



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 10019Z

Date Received

Repository

Reference No.
10102034

2004 DEC 21 02-DEC-2004

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LEESBURG State VA Zip Code [REDACTED]

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 [REDACTED] Date 12-13-04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JN1AZ34D64 [REDACTED]
Make: NISSAN Model: 350Z Model Year: 2004
Date Purchased: 9-13-03 Dealer's Name and Telephone Number: FREDERICK NISSAN
Original Owner: Dealer's City: FREDERICK State: MD Zip Code: 21701
Engine: No. Cylinders: Fuel Type: Gas
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: REAR WHEEL DRIVE
Vehicle Component Code: 180000 TIRES TEXAS/SUSPENSION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 12-NOV-2004 Failure Mileage: 11300 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: CAROLSSONNE Tire Model (Name or Number): POTENZA R6040 Tire Size (Example P215/85R15): 225/50R17 94W
DOT No. (Example: DOTM18ABC03B): Original Equipment Prior Repair Failure Location:
Tire Component Code: Tire Failure Type: FEATHERING

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).

CONSUMER COMPLAINED ABOUT FRONT END NOISE. CONSUMER TOOK THE VEHICLE TO THE DEALER, AND WAS TOLD THAT IT WAS A TIRE DEFECT. FRONT TIRES FEATHERED FROM THE INSIDE RELATING TO IRREGULAR TIRE WEAR. DEALER STATED THAT THEY WERE REPLACING SO MANY TIRES THAT THE ONES NEEDED WERE BACK ORDERED. THIS STARTED ON SEPTEMBER 18, 2004. *AK
CHANGING THE TIRES IS NOT A CURE FOR THIS ISSUE, IT IS A SUSPENSION PROBLEM AND A POTENTIALLY DANGEROUS FLAW. NISSAN NEEDS TO ADDRESS THIS PROBLEM. NISSAN HAS NOT RECALLED THE FRONT TIRES DUE TO BACKORDER NOW THE REAR TIRES ARE FEATHERING.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

December 13, 2004

Statement of facts, by [REDACTED]

Sept 7/8 went online to make an appointment at Frederick Nissan for 09/11/04, the first available date was Sept 18, 2004.

Sept 18 took car in for service, oil change and advised I had recently experienced front end noise: low speed and when braking. Mechanic took a ride with me, as we pulled out of parking lot we had not gone 100 feet when he said it's the tires and asked me to return to the shop.

The oil change was completed and the car was parked in front of the shop, after a few minutes I made an inquiry. I was told the tires would have to be ordered and they were submitting a claim to Nissan.

09/22/04 Frederick Nissan called [REDACTED] and advised Nissan had denied the claim because the car was out side the 12 month adjustment period.

09/23/04 I called Gary at Frederick Nissan Service Department. Gary told me if I had brought the car in on 09/11/04 Nissan would have replaced the tires and made necessary adjustments to the front suspension. Gary provided an 800 number at Nissan and suggested I call.

09/23/04 I called Nissan Consumer Affairs and spoke to a representative, Brandi. She offered no help and no explanation; only to tell me my claim was denied. I asked her how I could appeal and she advised there was no appeal and she refused to allow me to speak to her supervisor. I asked for a letter.

09/23/04 I called my salesman, Bob Jaeger. Bob talked to Gary in service and asked that I call Gary back.

09/23/04 I called Gary. At this time Gary advised that Frederick Nissan was willing to pay for the labor if I paid for the tires. I told Gary this was not acceptable.

09/23/04 I called the owner at Frederick Nissan, Gene Hickman. Mr. Hickman advised he would take care of the problem and I could expect a call from his Service Director, Tim Hardy. Received call from Tim. Tim advised they would act as Nissan and do all of the necessary repairs, however I would have to pay for the tires pro-rated.

The tires are backordered; I have not heard anything else from Frederick Nissan.

09/29/04 received letter from Nissan. Advising "The vehicle is outside of the manufacturer's warranty"

09/29/04 Filed claim with Council of Better Business Bureaus, BBB Auto Line.

11/08/04 Nissan North America, Inc. Arbitration Specialist agreed to replace the front tires and do a front-end alignment.

11/12/04 Arbitration Specialist advised the tires are backordered.

This is an apparent engineering defect in the front suspension that is causing damage to the front tires. I have since read statements on the NHTSA web site by owners of 2003/2004 350Z owners that have experienced the same symptoms, and replacing the tires did not fix the problem since the problem is recurring following tire replacement.

Nissan advised me it was OK to drive the car until the repairs are completed, now the rear tires are feathering and the front end noise is getting worse.

IS IT SAFE TO DRIVE THIS CAR?

As of 12/13/04, I have heard nothing new from Nissan.



NISSAN NORTH AMERICA, INC.

Consumer Affairs
18501 S. Figueroa St.
Gardena, CA 90248
Mailing Address: P.O. Box 191
Gardena, CA 90248-0191
Telephone: 1.800.847.7281

September 24, 2004

[REDACTED]
Leesburg, VA [REDACTED]

Dear [REDACTED]

Thank you for contacting Nissan North America, Inc. regarding your 2004 Nissan 350Z.

This letter is in response to your request for assistance with repairs to your vehicle.

Nissan carefully and completely reviewed all the information you provided, giving consideration to all the facts. Based on this review, Nissan North America, Inc. respectfully declines your request for assistance with repairs based on the following:

- The vehicle is outside of the manufacturer's warranty.

Thank you for allowing us the opportunity to review this matter. We regret that a more favorable response is not possible.

Sincerely,

Brandi H.
Consumer Affairs Specialist
Nissan North America, Inc.



NISSAN NORTH AMERICA, INC.

Consumer Affairs
18601 S. Figueras St.
Gardena, CA 90248
Mailing Address: P.O. Box 191
Gardena, CA 90248-0191
Telephone: 1.800.647.7261

November 8, 2004

[REDACTED]
Leesburg, VA [REDACTED]

RE: 2004 Nissan 350Z - JN1AZ34D64T [REDACTED]
CASE: [REDACTED]

Dear [REDACTED]

Thank you for allowing us the opportunity to review your case filed with the Better Business Bureau in regards to your 2004 Nissan 350Z.

After review of all facts pertaining to your specific concern, Nissan is very pleased to offer to pay for the full expense related to the replacement of the two front tires and a front-end alignment as a one time goodwill settlement to the case referenced above. Frederick Nissan will contact you directly once the tires are available.

Once again, thank you for contacting Nissan North America, Inc. and allowing us the opportunity to be of assistance. We are committed to maintaining the highest standards in our vehicles and customer service.

Sincerely,

Rachel Grose
Arbitration Specialist
Dispute Resolution
Nissan North America, Inc.
310.771.3351