- (5) Body shop estimates for corrosion repair from Eastern Automotive Left Side @ \$2677.54 / Right Side @ \$1,196.87
- (6) Graphic Illustration of both the Fuel Filler Assembly & Wheel Well Housings.
- (7) Documented events after Nissan North America initially denied covering the repairs.
- (8) Copy of FTC Complaint filed on 8/28/00.

If you need any additional information, please contact me at (412) 731-8870, or (412) 443-0133. I do appreciate any assistance that you can provide to get this problem resolved. I remain hopeful that NHTSA will address this safety issue through a recall extension before a serious injury or fatality occurs. I have also filed a formal complaint with the PA State Attorney General - Mike Fisher concerning this issue since it directly affects Pennsylvania residents operating vehicles listed in the initial recall. Thank You.

Sincerely,


Daniel R. Coleman, CEO
DPMC Consulting / Pittsburgh

Enclosures

cc: Mike Fisher, PA Attorney General
Ben Kao, Nissan North America
Jim Stimmel, Spitzer Autoworld

24 Hour Information Line: 412/731-8900
Phone: 412/731-8870 • Fax: 412/731-2310
P.O. Box 91085 • Pittsburgh, PA 15221

NHTSA CAMPAIGN ID Number: 95V244000**Component:** FUEL:FUEL TANK ASSEMBLY:PIPE:FILLER:NECK**Manufacturer:** NISSAN MOTORS CORPORATION**Year:** 1992**Make:** NISSAN**Model:** MAXIMA**Potential Number of Units Affected:** 747000**Manufactured From:** AUG 1988 To: FEB 1994**Year of Recall:** '95**Type of Report:** Vehicle**Summary:**

\$ 2677.54
\$ 400.00
\$ 100.00
*3177.54

IT IS POSSIBLE FOR A MIXTURE OF MUD AND SALT TO GET TRAPPED BETWEEN THE FUEL FILLER TUBE AND WHEEL HOUSING. THE TRAPPED MUD AND SALT CAN RESULT IN CORROSION OF THE FUEL FILLER TUBE AND THE WHEEL HOUSING.

SIGNIFICANT CORROSION OF THE FUEL FILLER TUBE MAY RESULT IN FUEL LEAKS WHICH IN THE PRESENCE OF AN IGNITION SOURCE COULD RESULT IN A FIRE. IN ADDITION, THE LEFT REAR SEAT BELT RETRACTOR IS MOUNTED TO THE WHEEL HOUSING AND IN THE EVENT OF SIGNIFICANT CORROSION, AND THE MOUNTING COULD FAIL IN A VEHICLE CRASH.

DEALERS WILL INSPECT THESE VEHICLES AND CORRECTIVE ACTION WILL BE TAKEN DEPENDING UPON THE EXTENT OF THE CORROSION.

SYSTEM: FUEL; FUEL TANK ASSEMBLY; PIPE; FILLER; NECK.

VEHICLE DESCRIPTION: PASSENGER VEHICLES REGISTERED IN THE FOLLOWING STATES: CONNECTICUT; DELAWARE; DISTRICT OF COLUMBIA; ILLINOIS; INDIANA; IOWA; MAINE; MARYLAND; MASSACHUSETTS; MICHIGAN; MINNESOTA; NEW HAMPSHIRE; NEW JERSEY; NEW YORK; OHIO; PENNSYLVANIA; RHODE ISLAND; VERMONT; WISCONSIN; AND WEST VIRGINIA.

NOTE: OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT NISSAN AT 1-800-647-7261. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

This search returned 2 records.

[New Search](#)

[Return to Safety Problems and Issues](#)

RECALL CAMPAIGN BULLETIN

Reference:

NTB96-034

Date:

June 3, 1996

VOLUNTARY RECALL CAMPAIGN CORROSION REPAIR

CAMPAIGN IDENTIFICATION NO: 95V-244

APPLIED VEHICLES: 1989-94 Maxima (J30)
1990-92 Stanza (U12)

Not all Recall and Service Campaign bulletins are in the ASIST system.
All new Recall and Service Campaign bulletins will continue to be shipped (hard copy) to each technician.

If you want a copy of this bulletin or NTB96-034a (Body Shop Repair Guide) or NTB96-034b at no cost to you, call Dymet Distribution Services at 1-216-572-0725.

NTB96-034

Some 1989-94 Nissan Maxima and 1990-92 Stanza vehicles may have corrosion of the fuel filler tube and the left rear wheel housing if the vehicle is operated in states where heavy concentrations of salt are used to aid in the removal of snow and ice from the roadway. Continuous exposure to such conditions may cause perforation of the fuel filler tube allowing fuel leakage and perforation of the wheel housing that could affect the operation of the seat belt retractor.

Perforations from advanced corrosion will not occur in every vehicle. Perforation from corrosion is likely if the vehicle has been continuously operated in states where heavy concentrations of road salt are used.

NTB96-034a BODY SHOP GUIDE

NTB96-034b

This bulletin contains additional Inspection Information and Repair Procedures. Use this bulletin as a supplement to NTB96-034 and NTB96-034a.

This bulletin provides additional information to determine the proper inspection and repair procedures specifically related to Operation 4 and Operation 5. A template to assist in measuring the 10 mm edge of the wheel house area on the Maxima is included in this bulletin as a pullout insert.

Additionally, repair information, Service Procedure reminders and supplemental Parts and Claims Information is provided. Reference the Table of Contents on page 2 for a complete listing.

CLAIMS INFORMATION

CLAIMS INFORMATION - Supplemental

Reference pages 49/55 through 52/55 of Recall Campaign NTB96-034 for complete "Claims Information" details. (Supplemental Claims Information in bold notes.)

INSPECTION¹ (Non-Salt States only)

OPERATION	OP CODE	CAMPAIGN I.D.	PROGRAM NO.	FRT
Dealer-Performed Operation (2), (3)	R50020	R5002	01	0.3 hrs.

- NOTES:**
1. Use this coding if "Inspection" is the only operation performed. Operations 1 through 5 include an "Inspection" labor time allowance.
 2. Fuel tank fill-up may NOT be claimed with this operation.
 3. Fuel filler cover clips, P/N 63848-01G00 (Qty. 4) can be claimed with this operation.

Operation 5 - Replace Complete Wheel House (Maxima)

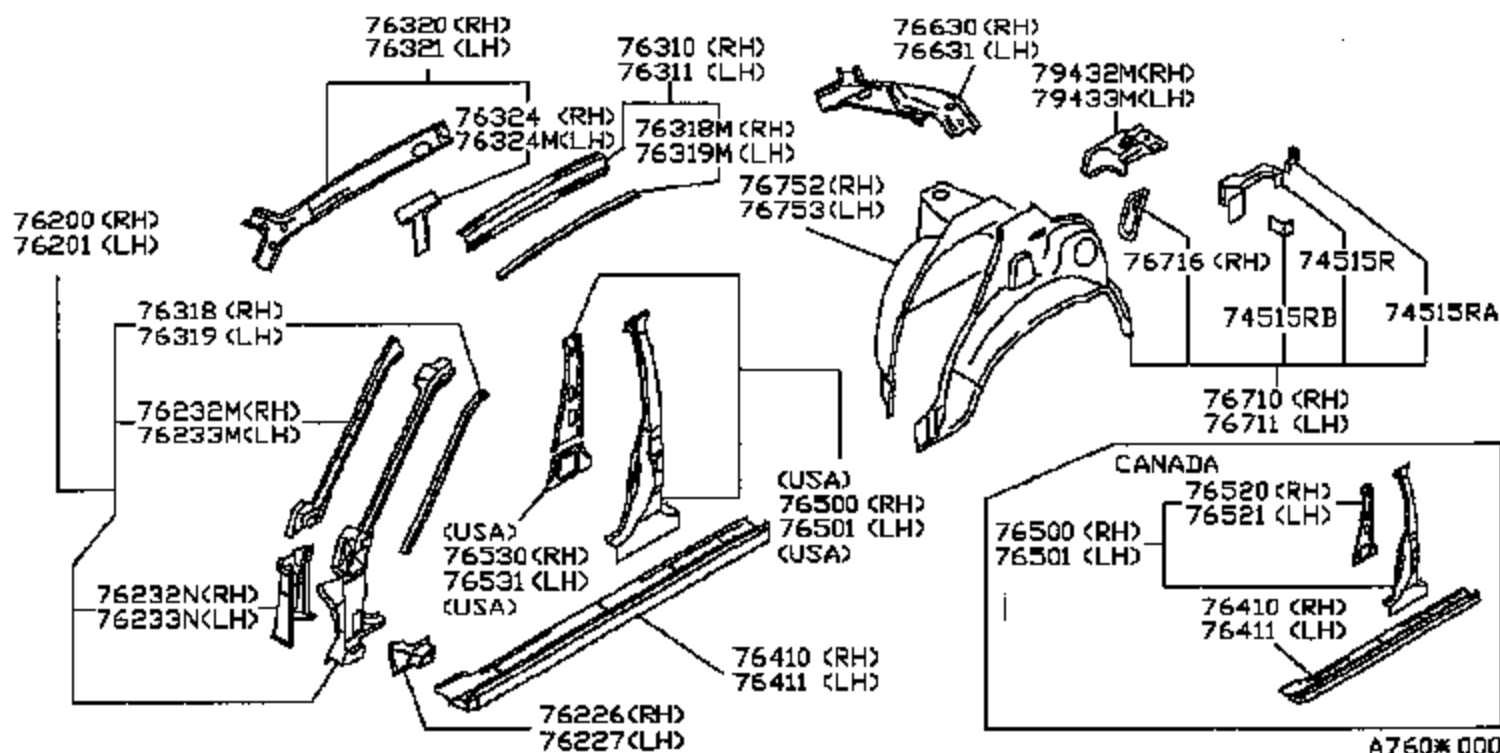
OPERATION	OP CODE	CAMPAIGN I.D.	PROGRAM NO.	FRT
Dealer-Performed Operations (1)	R50028	R5002	01	3.1 hrs.
Body Shop Operations (2), (3)	R50029	—	—	26.5 hrs.

