



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 100222

Date Received

18-NOV-2004

Repository ☐

Reference No.

10101108

OWNER INFORMATION (Type or Print)

Name

Address

City

MARIETTA

State

GA

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 authorized signature, this report will not be processed.

Signature of Owner

Date 11/23/04

VEHICLE INFORMATION

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

5N1AA08A04A

Make

NISSAN

Model

ARMADA /LE

Model Year

2004

Date Purchased

05/13/04

Dealer's Name and Telephone Number

TEAM NISSAN OF MARIETTA (770) 290-8036

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

MARIETTA

State

GA

Zip Code

30060

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

034410 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-MAY-2004

Failure Mileage

3000

Failure Speed

BRAKE MASTER CYLINDER / CALIPERS ARE DEFECTIVE
TIRES ARE WEARING UNEVENLY CHASSIS IS DEFECTIVE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

GOODYEAR

Tire Model (Name or Number)

WARRIOR SR-A

Tire Size (Example P215/85R15)

P215

DOT No. (Example: DOTM18ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

ALL FOUR TIRES

Tire Component Code

Tire Failure Type WEARING UNEVENLY

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).

THE BRAKES ARE DEFECTIVE, THEY DO NOT STOP THE VEHICLE. THE MASTER CYLINDER FAILED. DEALER STATED THEY DO NOT HAVE THE PART. *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.

Marietta, GA

November 15, 2004

To the Better Business Bureau, Lemon Law/Auto Warranty Department,

On May 13th, 2004 I purchased a new Nissan Armada with 309 miles on it from Team Nissan of Marietta (810 Cobb Pkwy., Marietta, GA 30060). When I reached 3,000 miles on the vehicle the brakes began to squeak and whistle. For this reason I took the car back to the dealership where I purchased it. John, one of the Assistant Sales Managers' response was that the "parts were on backorder". I took the car back to the dealership on August 16th, 2004 (two weeks later) for the same purpose and this time, Greg Thomson, another Assistant Sales Manager told me again that the "parts were on backorder" and showed me nine other Armada's on the lot that were also waiting for this part. On August 25th, 2004 I called Nissan Consumer Affairs at 11:15 a.m. and spoke to Edwin at extension 3789. He stated he would do everything in his power to rectify the situation. He advised me to go back to the dealership within a few days and speak with Luther, yet another Assistant Sales Manager. I returned to the dealership on Tuesday, August 31st, 2004. On this day I spoke to Luther and his response did not differ. He informed me that the parts were still on backorder. Again, he showed me a few Armadas that were also in need of this part.

On September 2nd, 2004 took my vehicle in for an oil change and again voiced my concern regarding the rattling sound coming from the front right tire. The oil was changed and Chris Bruder, Service Director, gave me a complimentary tire rotation. He stated the sound would disappear after the rotation. Enclosed please find a copy of the service invoice. At this time my car had 7,074 miles on it. On September 6th and 7th, 2004 at 12:55 and 12:45 p.m. respectively, I once again called Nissan Consumer Affairs and left messages with Edwin stating that nothing had been done and informed him that I was again told the "parts were still on backorder". I strongly requested that Edwin return my call. Unfortunately I have yet to hear from him.

On September 14th, 2004 I returned to the dealership and spoke to Chris Bruder once again and voiced my concern regarding the dangerousness of these brakes, since I had planned a trip to Jekyll Island, GA with my three sons. He took my car for a test drive and returned telling me there was nothing wrong with it and assured me it was safe to drive that distance.

I returned to the dealership on September 21st, 2004 because my brake and slip lights came on. Enclosed please find a copy of the service invoice, which details the work

completed that day.

On October 11th, 2004 I dropped off the vehicle at the dealership at 8:00 a.m. in order to fix the persistent rattling sound coming from the right front tire. I picked up the car at 2:00 p.m. At this time Chris Bruder told me there was a problem with the right front tire, not the brakes. He informed me that he would have to send the car to a tire place in order to have this "tire problem" repaired. I did not believe Mr. Bruder and frankly I feel I have been given the "run-around" by Nissan and mistreated as a customer. I feel that Team Nissan of Marietta is avoiding the diagnostic process due to the fact that the brand new car has a major brake problem at 3000 miles.

