



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 100148

Date Received

19-JUL-2005

Repository ☐

Reference No.
10129335

OWNER INFORMATION (Type or Print)

Name

Address

City NORTH CHARLESTON

State SC

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 7/29/05

VEHICLE INFORMATION

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

Make

NISSAN

Model

ARMADA

Model Year

2004

5N1AA05AX-1N

Date Purchased

4/17/04

Dealer's Name and Telephone Number

Engine:

No. Cylinders

V8

Fuel Type:

Unleaded

Original Owner

Dealer's City

Charleston

State

SC

Zip Code

29404

Transmission Type

Auto

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
19-JUL-2005

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: DOTM19ABC036)

☐ 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 the incident, the vehicle, the driver, the crash, and the injury.)

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).

DT: CONTACT OWNED A 2004 NISSAN ARMADA. T WHEN DEPRESSING THE BRAKES FRONT END SHAKES. THE PEOPLE AT NISSAN'S CORPORATE OFFICE THOUGHT THIS WAS NOT A BIG DEAL BECAUSE THERE WAS NOT RECALL. HOWEVER, THE GOVERNMENT BECAME INVOLVED, AND THAT WAS WHY CONSUMER ENLISTING Y HELP. I BEGAN HAVING PROBLEMS WITH FRONT ROTORS IN FEBRUARY OF 2004. TOOK VEHICLE TO A LOCAL NISSAN DEALER WHO FIXED THE PROBLEM BY ROTATING THE ROTORS. THEN, ON JUNE, I HAD SAME THE SAME PROBLEM. CALLED THE LOCAL NISSAN DEALER AGAIN AND THEY CHECKED THE FRONT END AGAIN. THIS TIME THEY SAID THAT THIS WAS A PROBLEM THAT HAS BEEN HAPPENING WITH THE ARMADA, AND THAT THEY WOULD HAVE TO ORDER THE PART FOR THE VEHICLE, AND THAT IT WOULD BE ABOUT THREE WEEKS. THREE WEEKS WERE UP SATURDAY JULY 18. CONSUMER CALLED THE DEALERSHIP ON JULY 15 AND SPOKE WITH SOMEONE FROM SERVICE. HE ADVISED CONSUMER T THAT THEY COULD NOT TELL WHEN THEY WILL BE ABLE TO FIX THE TRUCK BECAUSE THEY COULD NOT ORDER THE PARTS FROM NISSAN. ALSO, THEY HAVE A STACK OF ORDER FORMS, AND IF CONSUMER CAME IN ABOUT TWO OR THREE WEEKS AGO THEN SHE WOULD HAVE HAD ABOUT 7 OR 8 PEOPLE AHEAD. WHEN CONSUME R TOLD HIM THAT SHE DO NOT FEEL SAFE DRIVING THE VEHICLE, AND IT DID NOT MAKE HER FEEL ANY BETTER TO KNOW THAT THEY DID NOT KNOW WHEN IT WILL BE FIXED. DEALER THEN SAID THAT THE VEHICLE WAS SAFE. CONSUMER ASKED HIM HOW COULD IT BE SAFE WHEN THE FRONT END SHAKES.

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)

We got a call from the company. The person, Mr. Valentino, started the conversation by trying to call and leaving a message. As the conversation progressed Mr. Valentino decided that it would be alright to drive for three hours away in this vehicle that we don't know is safe to get put on another list. After we let him know that was unacceptable of the Association Model.

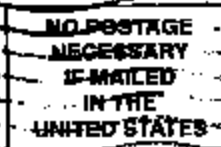
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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20580

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

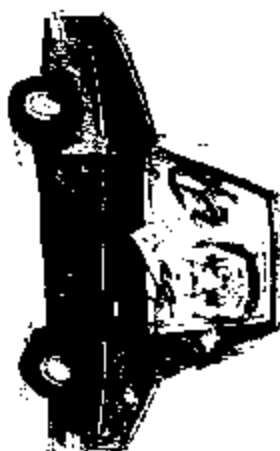
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