- NOTES:**
1. Includes reinstall interior trim/seats and rear wheel alignment.
 2. May be submitted as a sublet operation. Includes 1.2 hours for Rear Window Glass removal and installation.
 3. Rear window molding, can be claimed with Operation 5 repair.

32.6 - Estimate
26.5 - Allowance

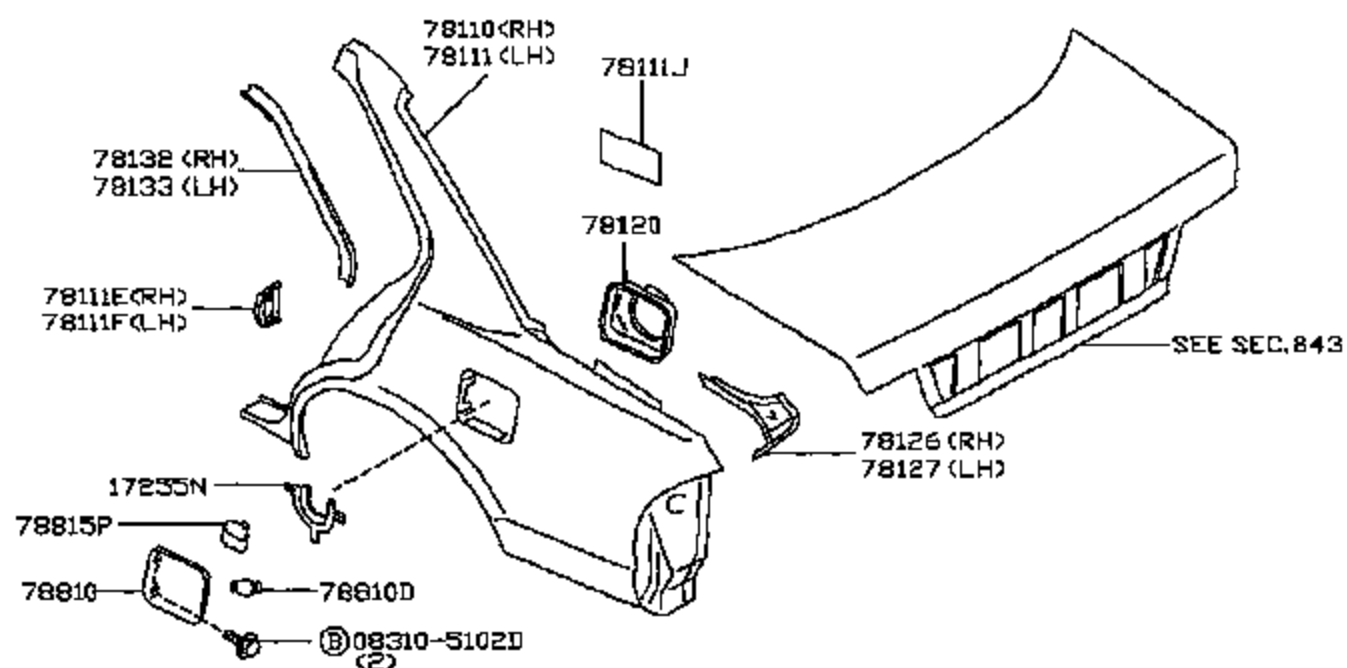
* 6.1 hours
X 55.00

\$335.50
(over)
Allowance



MODEL: J30

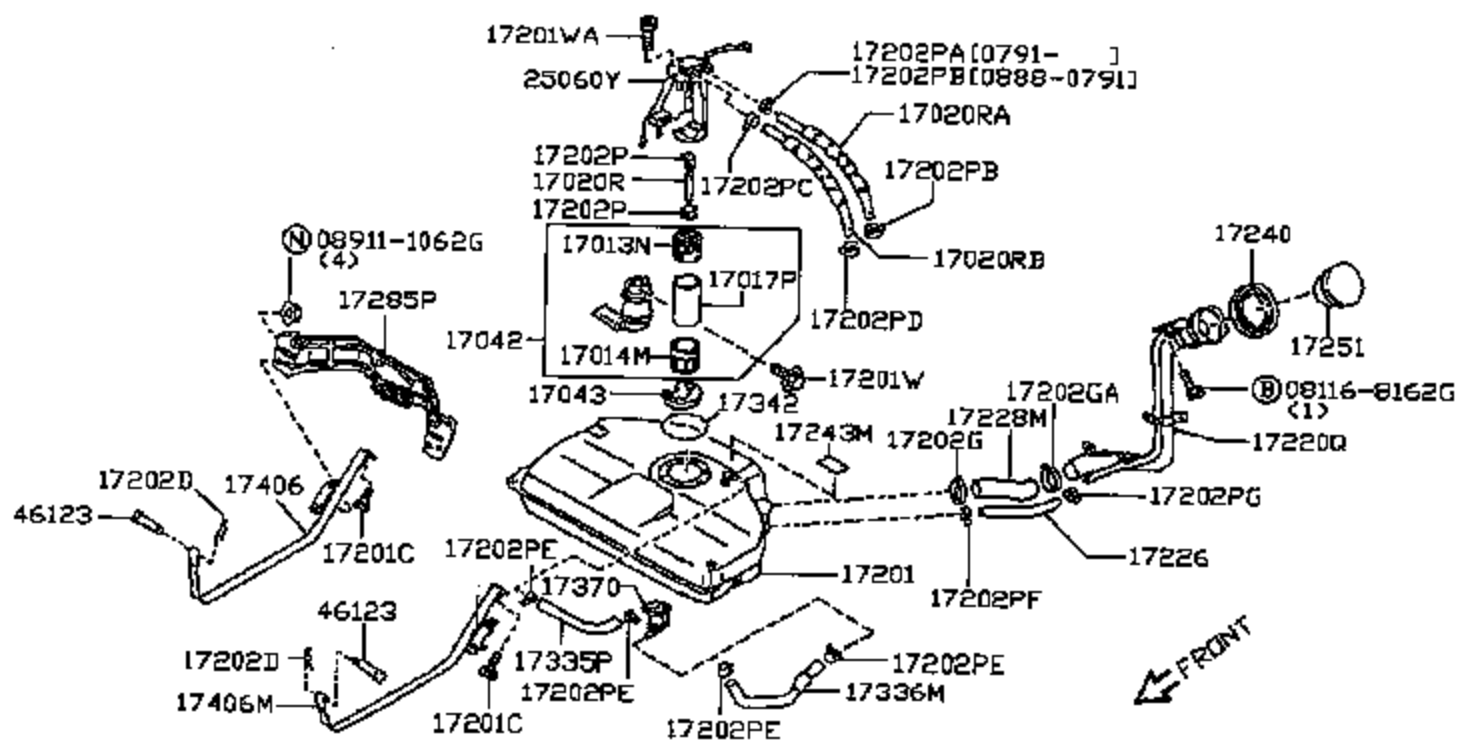
780- - 001 REAR FENDER & FITTING



A780* 0003

MODEL: J30

172- -A 01 FUEL TANK



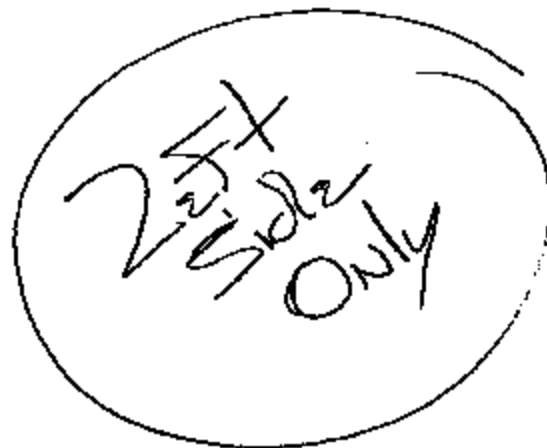
A172A 000B

05/30/00 21:26

*** PARTS LIST DISPLAY ***

Model : HLJ30HAEUS3D Model Series : J30
 VIN-Code : JN1HJ01P7NT-612524 Prod.M/Y : 0991 Color KH2 Int.Color : G
 BODY : FRD.S ENGINE : VG30E TRIM LVL : GXE/BOSE TRANS : AT

PART NO.	CODE	ORD QTY	PART NO	ALTERNATE PART NO	I/C CD	DESCRIPTION	Per Sec.	Veh
1	76631	1	76631-85E00	76631-85E01	2	PILLAR-REAR, INNER LH		
2	76753	1	76751-85E30	-		WHEEL HOUSE-REAR, INNER LH		
3	76711	1	76713-96E30	-		WHEEL HOUSE-REAR, OUTER LH		
4	79433M	1	79431-85E00	-		PARCEL SHELF-SIDE, LH		
5	17220Q	1	17221-85E00	17221-85E60	2	TUBE ASSY-FILLER		



Nissan Motor Corporation - North America
18501 South Figueroa Street
Building G1G - Consumer Affairs Division
Gardenia, California 90248

Attention: Mr. Ben Kao, Manager

Mr. Ben Kao, Manager @ Consumer Affairs Division

(310) 771-3811	Direct Line / Voice Mail
(310) 771-4255	Fax / Direct
(800) 647-7261 Ext. 4255	Toll Free Number

2nd Case & File Number: # 3273616 / Consumer Affairs Division
(2nd Complaint / File opened @ 10 / 6 / 2000 concerning \$696.97 Repair Deficiency to passenger side of vehicle- identical to corrosion on drivers side)

1st Case & File Number: # 3136692 / Consumer Affairs Division
(File opened concerning Nissans Warranty Division's denial to cover corrosion repairs as per NTSB96-034)

Nissan Dealer Utilized to Correct Corrosion Problem

Spitzer Autoworld / Nissan & Acura
4716 William Penn Highway
Monroeville, Pennsylvania 15146

(412) 373-6200 - Main / (412) 856-3019/ 856-1546 - Direct

James Stimmel, Manager @ Nissan Service Department***
Lisa Vonada, Assistant Manager @ Nissan Service Department

**Documentation of Events after Nissan Denied Covering Repairs
As per (Campaign ID / 95V-244) & (NTSB96-034).**

- 5/18/00 Dealers Estimate / Eastern Automotive, Inc. Received
(Total Amount for Repairs - \$ 2,677.54)
- 5/24/00 Dealers Estimate / Spitzer (Eastern Automotive), Faxed to Ben
Kao @ Nissan Consumer Affairs
- 5/24/00 Recall Campaign Bulletin Faxed to Ben Kao @ Nissan
Consumer Affairs (Campaign ID / 95V-244)
- 5/31/00 Graphic Illustration of Body Side Panel & Fuel Tank Assembly
obtained from Spitzer Nissan Parts Department.
- Graphic Illustration of Body Side Panel & Fuel Tank Assembly
Faxed to Ben Kao @ Nissan Consumer Affairs
(Campaign ID / 95V-244)
- 6/6/00 Repair Assistance Offered @ \$600.00 Ben Kao @ Nissan
Consumer Affairs.

