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Wda to
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EVOA

RE: 2004 Nissan Titan, VIN: 1N6AA06A [REDACTED]
NETSA Complaint #: 10154361
Nissan NA File #: 5238118
Complaint: Inability to read computer-generated information/switches (gear, tow mode, mileage, air conditioning, etc.) while driving.

Enclosed please find a copy of my letter to Nissan regarding the above-referenced vehicle and complaint. I filed a complaint through your website on this date (copy attached).

I previously notified Nissan of a dangerous design flaw in the Titan instrumentation panel. In daylight conditions (cloudy or not), the computer generated information and switches such as gear, tow mode, mileage, air conditioning, etc., can not be read. I recently drove through Las Vegas, Nevada, with an Army Lieutenant Colonel on his knees beside me trying to read the dash. This is unsafe. I do not wish to be killed in trying to see the dash instruments.

As indicated in my letter and complaint, I contacted Nissan North America as well as the local dealership regarding the problem with no repair or viable solution. The instrumentation remains unreadable during daylight. My truck does run with its lights on continuously, I am unable to turn them off. In most vehicles, when the lights are on, the instrumentation is dimmed. I don't know if there is a connection, but offer it as a possible cause/solution.

This dangerous design flaw is unacceptable, as is the handling of this issue by Nissan. I bring it to your attention for immediate action. You may contact me at the above-listed address and phone number.

cc: Carlos Ghosn, CEO, Nissan, P.O. Box 181, Gardena, CA 9048-0191
Brian Fivecoat, Owner, Jenkins Nissan, 4401 State Rd. 33 North, Lakeland, FL 33805

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9/13/06

[REDACTED]
[REDACTED] LAKELAND, FLORIDA [REDACTED]
[REDACTED]

02 April 2006

Mr. Carlos Ghosn, CEO
Nissan
P.O. Box 191
Gardena, CA 90248-0191

RE: 2004 Nissan Titan, VIN: 1N6AA0 [REDACTED]
Your File [REDACTED]

COPY

Dear Mr. Ghosn:

I previously notified Nissan of a dangerous design flaw in your Titan instrumentation panel. In daylight conditions, the computer generated information and switches such as gear, tow mode, mileage, air conditioning, etc., can not be read. I recently drove through Las Vegas, Nevada, with an Army Lieutenant Colonel on his knees beside me trying to read the dash. This is unsafe. I do not wish to be killed in trying to see the dash instruments.

I want my vehicle repaired and I want it done now.

As I agreed via telephone with the person who called me referencing the above-referenced file number, I took my Nissan Titan pickup truck to Jenkins Nissan, Lakeland, Florida, on 23 February 2006. After waiting a long time to see him, Mr. David Dunkin, service manager, went for a test drive. We never left the parking lot. In fact, I had the impression that Mr. Dunkin had not been in a Titan as he didn't know where anything was.

Mr. Dunkin agreed that he could not read the instruments in daylight and it was a cloudy day. He said that nothing could be done and that I should run with the reostat at its highest position. I am not an idiot, and could easily see that his way of solving the problem was to claim "operator error". I pointed out to him that I did not consider his condescending comments to be a satisfactory "solution". Since I was obviously dismissed, I left the dealership disgusted.

I have not responded via your 1-800-647-7261 number as originally instructed. I knew that nothing would be accomplished that way. Since no paperwork was generated at the dealership, I can't even prove that I was there.

This dangerous design flaw is unacceptable, as is the handling of this issue by Nissan. I bring it to your attention for immediate action. I am also forwarding a copy of this letter to the NHTSA, as well as filing a complaint. You may contact me at the above-listed address and phone number.

Sincerely,

[REDACTED]
cc: ☒ US Dept. of Transportation, NHTSA, Office of Defects Investigation,
NSA-10.01400 Seventh St. SW, Washington, DC 20590
Brian Fivecoat, Owner, Jenkins Nissan, 4401 State Rd. 33 North, Lakeland, FL 33805



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10154361

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Lakeland, FL [REDACTED]
 USA
Daytime Phone : [REDACTED] **Ext.:**
Evening Phone : [REDACTED] **Fax :**
Email : [REDACTED]

COPY

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Complaint Information

Description : Can not read computer-generated information in daylight, cloudy or otherwise. Includes gear indicator, tow mode, mileage, air conditioning, etc. Had an Army Lt. Col. on his knees trying to read the gauges as we were driving through Las Vegas, NV. Prior to this trip out west, all of my driving had been local and infrequent (I use a more economical car for in-town/local driving), and the speedometer is not computer generated. This is unsafe and I do not wish to be killed trying to see the dash instruments. I have driven with the reostat turned all the way up, with no effect/benefit. I bought this truck to tow my trailer and travel. I am unsafe during daylight and towing a trailer at night is not acceptable nor practical. I called the manufacturer (Nissan) who directed me to take the vehicle to my local dealer (Jenkins in Lakeland, FL). While the head of service (Mr. Dunkin) agreed he could not read the information on a cloudy day, his only advice was to turn the reostat all the way up, which was already done. He said nothing could be done. Did not give me any paperwork to prove I was there. Condition is on-going and is very dangerous. A person could easily take full attention off of driving to try to read the gauges. This could and would cause accidents. The number of failures is every time I drive in daylight.

Incident Date : 4/29/2005 **Fire :** No
Num. Failures : [REDACTED] **Property Damage :** No
Num. Deaths : 0 **Crash :** No
Num. Injured : 0 **Police Report :** No
Referral Source : FEDERAL AGENCY

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Vehicle Information

VIN :	1N6AA06[REDACTED]	Purchase Date :	7/22/2004
Manufacturer :	NISSAN NORTH AMERICA, INC.		
Year, Make and Model :	2004/NISSAN/TITAN	Original Owner :	Yes
# of Cylinders :	8	Trans. Type :	AUTOMATIC
Engine Size :	5.6 Liter	VehicleDetails Usage :	TRAILER RECREATIONAL
Cruise Control :	No	Antilock Brakes :	Yes
Current Mileage :	8892	Speed :	20
Failure Mileage :	1350	Powertrain :	REAR WHEEL DRIVE
Body Style :	PICKUP TRUCK	Fuel System :	FUEL INJECTION
Fuel Type :	GAS	Vehicle Type :	TRUCK

COPY

Vehicle Component Information

Component 1:	OTHER	OEM:	Yes
Component 2:	ELECTRICAL SYSTEM	OEM:	Yes

Vehicle Dealer Information

☒ Dealer :	1		
Name :	Jenkins Nissan	Dealer Type :	SALES DEALER
Address :	4401 State Road 33 North		
	Lakeland		
	FL 33805		
Dealer Phone:		Dealer Fax:	
Email:			
☐ Dealer :	2		
Name :		Dealer Type :	SALES DEALER
Address :			
Dealer Phone:		Dealer Fax:	
Email:			

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