On the same day, October 11th, 2004, I took my vehicle to a third party, Just Brakes, in order to get an objective second opinion. The technician called me into his work area, showed me the brakes and informed me I had less than 2% of a brake pad left on the right front side. He also informed me there are hotspots on the rotors. I have enclosed a picture of this for your viewing. I know for a fact that hotspots are a problem when an older vehicle has reached 120,000 miles. Therefore, this is proof that my brakes are wearing prematurely since my vehicle only has 10,000 miles on it. My brake light has NOT come on since my service order on September 21st, 2004. On October 11th, 2004, three weeks later, I found out the brake pad on the right front side is below 2%. My only logical deduction is that my brake light sensor had been tampered with (possibly disconnected on the 09/21/04 visit to the dealership) as a result of my persistence regarding this problem. Otherwise, it would have been impossible for the light not to come on with only 2% brake pads.

Let me summarize the actual problem: the calipers are binding against the rotors causing the rotors to have hotspots. The calipers are causing severe wear on the pads and the rotors because the calipers do not disengage. To fix this problem Nissan needs to ~~replace~~ *charves* the rotors, rebuild the calipers, replace the hardware and replace pads with shims. The pistons are made of plastic, which retains too much heat and does not discharge any heat. This will add to the above mentioned caliper problem.

There are so many other problems with this new vehicle. Let me enumerate:

- 1) The roof rack is incomplete (a bar is missing). When I spoke to Don Kittelson, Assistant General Manager, and voiced my concern about this he suggested I use a wooden board to cover the entire rack. He obviously had this complaint before and is now advising customers to replace the missing rack by covering the entire thing with a board. I thought this to be a highly unprofessional suggestion for a customer that had just purchased a 46,000-dollar vehicle.
- 2) The cabin air pressure is off.
- 3) Both front doors vibrate in the process of closing and while the vehicle is in motion.
- 4) The above mentioned brake problem (master cylinder is defective). MAIN PROBLEM
- 5) On a regular asphalt road with minimal bumps the cabin shakes as if the vehicle were 15 years old, therefore the cabin has not been assembled correctly at the factory. There may be a connection between the cabin pressure being off and the cabin shaking.
- 6) The rear hatch door does not open when the button on the remote is pushed, therefore the sensor is missing or nonfunctional.
- 7) One of the brand new tires was leaking air. I went to get it fixed at the dealership and

when I picked it up I was told that there is a plug in the tire. I have never had any of my tires fixed. How did this plug get there?

On 11/09/04, I took the car back to the Nissan dealership for the same sound. Nissan told me that the sound is from the tires and they rotated the tires. They also replaced the right front tire with a new one. When I went to pick up my car, I took it for a test drive and the problem persisted. I went for a second test drive with Mr. Chris Bruder, Service Director, and the sound was still there. When we came back to the dealership, the tires were taken off and at that time we saw the bottom part of the calipers and the brake pads were completely stuck to the rotors. Mr. Bruder called Daniel, a technician, and Daniel looked at it and told us that the rotor has also been moved and he confirmed that he knows all Armadas have this problem. He also noticed that all four tires were wearing unevenly. His opinion of this was that it may be a problem with the chasis.

I would also like to let you know that Mr. Chris Bruder has been arduously working to rectify the situation from the very beginning, yet he has encountered limitations from Nissan.

Due to all the problems this brand new car has, I feel that I have purchased a lemon. According to the Lemon Law, I have the right to return this vehicle to the dealership and obtain a full refund. At 10,000 miles the dealership had to change the brake pads and turn the rotors (a process that should occur between 40,000 and 50,000 miles) and the problem still continued (brakes are still rattling). Nissan seems to know about this problem but is not able to rectify it. Apparently, the problem stems from either the master cylinder or the brake hydraulic system. One or more of the 50 components of the brake hydraulic system may be malfunctioning. Also, enclosed please find a videotape documenting the problem from an objective 3rd party.

Please contact me at your earliest convenience regarding this matter.

Sincerely,

Cc: Esquire
Carlos Ghosn
Phil Sollecito
Chris Bruder
File

NATIONAL HWAY TRAFFIC SAFETY ADMIN.