**Warranty Division Denied Correcting of Manufacturer Defects
Corrosion Repair - Deficiency @ \$2,077.54**

Nissan Motor Corporation - North America
18501 South Figueroa Street
Building G1G - Warranty Division
Gardenia, California 90248

\$400.00 Additional Incentive Offered on Purchase of New Vehicle by Ben Kao.

I did not consider proposed incentive.

- 6/6/00 Formal Complaint Filed with Federal Trade Commission.
(Over The Phone Complaint)
- 6/6/00 Complaint Form Requested from Pennsylvania State Attorney General. (Mike Fisher - Attorney General)
- 6/7/00 Requested name of Director of Nissan Warranty Division from Ben Kao @ Nissan Consumer Affairs for PA State Attorney General Complaint Filing.
- 6/8/00 Complaint Filed @ National Highway Traffic Safety – Phone Administration – Reference: NHTSA Campaign 95V244000 (Results from Internet Search)
www.nhtsa.dot.gov/cars/problems/recalls/recmmy5.cfm
- 6/8/00 NHTSA Search results to Faxed to Ben Kao @ Nissan Consumer Affairs (Campaign ID / 95V-244000)
- NHTSA Search results to Lisa Vonada @ Spitzer Nissan (Campaign ID / 95V-244000)
- 6/8/00 Ben Kao responded with Warranty Division address. He mentioned that he received fax regarding NHTSA Recall.
- Promised to get additional support / relief from regarding problem, if pictures submitted show that the corrosion was occurring prior to Fuel Filler Replacement.
- Said he is awaiting picture(s) that are yet to be sent.
- Picture(s) of Vehicle (Overall State) & Specific Corrosion Problem Areas to be taken this weekend.

- 6/14/00 Preliminary estimate completed by Eastern Automotive Center for identical corrosion damage to right side behind rear seat. Corrosion is identical to accelerated corrosion on left side.
(Additional Estimate for Repairs @ \$1,196.87)
- Total Estimated Repair Cost @ \$ 3,874.41**
- 6/16/00 Left message on Ben Kao's voice mail concerning the additional corrosion damage estimate.
- Faxed copy of additional estimate to Ben Kao @ Consumer Affairs.
- 6/16/00 Requested additional parts display list from Spitzer Nissan Parts department to identify parts listed in second estimate.
- 6/21/00 Photographs of Vehicle sent to Ben Kao. Priority Mail / 2 Day.
- Notified by Lisa Vonada @ Spitzer Nissan Service that a District / Regional Supervisor will inspect vehicle on Monday June 25,2000 (Estimated @ 12:00 Noon).
- 6/21/00 Confirmed with her that vehicle will be there with assimilated information.
- 6/25/00 Dealer Technical Specialist Jim Smith from Nissan North America inspected the vehicle & approved total replacement of inner and outer wheel housings as per NTSB96-034.
(Document signed by Jim Smith @ Spitzer Autoworld enclosed)
- Mr. Smith also inspected the right side inner & outer wheel housings to verify identical corrosion to right side of vehicle.
- 7/5/00 Ben Kao called to inform me that Nissan would cover the total repair cost of the left side corrosion repairs as per NTSB-96034. He also informed me that Nissan Consumer Affairs would contribute \$400.00 towards the repair of the right side corrosion problem.

- 7/7/00 Ben Kao called to inform me that Nissan Consumer Affairs would contribute an additional \$100.00 (Total \$500.00) towards the repair of the right side corrosion problem. (Repair Cost Deficiency @ 696.97)
- 8/28/00 Second Complaint Filed @ National Highway Traffic Safety Administration (Internet)
- Complaint filed with Federal Trade Commission (Internet)
- 9/13/00 Contacted NHSTA to trace the status of both complaints filed (202) 366-2850 / Kelly Schuller (Defects) -- 9/13/00
- 9/15/00C Complaint & File forwarded to Steve Chan (Trend Analysis) (202) 366-8537 -- 9/15/00
- 9/15/00 Contacted by U.S Department of Transportation (NHSTA) Peter Ong (202) 366-0583 (Trend Analysis)
- 9/16/00 Copies of personal documentation, dealership documentation & photographs sent to Peter Ong (Priority Mail)
- 10/9/00 Complaint to be filed with PA State Attorney General Mike Fisher -- (Mail Complaint)
- 10/6/00 New Complaint / File Number Opened @ Nissan Consumer Affairs - # 3273616
- 10/9/00 Vehicle delivered to Spitzer & Eastern Automotive for repairs. (2 weeks downtime estimated)
- 10/13/00 Updated Peter Ong @ NHTSA that new pictures were taken specifically regarding the rust corrosion @ seat belt retractors. Pictures would be forwarded.
- Updated Nissan Consumer Affairs that new pictures were taken specifically regarding the rust corrosion @ seat belt retractors. Pictures would be forwarded to Mr. Ben Kao @ Nissan. Also asked representative to document the file that the same pictures were being sent to Peter Ong @ NHSTA.

Requested that Nissan pay for the Repair Cost Deficiency @
\$696.97.

U.S. Department of Transportation / NHSTA Contact (September 2000)

9/13/00

(202) 366-9550 / Cathy Class

(202) 366-2850 / Kelly Schuller (Defects) – Tracing Complaint

FARS System (Fatal Accident Report System)

9/15/00

(202) 366-0583 – Direct / Peter Ong

Office of Defect & Investigation – US Department of Transportation /

NHTSA - Division

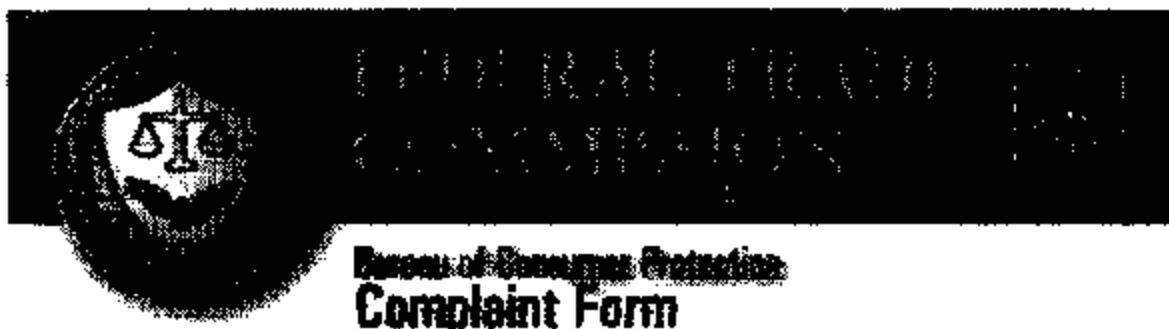
U. S. Department of Transportation

400 Seventh Street, S. W.

Washington, DC 20590

Attn: Mr. Peter Ong @ Room # 5326

End(8)



Use this form to submit a complaint to the Federal Trade Commission's (FTC) Bureau of Consumer Protection about a particular company or organization. The information you provide is up to you. However, if you don't provide your name or other information, it may be impossible for us to refer, respond to, or investigate your complaint or request. To learn how we use the information you provide, please read our [Privacy Policy](#).

While the FTC does not resolve individual consumer problems, your complaint helps us investigate fraud, and can lead to law enforcement action.

We use secure socket layer (SSL) encryption to protect the transmission of the information you submit. The information you provide is stored securely offline.

If you would like to submit a report about identity theft, please use our [Identity Theft Complaint Form](#).

If you would like to forward unsolicited commercial e-mail (spam) to the Commission, please send it directly to UCE@FTC.GOV without using this form.

How Do We Reach You?

First Name:

Last Name:

Street Address:

City:

State or
Canadian Province:

Country:

Zip Code or

Postal Code:

[REDACTED]

E-Mail Address:

[REDACTED]

Home Phone:

[REDACTED]

Work Phone: Ext.

[REDACTED]

Tell Us Your Complaint...

Subject of Your Complaint:

Automobile

Click Down Arrows for Choices

Name of Company You Are Complaining About:

Nissan North America - Attn: Ben Kao @ Consumer Affairs

Street Address:

18501 South Figueroa Street

Building G1G - Consumer Affairs Div

City:

Gardenia

State or

Canadian Province:

California

Click Down Arrows for Choices

Country:

United States

Click Down Arrows for Choices

Zip Code or

Postal Code:

90248

Company Web Site:

nissan-usa.com

Company E-Mail Address:

[REDACTED]

Phone Number: Ext.

310-777-3811

How Did the Company Initially Contact You?

[REDACTED]

Click Down Arrows for Choices

How Much Did the Company Ask You To Pay?

\$ 1,200.00

How Much Did You Actually Pay the Company?

\$

How Did You Pay the Company?

