



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 252

Date Received

2004 JAN 19
13 JAN 2004

Repository ☐

W 10:30

Reference No.

70053981

OWNER INFORMATION (Type or Print)

Name

Address

City

HOLLEY

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO

In the absence of an owner, provide name or address to the vehicle manufacturer.

Signature of Owner

Date 1/23/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

NISSAN

Model

FRONTIER

Model Year

1998

Date Purchased

Dealer's Name and Telephone Number

Dean Nissan

Engine: 3-4

No. Cylinders

4

Fuel Type:

Gas

Original Owner

Dealer's City

Rochester

State

NY

Zip Code

1465

Transmission Type

☒ Antilock Brakes

Powertrain

manual

☐ Cruise Control

Vehicle Component Code

105500 POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT

Multiple Failure: 2000 + 2004

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18 JAN 2004

Failure Mileage

ap. 9500

Failure Speed

80 1st time

40 2nd time

+3-21-00 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

NCS 3 month Tire Model (Name or Number)

Tire Size (Example P215/65RT5)

DOT No. (Example: DOTN18ABC038)

☐ 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:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

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

0

Number of Deaths

0

Reported to Police

Y

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).

WHILE DRIVING 50 MPH DIFFERENTIAL LOCKED UP. THIS CAUSED THE VEHICLE TO VEER OFF INTO A FIELD AND HIT A FENCE. CONSUMER HAD THE VEHICLE TOWED TO THE DEALER FOR ANALYSIS. AND MECHANIC NOTICED THAT THE DIFFERENTIAL WAS WORN OUT AND NEEDED TO BE REPLACED. *AK

1st accident March 21, 2000 Vehicle repairs and all collision paid by Nissan. bonus per hour. Accident # [redacted] State Farm Insurance

2nd January 9, 2004 40 miles per hour no damage except to differential \$34000 damage

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

See enclosed letter

To DOT Hotline,

I am very upset with Nissan for selling us a defected vehicle. In the enclosed report I have pointed out that this is our second differential incident with this truck. We purchased this truck new as a leftover 1998 in spring of 1999. Prior to this we had a similar truck that lasted for 130,000 with no differential problems. Most people have never had a differential go on a vehicle once and not twice as in our case. I feel if it is something that went often it would be part of the inspection and maybe it should be because it almost killed my husband and young son on March 21, 2000 when it went and they were going 55-60 miles an hour on a country road. They sailed through a fence and went into a horse pasture. Nissan at that time tried to blame the brakes and anything they could think of but in the end admitted defect and paid for all repairs and reimbursed our insurance company for all costs. Now on January 9, 2004 my husband was almost killed in heavy traffic because all wheels locked up at about 40 miles an hour.

Nissan claims that there are too many miles on the truck now about 98,000 to help us out at all. The dealership Doan Nissan claims that we did not keep up maintenance with them. We have always kept this truck maintained with someone that is in our area as Doan is 30 miles or more away and we both work and cannot spare the vehicle weekdays and Doan does not have weekend service. I cannot believe that they would have been able to detect the differential problem as they said there were no leaks and the bearing were burnt up and the fluid like sludge as a result of the heat. The repairs will cost about \$3,400.00. This differential does not have 98,000 miles on it as Doan replaced it in 2000 and why did it go in the same truck twice. The first time it went the truck was almost new and we had taken it to Doan for every check as it was covered by warranty.

We have learned that from 1997 to 1999 some dealerships replaced differentials and axels on this same make truck before they would sell them. Is there any way you could look into this and find out if we have a truck that slipped through the cracks and was sold to us with a defect.

We will have the truck fixed because we need it for work and we still owe 3,000 on it, but will it be safe to drive now or will the differential go again.

Please help us.

Faith Robinson



Numbers for reference:

State Farm [REDACTED] March accident [REDACTED]

Service Manager Doan Nissan, Steve Bippes 585-227-3800

Nissan Rep.JP case #4393471 1-800-647-7261 ext. 3765

**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).**