



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
(1-888-327-4296)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received
2004 NOV 15 PM 11:19
19-OCT-2004

Repository
Reference No.
16097154

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: Ocala State: FL Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1

17 digit Vehicle Identification Number: Located at bottom of windshield on driver's side
5N1ED28Y71C [Redacted]

Make: NISSAN Model: XTERRA Model Year: 2001

Date Purchased: 20-MAY-01 Dealer's Name and Telephone Number: Ocala Nissan 352/622-4111 Engine: No: Cylinders: 6 Fuel Type: Gas

Original Owner: Dealer's City: Ocala State: FL Zip Code: 34474

Transmission Type: AUTOMATIC Antilock Brakes Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 072100 FUEL SYSTEM, GASOLINE; DELIVERY; FUEL PUMP
 Cruise Control Multiple Failures: 1

VEHICLE COMPONENT(S) INFORMATION

Incident Date(s): 11-OCT-2004 Failure Mileage: 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: DOTM4LSABC036) 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:

APPLICATION OF CORRECTIVE ACTION
(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).

04 V 230 000/FUEL SENDING UNIT: THE MANUFACTURER REFUSED TO SEND THE DEALER THE RECALL PART BECAUSE THE CONSUMER MOVED TO FLORIDA. *JB

On May 15, 01 I purchased a new 4 wheel Dr. X Terra from the Legend N. Dealer in Syosset Long Island N.Y. I needed a good sturdy 4 wheel Dr. Vehicle because of my traveling to different States in hazardous weather conditions. Nissan said NO to replace the fuel sending unit. They did not even give me this in writing. I don't want to be in a accident because of this. Would you please help me in this matter.

Thank you [Redacted]

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

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration. 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.



Any Info. [Redacted]
Ext. [Redacted]
File # 471 9141 ↓

NISSAN NORTH
National Headquarters
Consumer Affairs D-
P.O. Box 191
Gardena, California

**OCALA
NISSAN**

SCOTT SHERMAN
Service Advisor

2200 S.W. College Road
Ocala, FL 34474

Phone: (352) 622-4111
Statewide Toll Free:
(800) 342-3008

Customer Service agent
from Nissan

Service Advisor
for Ocala Nissan

**OCALA
MITSUBISHI**

Ocala, FL [Redacted]

OWNER NOTIFICATION

Dear Nissan owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The National Highway Traffic Safety Administration has decided that a defect that relates to motor vehicle safety exists in some 1999-2003 model year Nissan equipped with a six cylinder engine and in some 2000-2003 model year Nissan Xterra vehicles equipped with a four cylinder engine.

Reason for Recall

The fuel pump terminal on the fuel-sending unit may develop a crack in its plastic molding which could cause the terminal strip to corrode under some environmental conditions. If corrosion occurs, the terminal strip could eventually break. This will cause the fuel pump to stop operating and will result in not being able to start the engine or cause the engine to stop running during vehicle operation, which could result in a crash without warning.

What Nissan Will Do

In the states shown in the table below, where there is heavy use of road salt in the winter and corrosion is likely to occur, the dealer will replace the fuel-sending unit. In the other states, the dealer will inspect the fuel pump terminal on the sending unit for corrosion. If corrosion is present, the dealer will replace the fuel-sending unit. If there is no corrosion, the dealer will apply sealant to the terminal housing to help prevent corrosion in the future. This free service should take about two hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon the dealer's work schedule.

Connecticut
Delaware
District of Columbia
Illinois
Indiana
Iowa

Kentucky
Maine
Maryland
Massachusetts
Michigan
Minnesota

New Hampshire
New Jersey
New York
Ohio
Pennsylvania
Rhode Island

Tennessee
Vermont
Virginia
West Virginia
Wisconsin

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. It will be necessary that your fuel tank be no more than one-quarter full when you bring your vehicle to the dealer in order to minimize the possibility of fuel spill during the repair. Instructions have been sent to your Nissan dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-NISSAN1 (1-800-847-7261). You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

If you have paid to have a fuel-sending unit replaced prior to this campaign, you may be eligible for reimbursement of the related expense. Contact Nissan Consumer Affairs at the number listed above for additional information on how to obtain a reimbursement.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