Unknown

Click Down Arrow for Choices

Representative or Salesperson

First Name:

Ben

Last Name:

Kao

Date Company Contacted You:

(MM/DD/YYYY)

Explain Your Problem: Please limit your entry to 2,000 characters (approx. 30 lines)

Re: NHTSA-Recall 95V24400 / Fuel Filler & Corrosion Repair
Problem: 1992 Nissan Maxima - Units Affected 747,000 per
NHTSA bulletin. After two months of forceful negotiations,
Nissan N.A. agreed to repair the corrosion problem per the
NHTSA recall to left side rear wheel housing of which the
seat belt retractor & assembly are bolted. (cost@\$2,677.54)
Although, identical advanced corrosion has also occurred on
the right rear wheel housing. Nissan offered only \$500 to
help correct the right/side corrosion
problem. (cost@\$1,196.87). Due to the corrosion, in the event
of an accident, the seat belt assembly & retractor could

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Last Updated: Wednesday, July 19, 2000



RECEIVED

11/07-3 AM 10:10
OFFICE
DEFECTS INVESTIGATION

November 6, 2000

U. S. Department of Transportation
400 Seventh Street, S. W.
Washington, DC 20590

Attention: Mr. Peter Ong - Room # 5326

Reference: NTSB 96-034 (Fuel Filler & Corrosion Repair Recall)

Mr. Ong:

Enclosed is the additional information that you requested. Included are;

- (1) Photographs showing the extent of the repairs due to extensive corrosion of both left & right wheel housings. (Point @ Seat Belt Retractor Bolts)
- ~~(2)~~ Nissan North America's Voluntary Recall for Corrosion Repair Report dated June 3, 1996.
see 9/15/2000 ltr (Encl (4))
- ~~(3)~~ Body shop estimates for corrosion repair from Eastern Automotive. Right Side @ \$1,196.87
see 9/15/2000 ltr (Encl (5))
- ~~(4)~~ Documented events after Nissan North America initially denied covering any of the repairs.
see 9/15/2000 ltr (Encl (7))
- (5) Final Invoice reflecting my cost for repairs @ \$ 738.68 for the right side corrosion.
(\$1,238.68 - \$ 500.00 / Nissan Contribution = \$ 738.68)

If you need any additional information, please contact me at (412) 731-8870, or (412) 443-0115. I do appreciate any assistance that you can provide to get this problem resolved. I remain hopeful that NHTSA will address this safety issue through an amended recall before a serious injury or fatality occurs.

I have also filed a formal complaint with the PA State Attorney General - Mike Fisher concerning this safety issue since it directly affects Pennsylvania residents who operate the vehicles listed in the initial recall. Thank You.

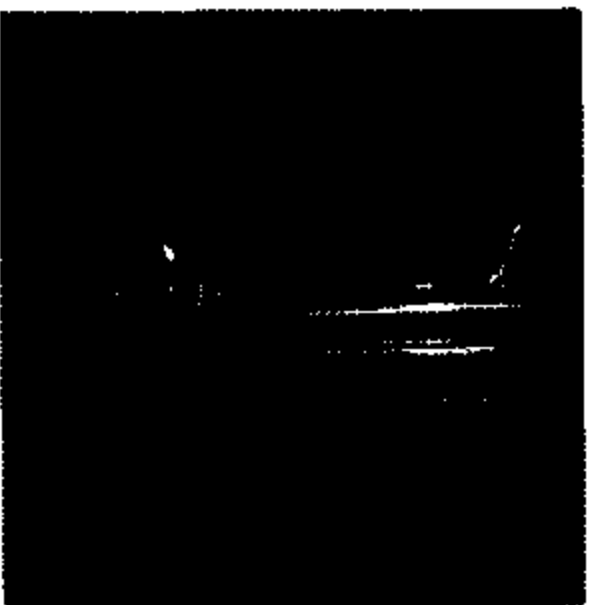
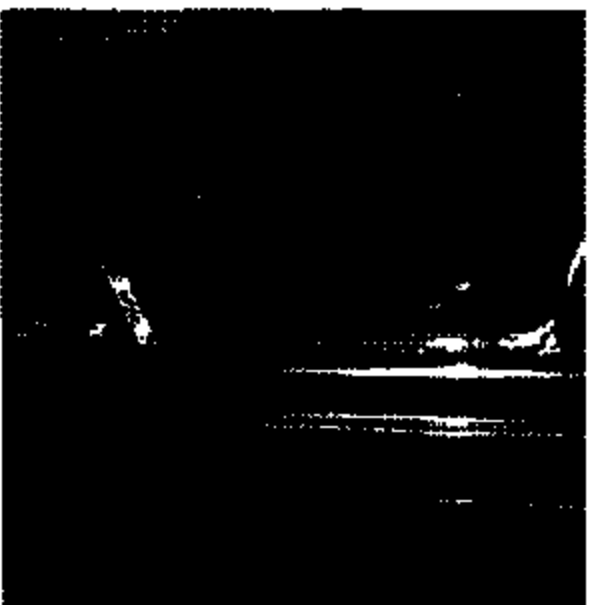
Sincerely,

Daniel R. Coleman, CEO
DPMC Consulting / Pittsburgh

Enclosures

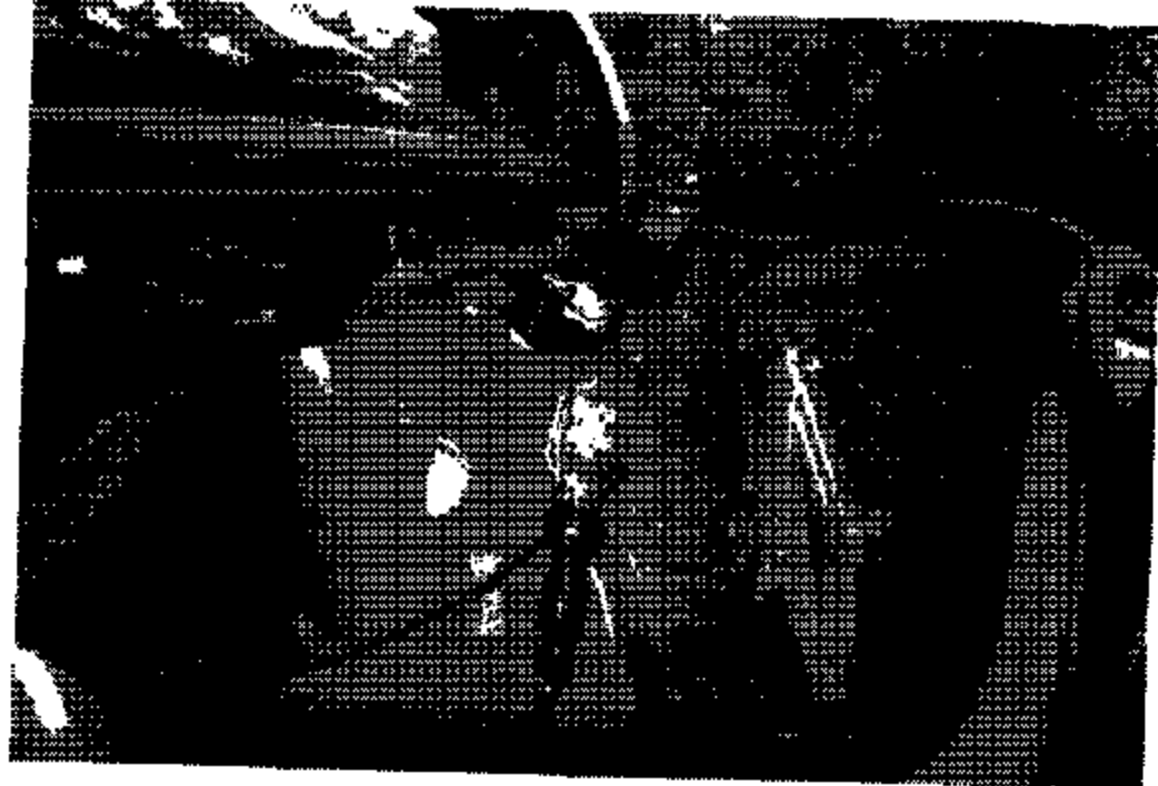
cc: Mike Fisher, PA Attorney General
Ben Kao @ Nissan North America

24 Hour Information Line: 412/731-8900
Phone: 412/731-8870 • Fax: 412/731-2310
P.O. Box 91085 • Pittsburgh, PA 15221



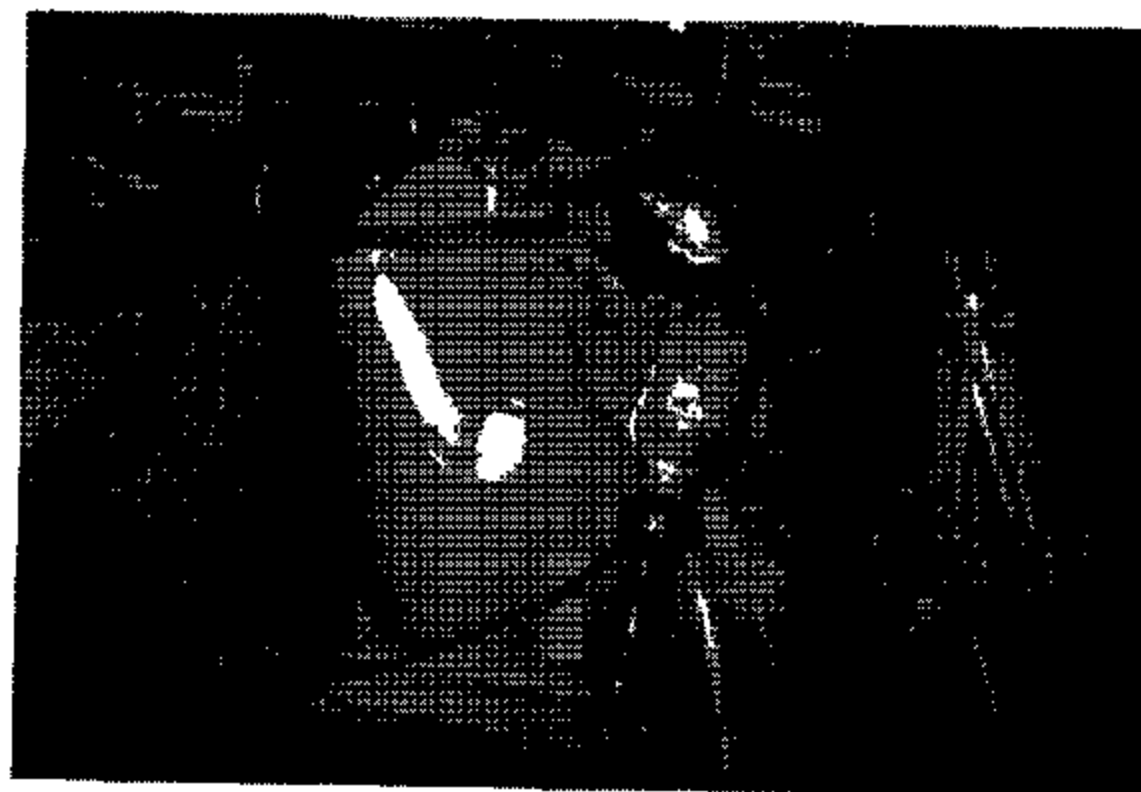
Encl (1)



