



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

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Repository
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BIRMINGHAM State AL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO YES
In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 01/25/2006

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3N1CB5 [REDACTED] Make NISSAN Model SENTRA Model Year 2002
Date Purchased 25-MAY-02 Dealer's Name and Telephone Number JIM BURK NISSAN 205-324-3371 Engine: No. Cylinders 4 Fuel Type: Gas
Original Owner Dealer's City BIRMINGHAM State 00 Zip Code 35242
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 014000 STEERING;RACK AND PINION Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-AUG-2005 Failure Mileage 26000 Failure Speed ANY

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(es).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).

DT*: THE CONSUMER STATED WHILE DRIVING, THE VEHICLE VIBRATED AND JUMPED FROM SIDE TO SIDE, THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY DETERMINED THE RACK AND PINION AND POWER ASSIST SYSTEM NEEDED TO BE REPLACED. *JB

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

The Privacy Act of 1974 (Public Law 93-502) 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.

Nissan Motor Corporation in U.S.A.

P.O. Box 191

Gardena, CA 90248-0191

Dear [REDACTED]
[REDACTED]

I have bought three new Nissans (two Altimas 1997 and 2000 and Sentra 2002) during last nine years. I am a loyal Nissan customer and I expect Nissan to treat me as such. Last Nissan car, which I bought new from Jim Burke Automotive, downtown Birmingham, AL on 05/25/2002 – Nissan Sentra GXE 2002, VIN #3N1CB51D [REDACTED] was a lemon car. It has now less than 28000 ml and long list of problems:

- Broken engine and leaking head gasket;
- Cracked and leaking radiator;
- Broken steering rack and pinion;
- Broken steering power assist;
- Broken driver door window lift mechanism – window does not move up or down;
- Broken oil dipstick.

Car has never been in accident. Problem with steering and engine started in 2005, car was several times repaired. Car became unsafe and dangerous to drive in the second half of the 2005 and on 01/09/2006 I contacted Nissan Customer Affair Department and asked them to help me to repair this car. I talked to Chris, his extension is 8443. He opened the case [REDACTED] for me and suggested to set an appointment at authorized Nissan dealership service center to get car inspected and call Nissan and inform them when this appointment is scheduled. Nissan was supposed to discuss with dealership what they can do for me. I set an appointment with Jim Burke Nissan, called Chris and gave him all needed information. I brought the car to the dealership at 7:00 AM on 01/10/2006. At the end of the same day of 01/10/2006 Nissan regional case specialist Angela (extension 3871) called me and informed about the results of the inspection: engine, radiator, steering, window mechanism require repair. She told me that two main problems are broken engine and steering. An engine repair is covered by original power train warranty and Nissan will pay around \$1000.00 for the steering repair. The remaining lesser problem – radiator, window and oil dipstick will be repaired on my expense. I asked her couple more questions to verify that I correctly understood who is responsible for what repair. Angela told me that I do not need to call dealership – they will inform me about what they are going to repair and price of those works. I thanked [REDACTED] for her help and did not expect any future problems with the repair. It was wrong: next morning of 01/11/2006 dealership mechani [REDACTED] called me and told that Nissan informed them that Nissan is not going to pay for any repair. I asked Wayne to do only warranty covered work on engine and wait for my call before they start to repair the steering. I tried to call [REDACTED] again but she did not answer the phone any more and I left several

messages at her answer machine about the problem with promised me steering repair. I tried to call Nissan customer affair again and again, but I could not reach Angela and asked another customer service representative - Graften (extension 2836) to help me. He promised me that somebody will look into my case. Around noon on 01/11/2006 another Nissan customer representative John (extension 3761) called me and shocked me by telling that Nissan is not going to do anything more for me. I told him that Nissan promised me to repair the steering and it is not good to back from their word, but he answered that there are no records about this promise and Nissan would do nothing. I tried to ask him to check the recording of my conversation with Angela, but he refused. I was very upset by Johns tone and the way he handled my case. I did not expect such a treatment from respectable company. I told John that I want to talk to his supervisor and he answered that his supervisor will contact me within 4 - 8 hours. It was around noon on 01/11/2006. Nobody called me in next 7 hrs and I started to call Nissan customer service again - I needed an answer because my car was still in the dealership shop and I hoped that the dispute would be resolved and the steering will be repaired. I talked the same evening to several more Nissan customer service representative and all of them confirmed that there is a request to talk to the supervisor in my file and I should be patient - the customer affair supervisor would call me. Finally, 24 hrs later, on the next day of 01/12/2006 after noon, when nobody from Nissan called me, I called Nissan customer service again and talked to another representative, she did not give me her name. She told me that I should stop calling Nissan, because they do not want to talk to me any more and if I am still not happy I should talk to lawyer. Dealership told me that the engine problems are more serious then they thought and it will take at least a week to repair the engine - it will not be ready sooner then 01/17/2006. Nissan has sold me a lemon car and I think it would be fair if they help me to repair this car. But instead of help I see only lies and deceptions. This is not a right way to conduct a business and treat customers, particular loyal customers. I spent more then [REDACTED] on new Nissan cars during last 9 years and I need to pay for this not drivable and unsafe Sentra 2002 for 1.5 more years. I have deserved a little attention and respect from Nissan. I still hope that Nissan will change their mind, stand by its product and help me to repair this unlucky car.

Please, advice

[REDACTED]
Birmingham AL, [REDACTED]

Ph [REDACTED]
or [REDACTED]

01/15/2006

**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).**