

 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 JAN 14 2011 15-OCT-2010		Repository <input type="checkbox"/> Reference No. 10360680		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number		
City PHOENIX	State AZ	Zip Code [REDACTED]			
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1N6AA07B25N [REDACTED]		Make NISSAN	Model TITAN	Model Year 2005	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 26-JUL-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 105000 POWER TRAIN: DRIVELINE				Failure Mileage 89951	Failure Speed 15
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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).					
TL* THE CONTACT OWNS A 2005 NISSAN TITAN. THE CONTACT WAS DRIVING 15 MPH WHEN THE VEHICLE EXHIBITED AN UNUSUAL BANG FROM UNDERNEATH. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS INFORMED THAT THE ENTIRE DRIVE SHAFT FRACTURED FROM THE VEHICLE AND THE REAR DIFFERENTIAL HAD LOCKED. THE DEALER REPAIRED AND REPLACED THE DRIVE SHAFT, REAR DIFFERENTIAL AND THE REAR SEAL TRANSFER CASE. THE DEALER STATED THAT THE FRONT DIFFERENTIAL PINION FLANGE FRACTURED, CAUSING THE FAILURE. THE FAILURE MILEAGE WAS 89,951 AND THE CURRENT MILEAGE WAS 93,253.					
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)

Contact had to pick up drive shaft off of road and place in truck bed before towing.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

PHOENIX AZ 850
06 JAN 11 PM 1

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

safercar.gov

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #: 5N563793

895555



ABC NISSAN

INVOICE

1300 EAST CAMELBACK PHOENIX, ARIZONA 85014

(602) 264-2332

www.abcnissan.com

PHOENIX, AZ

PAGE 1

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 283 DANNY PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	NISSAN TITAN PU	1N6AA07B25 [REDACTED]		89951/89951	T5388	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			08:00 27JUL10		0.00	CASH	30JUL10
R.O. OPENED	READY	OPTIONS: DLR:2718 ENG:5.6 Liter 1)RESOURCE AUTOMOTIVE 2)CONTRACT #KB17651 3)84 MONTH/100,000 MILES 4)\$50.00 DED. / 1-800-621-2130 5) (More...)					
17:25 26JUL10	12:23 30JUL10	LINE OPCODE TECH TYPE HOURS LIST NET TOTAL					

A CUSTOMER STATES WAS DRIVING WHEN DRIVE LINE FELL OFF OF VEHICLE
CAUSE: DIAGNOSIS

ENGGCD ENGINE GENERAL CONCERN DIAGNOSIS

27 IP 0.00

(N/C)

89951 FOUND FRT DIFF PINION FLANGE FELL OFF AND LOCKING UP REAR
DIFF ASSY

B CUSTOMER STATES VEHICLE IS LEAKING RED FLUID

CAUSE: DIAGNOSIS

ENGGCD ENGINE GENERAL CONCERN DIAGNOSIS

27 IP 0.00

(N/C)

89951 REPLACE TRANSFER CASE REAR SEAL

C CUSTOMER STATES REAR WHEEL LOCK UP WHEN MOVING FOWARD CHK-ADV

CAUSE: DIAGNOSIS

ENGGCD ENGINE GENERAL CONCERN DIAGNOSIS

27 WEP 5.30

(N/C)

1 43003-ZH06D RR AXLE AS

(N/C)

1 33140-7S110 SEAL-OIL,

(N/C)

89951 REPLACE REAR DIFF ASSY

D NISSAN MULTI-POINT INSPECTION

INSP NISSAN MULTI-POINT INSPECTION

27 IP 0.00

(N/C)

PAID

JUL 30 2010

[Signature]

THANK YOU FOR ALLOWING US TO SERVE YOU. OUR SHOP SUPPLIES CONSISTING OF LUBRICANTS AND SOLVENTS AND THE REMOVAL OF HAZARDOUS WASTES ARE COSTLY EXPENSES THAT ARE INCURRED WHILE PERFORMING REPAIRS ON YOUR VEHICLE. THESE COSTS ARE KEPT TO A MINIMUM AND ARE BASED ON 15% OF TOTAL LABOR NOT TO EXCEED \$50.00

CUSTOMER PAY DEDUCTIBLE FOR LINE C

50.00

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.
1. New parts and labor, 12 mos-12,500 miles, whichever occurs first.
2. Rebuilt parts, 30 days. Parts only. No labor.
3. Used parts as is - No warranty.

"Customer agrees that any controversy or claim by or between Customer and Dealer (including any of its agents and representatives) of any kind or nature whatsoever shall be settled by arbitration in accordance with the rules of the American Arbitration Association. There shall be no class action arbitration or relief. The arbitration award and/or order shall be final and binding on the parties to the arbitration. Unless the arbitrator determines that enforceability of this Arbitration Clause requires otherwise, each party shall bear its own costs and expenses in connection with any arbitration proceeding. Both Customer and Dealer retain the right to exercise self-help remedies and to seek provisional remedies from a court. If any part of this Arbitration Clause is deemed or found to be unenforceable for any reason the rest of the Arbitration Clause remains enforceable."

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/HAZ. WASTE	50.00
TOTAL CHARGES	50.00
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	50.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND ADDITIONAL CUST. OR WARRANTY WORK PERFORMED, AND/OR RECEIPT OF VEHICLE. CUSTOMER ACCEPTANCE

X

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE (WARRANTY IF APPLICABLE)