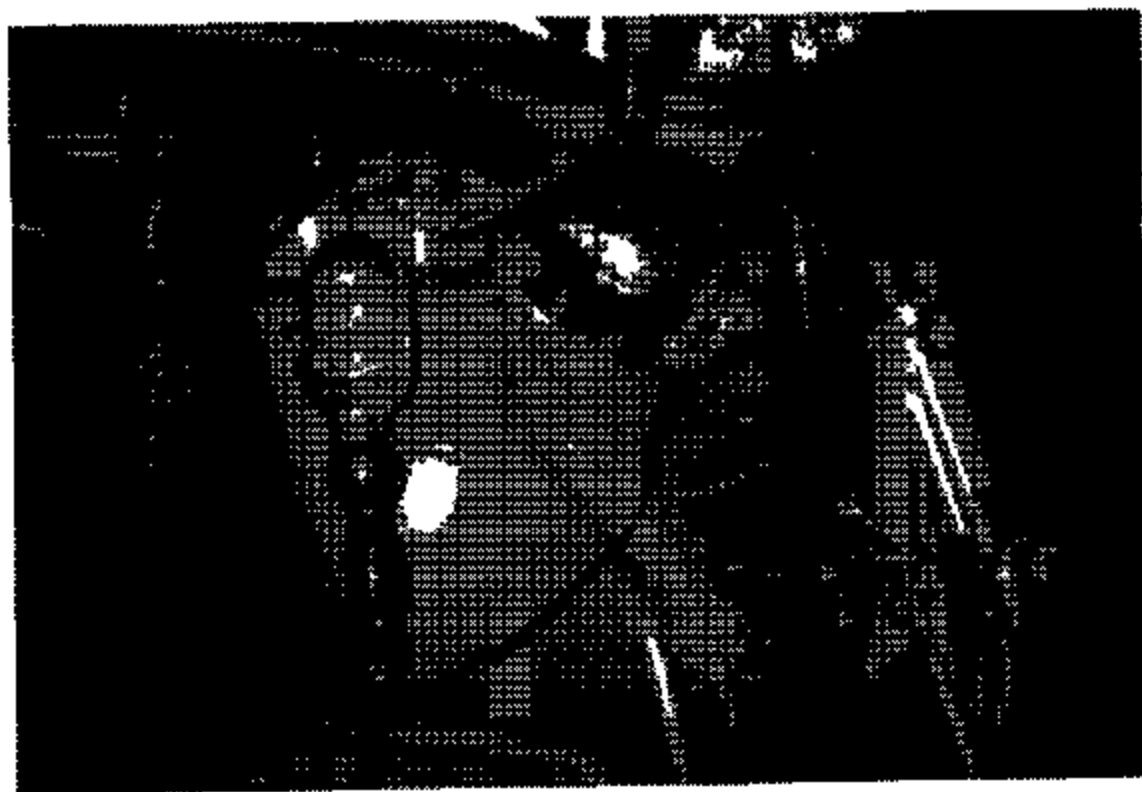


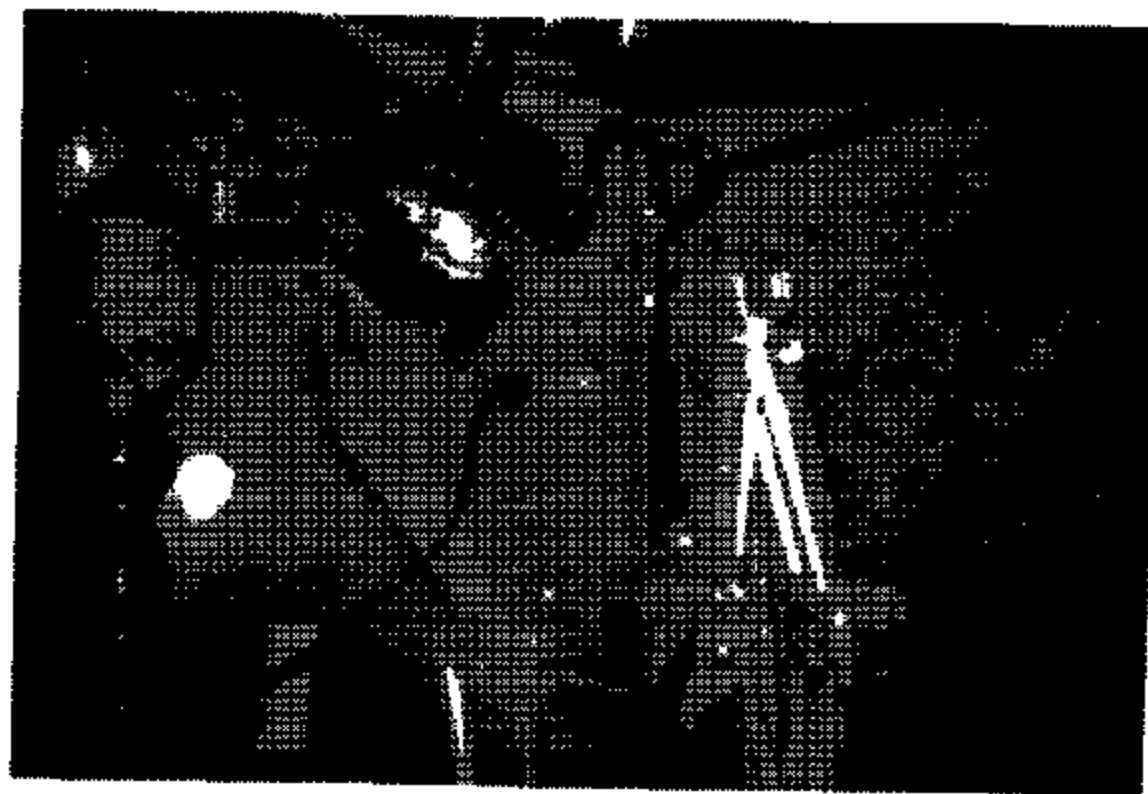




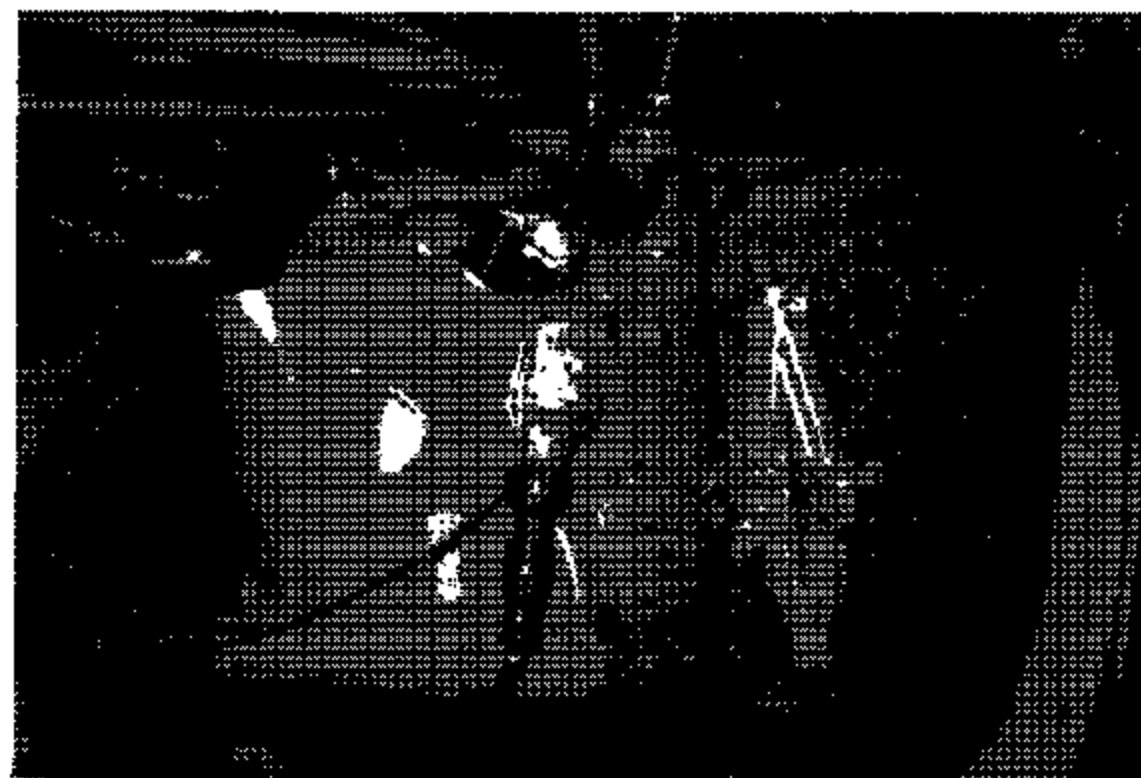




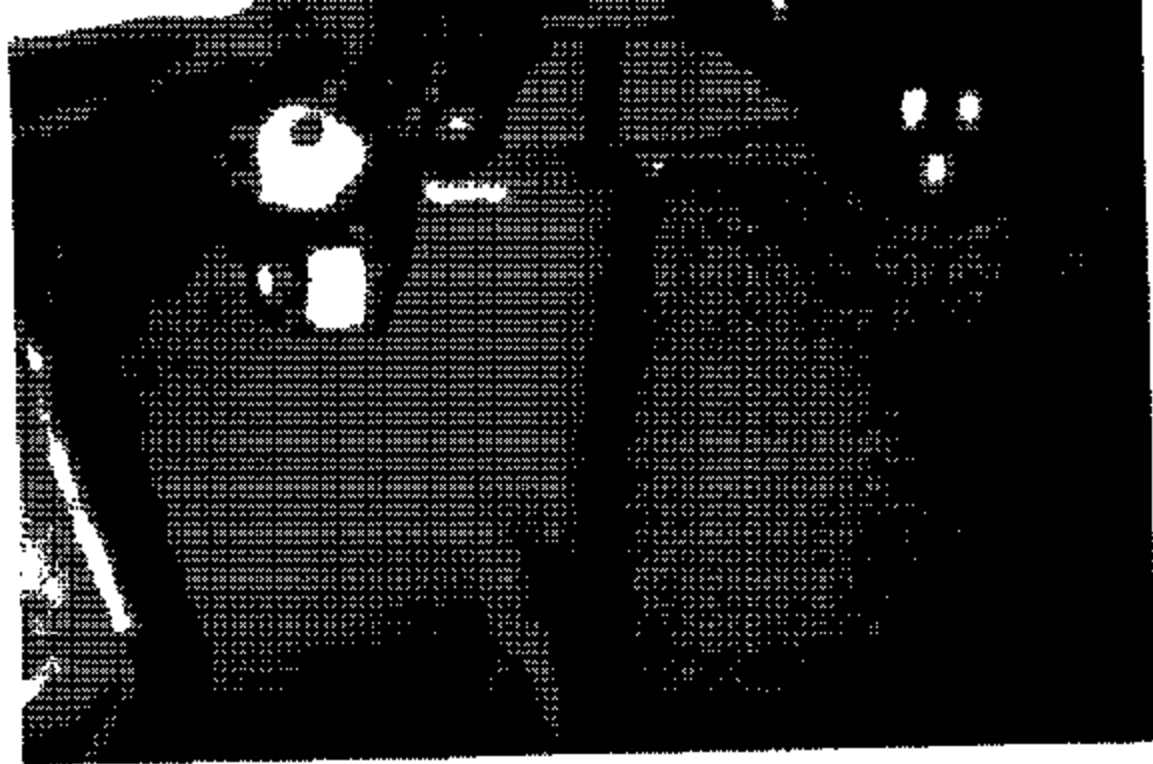