72986@msn.com

Printed: Monday, October 11, 2004 8:58 PM

From:

Sent: Monday, October 11, 2004 7:14 PM

To: 72986 <72986@msn.com>

Subject: A Picture Share!



You have received a picture from:

Message:

Here is the photo of your right front rotor showing the heat spots! Not found any Tec. Svc. bulletins yet!

[View](#) [Reply](#) [Print](#)**Introducing
Multimedia:**

Like having a
TV in the palm
of your hand.

[Learn more](#)

View Picture MailSM demo
Tell me more about Picture Mail

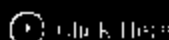
Send and receive Pictures and Videos through Picture MailSM.
For more information go to www.sprintpcs.com.

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-Dealers

Infiniti

Overview & Specs
2005 Models

-FX45/35
-G35 Sedan
-G35 Coupe
-Q45
-QX56
-2006 M45
-Past&Future

Nissan

Overview & Specs
2005 Models

-350Z
-350Z Roadster
-Armada
-Altima
-Altima SE-R
-Frontier
-Maxima
-Murano
-Pathfinder
-Quest
-Sentra
-Sentra SE-R

2004 QUEST, TITAN, ARMADA; TIRE HAS SLOW AIR LEAK

APPLIED VEHICLE: 2004 Quest (V42)
2004 Titan (A60)
2004 Armada (TA60)

IF YOU CONFIRM:

A slow air leak coming from the area around the Low Tire Pressure Warning transmitter (see Figure 1).

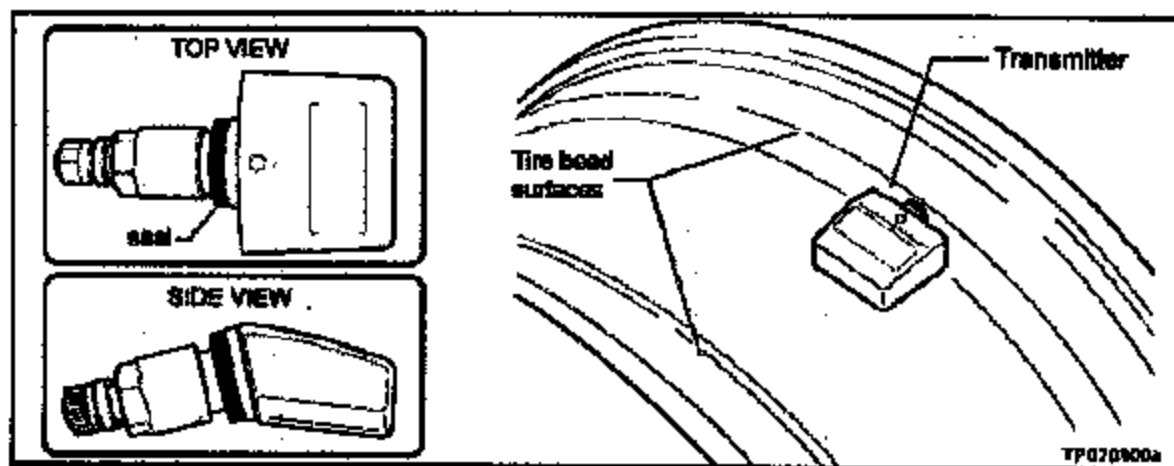


Figure 1

ACTIONS:

- Remove the transmitter from the affected wheel(s).
- Replace the seal at the base of the valve stem on the transmitter with the parts listed in the PARTS INFORMATION section.
- Re-install the transmitter(s).

IMPORTANT: The purpose of ACTIONS (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the spring Service Procedure (starting on page 2) as it contains information that is essential to successfully completing this repair.

-Titan
-Xterra
-Past & Future

FREE
Record Check

WARRANTY
EXTENSION
Extended
Warranties

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
San Grom - Tire Press	40702-CK002	1 - 4 (As needed)
Silicone Lubricant (1) (2)	999MP-A3010P	As needed

1. Chemical products, including silicone lubricant, are to be ordered through the "Nissan Direct Ship Chemical Care Product Program" as follows: Phone: 1.800.811.0502, Fax: 1.770.218.9148
Website: Order via link in Dealer Portal or at www.NissanChemicals.com
2. This product will service multiple vehicles and is considered a shop supply.

