



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-2400 OCT -6 PM 1:56
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received

Repository ☐

10-SEP-2004

Reference No.
10091813

OWNER INFORMATION (Type or Print)

Name
Address
City CROFTON State MD 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 09/24/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1N4BA41EX4C Make NISSAN Model MAXIMA Model Year 2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

10/04/03

SNEEHEY NISSAN 410-760-3500

No. Cylinders

Gas

Original Owner

Dealer's City

State

Zip Code

☒

Glen Burnie, MD 21061

MD

21061

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

AUTOMATIC

☒ Cruise Control

FRONT WHEEL DRIVE

020000 SUSPENSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-OCT-2003 Failure Mileage 85 Failure Speed 45 mph
THERE IS ALSO A DEFECT IN THE RUBBER MOLDING OF THE WINDSHIELD.

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: DOTM18ABC036) ☐ 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 Number of Deaths 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).

WHEN DRIVING VEHICLE SHOOK UNCONTROLLABLY AT ANY SPEED. *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.

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

When Driving the vehicle at 45 mph there is A Severe
vibration in the steering wheel. There is a defect in the
rubber molding in the windshield below the wiper blades.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

FIRST CLASS PERMIT NO 79178 WASHINGTON, D.C.

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.nhtsa.dot.gov/defects>

August 26, 2004

To Whom It May Concern:

I am writing to request a repurchase of the 04 Nissan Maxima, that I purchased in Oct 2003. I have taken the vehicle to the service department numerous of times for the same problems and the problem has not been resolved to this date. One of the problems that I am most concern with is that, I have a severe vibration in my steering wheel and seats while driving. To try and correct this problem the service department rotated the tires a few times and replaced them, the brakes was checked lubed and sanded, the power steering rack has been adjusted, the brakes rotors has been replaced and I was finally authorized a new brand of tires to see if this would fix the problem. The tires were changed in Jan 04, that worked for a short period of time and I am now having the same problems over again.

I am now having problems with the rubber molding that goes across the front windshield. The molding is popping up in certain areas. Another molding was ordered and I was informed yesterday that the wrong part came in. I was also informed that the molding was that way on some of the other maxima on the lot; therefore there was a chance that the same thing would happen again. A deformed molding was also ordered for the rear driver side of the car and the part was put in and popped out of place again yesterday.

My sky view was replaced yesterday as well, because of a recall. When I got into the car, there were chips of glass all over the car as well as in the car. When I opened the sliding roof to the sky view, it was off track and there was glass everywhere. Because of the carelessly changing of the sky view, the glass cause scratches to the car. I went and got the service manager and showed him, he apologized and took the car to vacuum it out and to wash the glass off the car. I opened the trunk of car when I got home and found glass all around the grooves of the trunk of the car as well as in the car. There is still glass sliding around the roof area of the car.

The car has been in the shop almost every month since I've purchased it. This is totally unacceptable for a brand new car. I am so disappointed with the purchase of this vehicle. I am not happy with the service and definite not happy with this maxima. My first car was a Nissan and I never had a problem with it. I can safely say after this experience with Nissan, I will "NEVER" buy another one, nor will I recommend this car to another person. I definitely agree with one of the reviews of the car that the car has a slipshod build quality. I thought quality and customer satisfaction was a top priority for Nissan.

I have missed so many days of work, taking this car back and forth to the dealer. I was initially impressed with the car until I actually brought it. I was told by the dealer maybe I got a bad one.

I have contacted the Nissan Consumer Line a number of times concerning these problems, because the dealer was not able to correct the problem.

My Vehicle I.D. # is IN4BA41EX4C [REDACTED]

Date of Purchase is Oct 4, 2004

Current Mileage is 13486

Nissan's Dealer is Sheehy Nissan

[REDACTED]
Crofton, Maryland [REDACTED]

[REDACTED] (HM)

[REDACTED] (WK)

**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).**