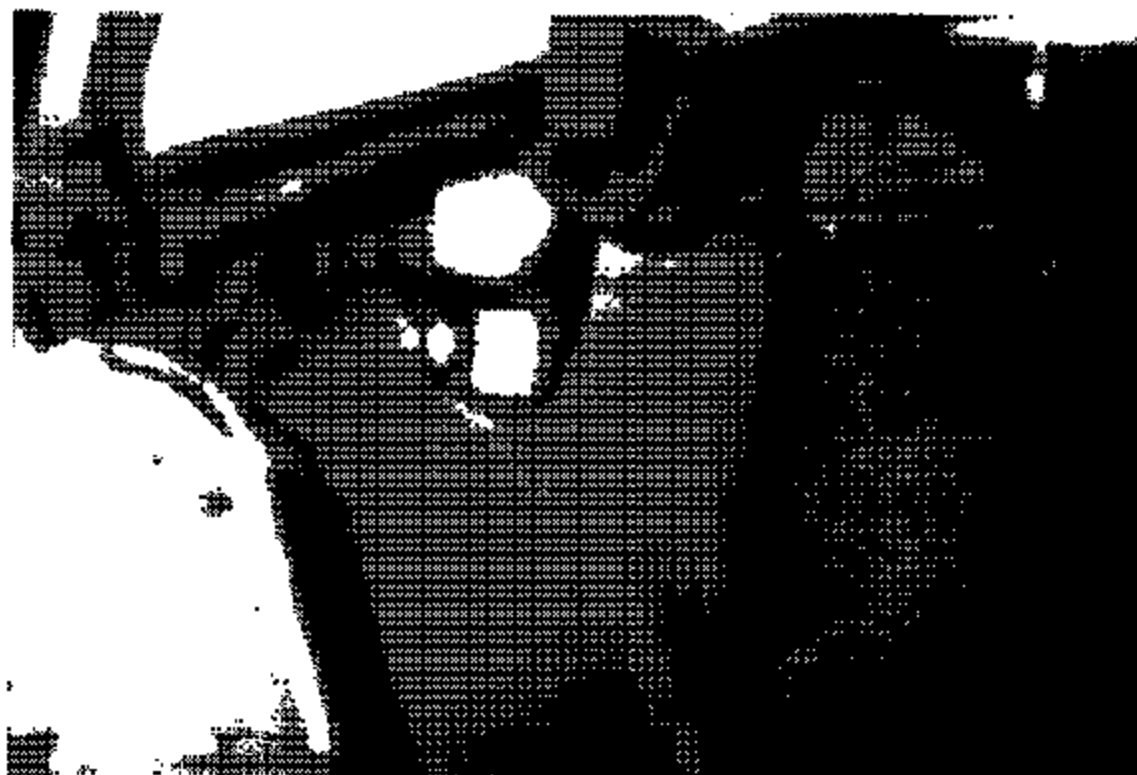


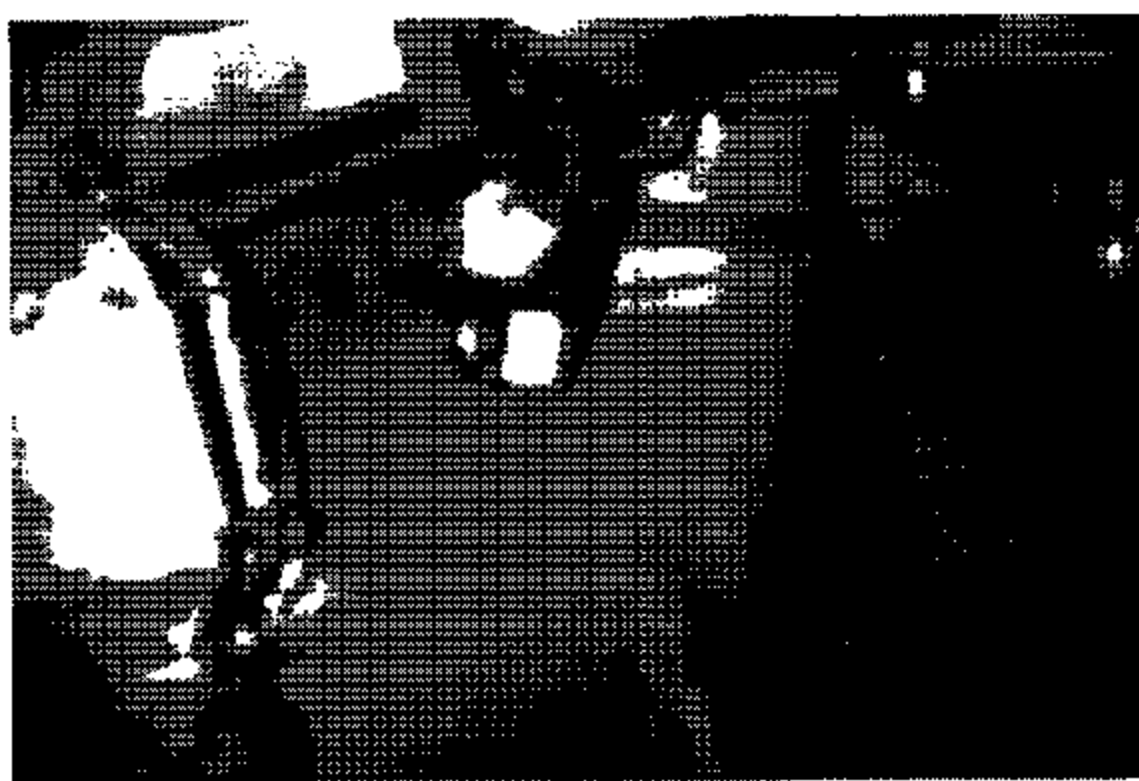










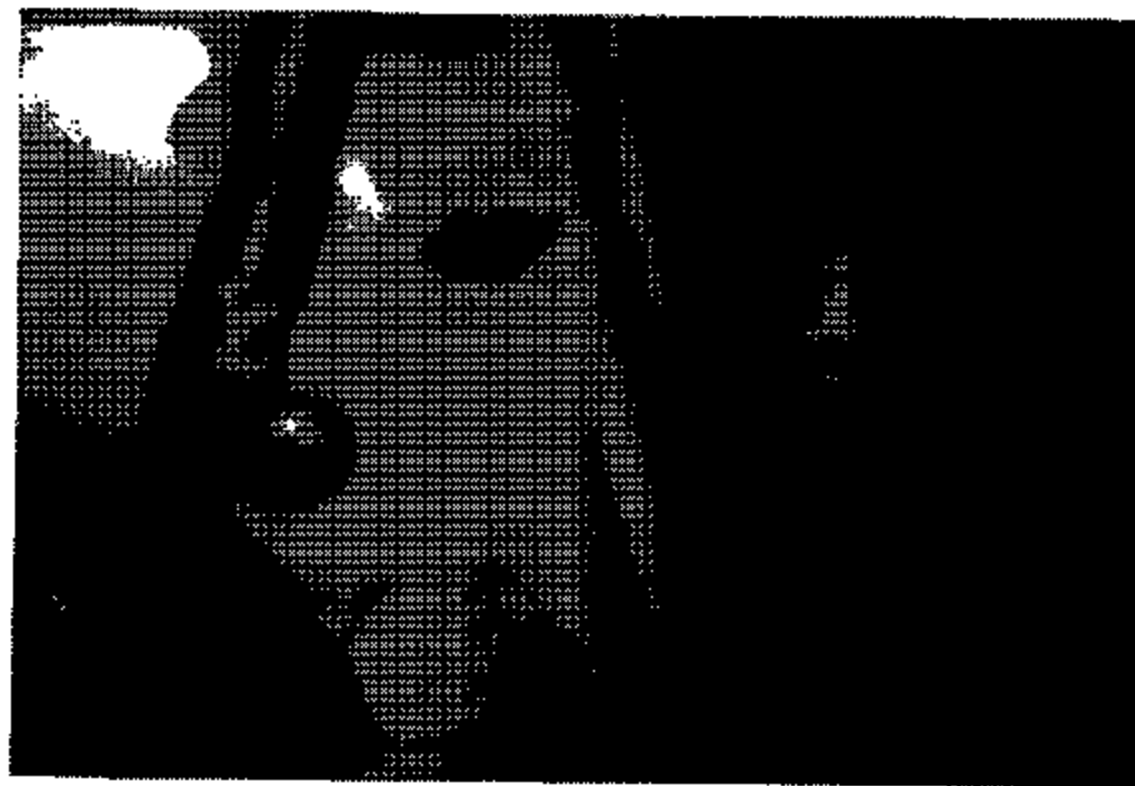




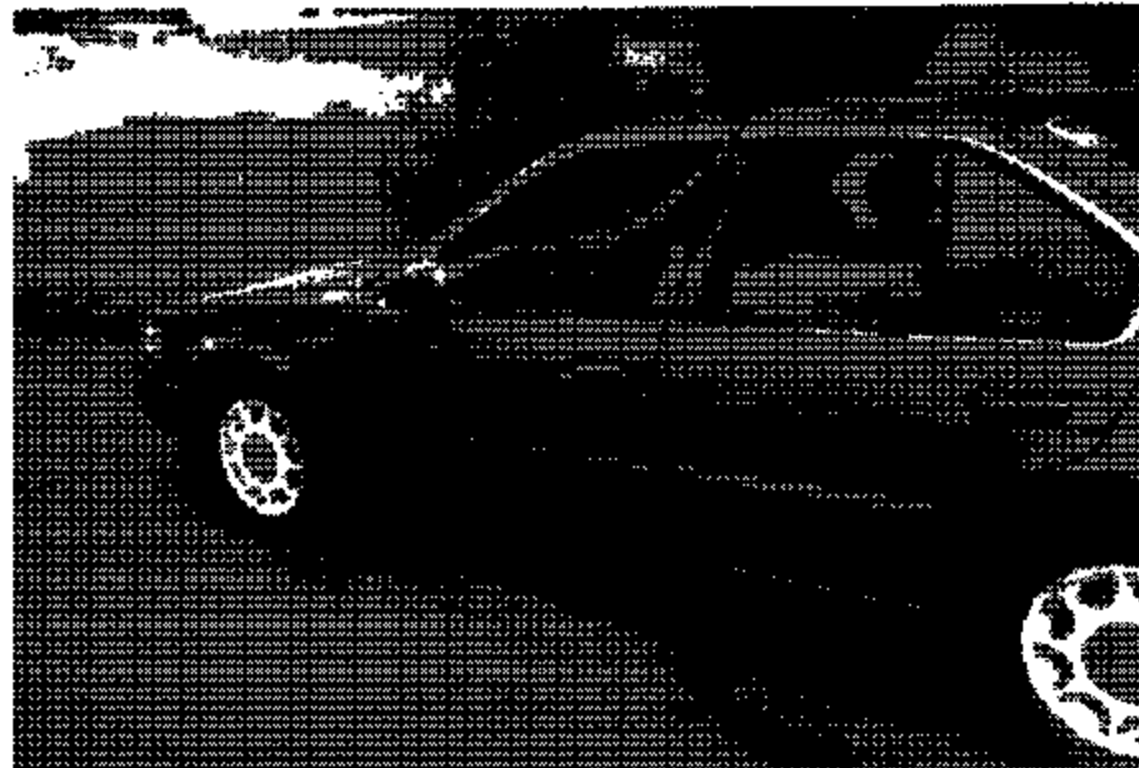