CLAIMS INFORMATION

Submit a Primary Failed Part (PP) line claim using the following claims coding:

DESCRIPTION	PPF	OP CODE	SYM	DIA	FRT
RPL Tire Pressure Sensor (one)	40702-CK002	PW24AA	ZT	53	(1)
Combination: RPL Each Additional Tire Pressure Sensor		PW241A			(1)

1. Reference the current Nissan Warranty Flat Rate Manual and use the indicated FRT.

Note: The silicone lubricant will service multiple vehicles, and is considered a shop supply - DO NOT submit this lubricant on your claim.

SERVICE PROCEDURE

CAUTION: Read this first before trying to remove a tire:

Tire removal:

- When removing a tire with a transmitter installed, before breaking the tire bead from the rim, remove the nut from the valve stem.
 - Then, push the transmitter into the inside of the tire.
- Failure to do this will result in transmitter damage.

1. Remove the transmitter from the affected wheel(s).
 - Refer to the WT/REMOVAL AND INSTALLATION/Transmitter section in the applicable Electronic Service Manual (ESM) for instructions.
2. Remove the seal at the base of the valve stem on the transmitter (see Figure 2).
3. Remove any burrs from the valve stem hole on the wheel.
4. Install a new seal at the base of the valve stem.
 - Use the silicone lubricant listed in the PARTS INFORMATION section, if needed.
5. Re-install the transmitter into the wheel.
 - Refer to the WT/REMOVAL AND INSTALLATION/Transmitter section in the applicable ESM for instructions.

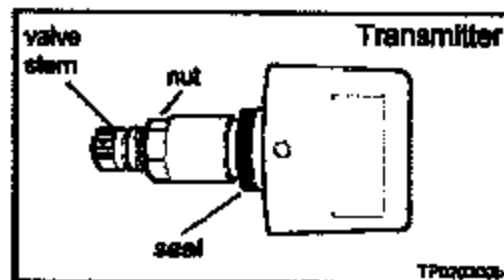


Figure 2

1billa1
TrailBoss
★★★

493 Posts

Posted - 03/30/2004 : 09:27:28 AM

lean on those brakes so that they will warp again- forcing the dealer to just replace them w/ n
...or get some cryo'd rotors so they wont warp anymore

98 real2wdFRontyKC

GEX
The Crazy
Chemical
Moderator
★★★★★

USA
1504 Posts

Posted - 04/01/2004 : 10:12:52 PM

My rotors have warped several times on my Xterra. About every 20K miles it gets so bad the truck chugs to a stop.



MAXC Member

1billa1
TrailBoss
★★★

493 Posts

Posted - 04/02/2004 : 12:17:28 AM

Warped rotors that get turned always warp again- only faster.
get some in the aftermarket that are cryo treated, or cryo some OEM's

98 real2wdFRontyKC

christs
Grasshopper

2 Posts
Same
problem

Posted - 05/06/2004 : 5:32:04 PM

I had rotor problems with my Armada within 30 days. The dealer "fixed it" by grinding them. A I'm having the same problem again - this time even harder shaking and it's only been 60 days from the 1st time. The dealer acknowledged a problem but wouldn't tell me any more. I called Nissan and filed a complaint. Nissan said they can only grind the rotors twice before they're no good.

I'm taking the truck back to the dealer tomorrow.

DRL
Grasshopper

3 Posts
Same
problem

Posted - 05/20/2004 : 11:14:23 AM

Just had my rotors turned also this week also (7200 miles)? Dealer covered them under warrant though. Steering wheel starting to shake at around 5000 miles at higher speeds then it got real bad around 7000. I was told that your rotors could warp if you go into a car wash with hot brakes, and the car wash uses an undercarriage wash. Cold water will warp the rotors right aw

azbill
Grasshopper

USA
7 Posts
Same
problem

Posted - 05/23/2004 : 10:36:26 AM

You may want to check the Titan forum, we are having the same problem with Titans. My rotor had to be turned at 3200 miles, dealer would not replace. They said rotors could be turned several times.

**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).**