



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 100218

Date Received

2004 AUG 12 PM 4:12
08-JUL-2004

Repository ☐

Reference No.
10081685

OWNER INFORMATION (Type or Print)

Name

Address

City ANAHEIM

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/19/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1N6AA07AX4N

Make
NISSAN

Model
TITAN

Model Year
2004

Date Purchased
4-28-04

Dealer's Name and Telephone Number

Buena Park Nissan 714)640-3140

Engine:
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City

Buena Park

State

Ca.

Zip Code

90621

V8

Gas

Transmission Type
AUTOMATIC

☐ Antilock Brakes
☐ Cruise Control

Powertrain

V8

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
04-JUL-2004

Failure Mileage
4196

Failure Speed

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: DQ1MAL9ABC036)

☐ 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

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).

WHILE DRIVING AT ANY SPEED VEHICLE VIBRATED UNCONTROLLABLY. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. MECHANIC DETERMINED THAT BRAKE ROTORS AND PADS NEEDED TO BE REPLACED. *AK

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.

177 to Nissan for repair. They turned rotors on front of the truck to correct the warp in the rotors and replaced the brake pads. The Nissan called me a complaint is when I contacted Nissan Corp. They said that the rotors where a war item and they wouldn't replace rotors only brake them at \$95 unit. I feel this is not normal wear on the rotors and should be replaced due to the war structure defect in the brake system. When talking with Nissan they refused to replace the rotors. I don't feel it should be the customer's responsibility for the shattering like the rotors due to refacing of them.

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
http://www.safercar.gov

July 19, 2004

To whom it may concern:

My complaint is in regard to my 2004 Nissan Titan and its defected brake system on 7-5-04 I was diving back from a trip with only 4100 miles on the vehicle and there was vibration in the steering wheel of the truck. Upon contacting Nissan corporation located in Gardena California I was told this was a wear item on the truck and Nissan would not replace the rotors due to this fact. I feel this is wrong not only due to the fact that at 4100 miles the rotors should not need re-facing but also because re-facing the rotor shortens the life of the rotor and creates an out of pocket expense to the consumer. Not to mention the safety issue here with the brake system. This is not the only truck with this problem because the Pathfinder Armada has the same chass it also has the same brake system. Because both cars are the same this has created a shortage of parts to repair the car due to parts being on back order. Not only should Nissan replace the brake rotor, pads, and the calipers bolts but they should also give the customer a guarantee on all parts till they come up with the right repair solution to this problem. These are not normal wear items as Nissan said they are with only 3500 to 4100 miles on a new car. These are only brakes in mile, as any mechanic will tell you. In a final note upon speaking to the service manager even after putting on new pads, rotors and caliper bolts some of the cars are still coming back with the same problem.

Sincerely,

[Redacted Signature]
 [Redacted Name]
 U.S. Department of Transportation
 NHTSA Power and Associates
 Consumer Affairs for Auto Raplers