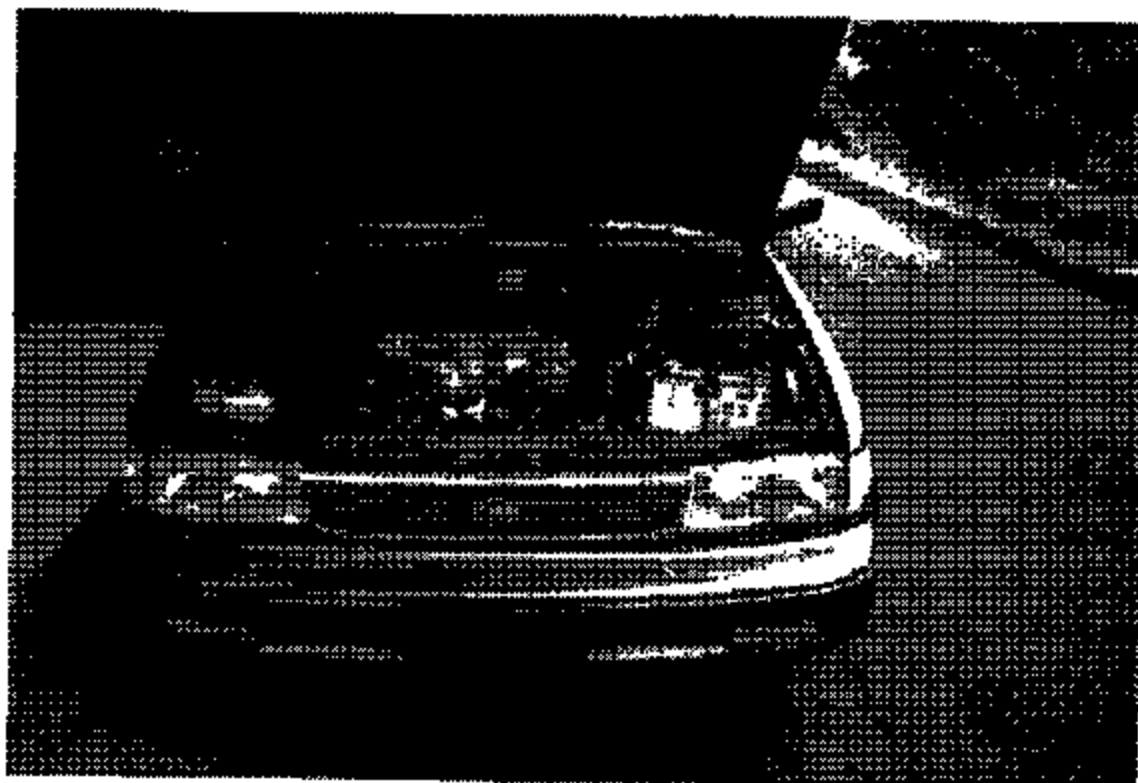


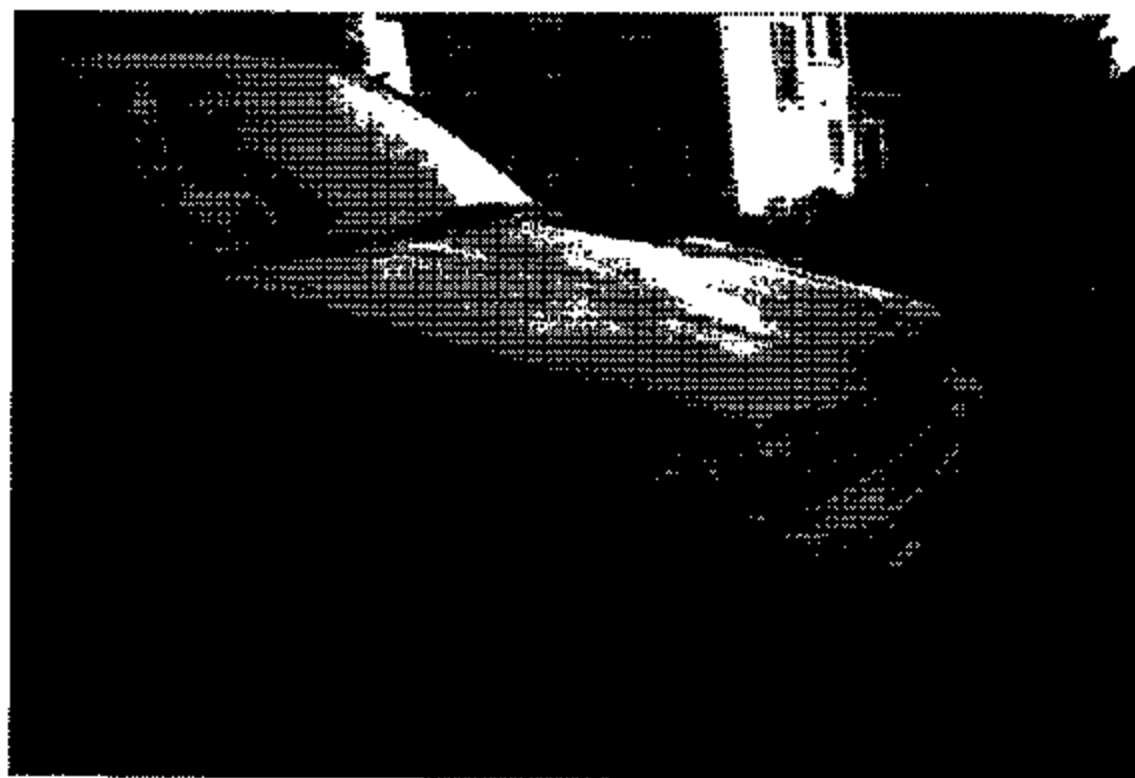


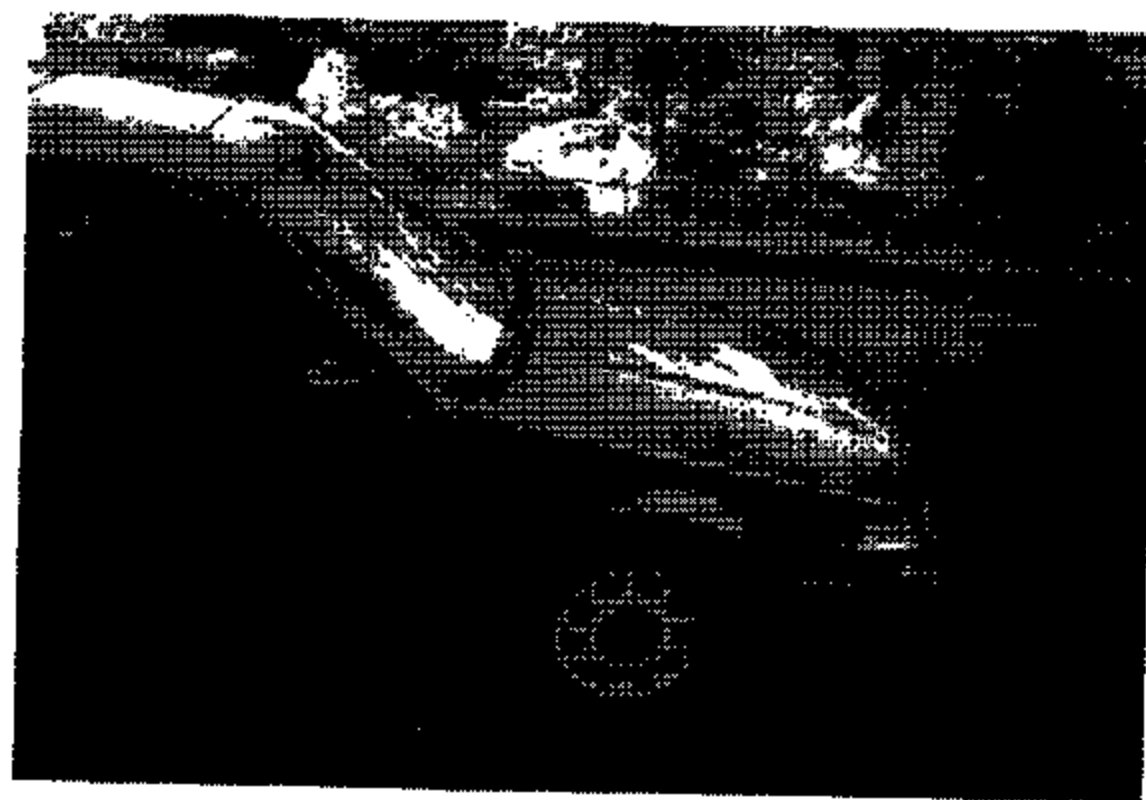


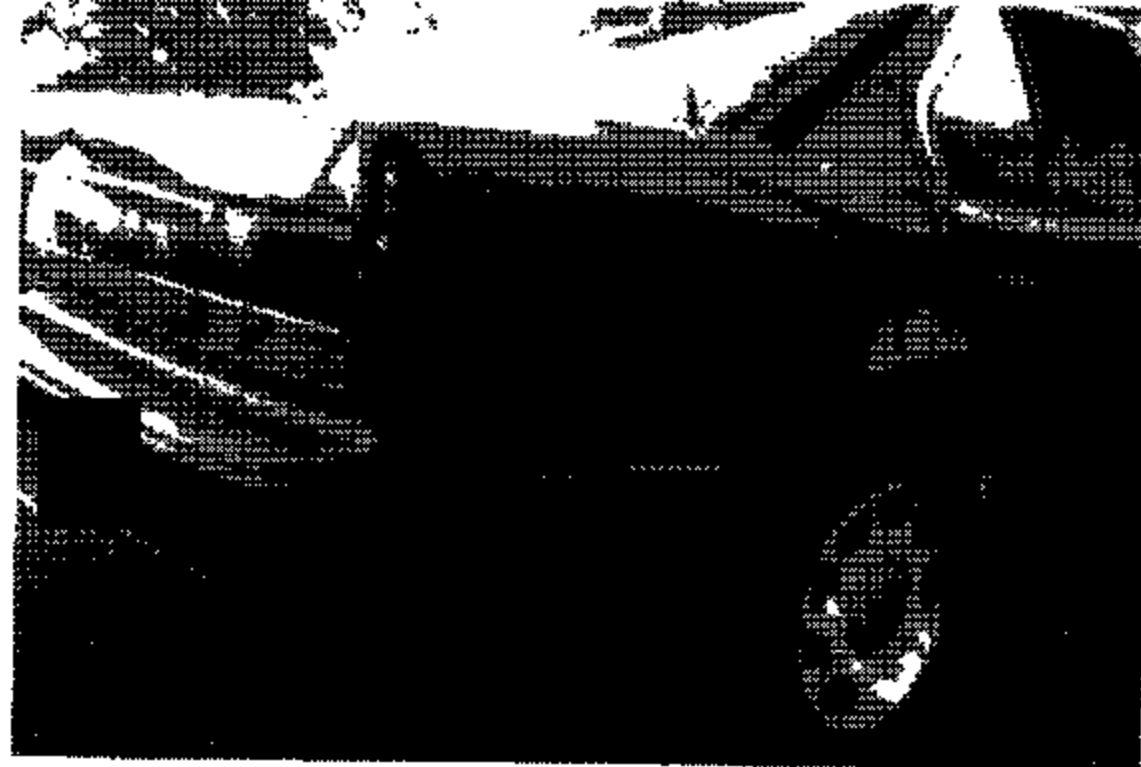


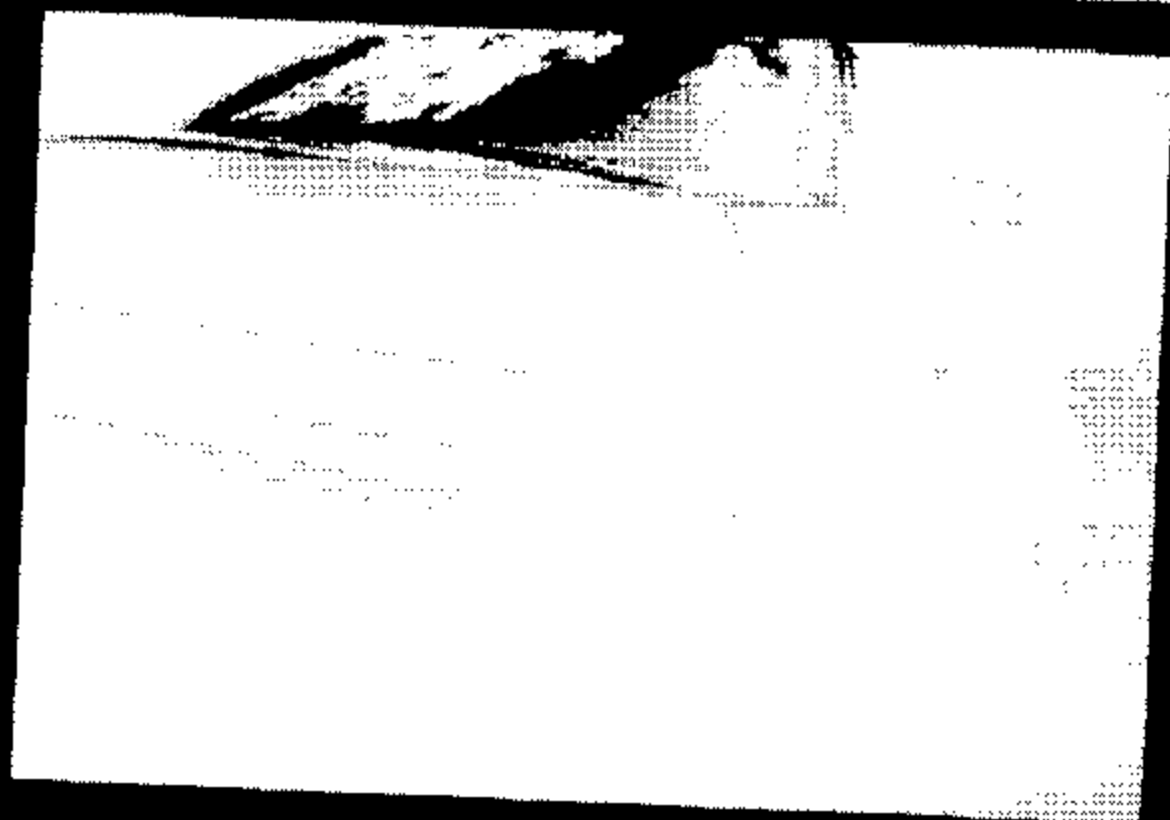
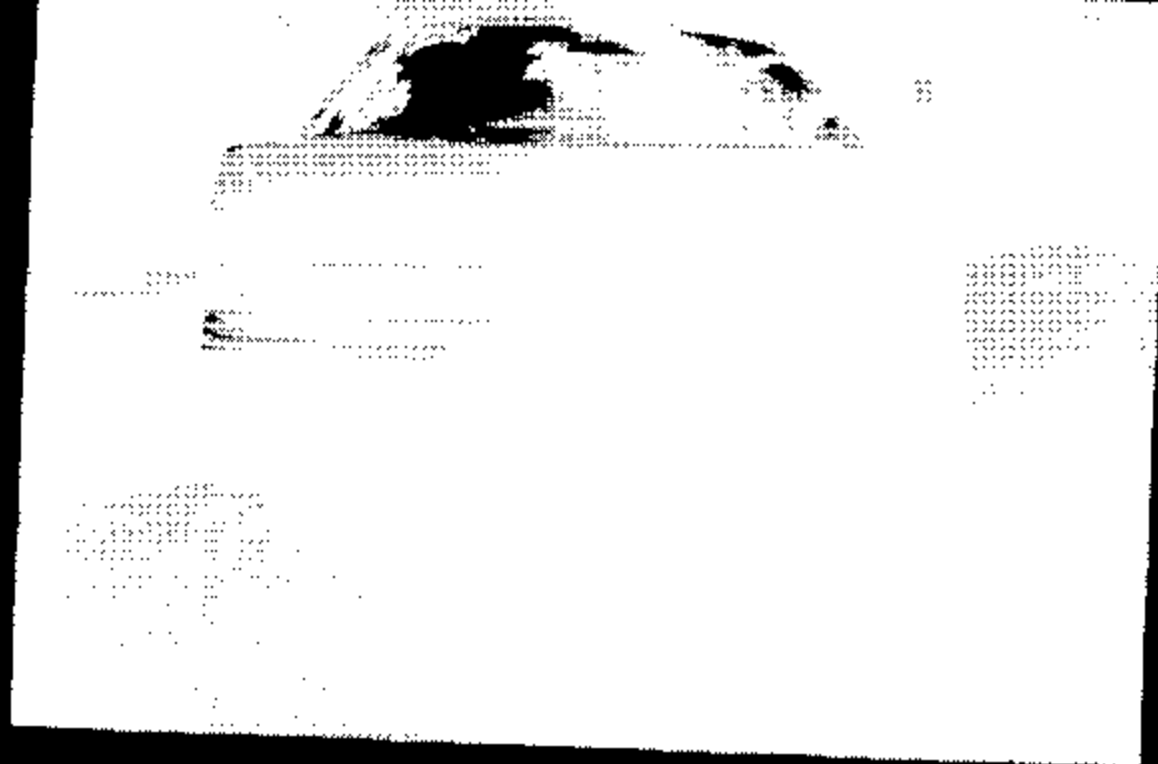














**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**