

**Subject:** FW: ODI Complaint #10378732  
**Date:** Tuesday, February 22, 2011 9:23:22 AM

---

---

**From:** Mattson, Ryan CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Tuesday, February 22, 2011 9:06 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: ODI Complaint #10378732

---

**From:** [REDACTED]  
**Sent:** Friday, February 18, 2011 7:33 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** ODI Complaint #10378732

Additional information to my complaint ODI # 1037873

I have a 2004 Nissan Titan pickup truck with approximately 81,000 miles on it. I have been having a problem with the driver's side exterior door handle freezing when the temperature drops to say below 20 degrees. What happens is the door handle is very stiff or hard to open. The handle can be opened but once opened the door will not latch shut, the door latch stays open so the door will not stay shut.

I have been having this problem for at least a couple of years now, but only when very cold. This year after spraying the door mechanisms with lithium grease, this is not temperature sensitive, with no success. I decided to look on the internet to try to find a solution.

I found that this is a common problem with the 2004-05 Titan and the 2004-05 Nissan Armada in cold temperatures. So much so that Nissan issued a Technical Service Bulletin (Reference # NTB05-118a) dated Mar. 1, 2006 for replacement of door parts to correct the problem. This Bulletin can be found online.

I have talked to three different Nissan representatives who have said that as my truck is out of warranty that Nissan would not pay for that work to be done. The last representative I spoke to was a District Representative, Mandy Murray, phone # 1-866-799-1690 Ext.162, the file # for my case is 7052142. She took my info and looked into Nissan doing this under their Goodwill policy. She said she would talk to a dealer service center to get a cost for the work. She got back to me a few days later saying that because of the high mileage on my truck they would not do it. If the 81,000 miles is a problem to have this done under their Goodwill, I have had this problem for at least two years maybe longer. It is hard to say how long ago the problem started, as stated it only happens when very cold thus depending how cold the winter was and if I used the vehicle on a cold day as I am retired. I average 13,000+ miles a year so two years would be 26,000 mi. from 81,000 equals 55,000. If it was three years then it would be down to 42,000. It is hard to remember how long ago this started as it only happens when it is very cold and it seems to have gotten progressively worse each year.

I have argued that this should be a recall, but have been told it is not considered a safety issue. Recently I was at our local mall Christmas shopping on a cold day, when I came out I opened my door but it would not latch shut. I drove home, a few miles, holding the door shut. I saw online that some people are using a bungee cord to hold their door shut when this happens. One post said something about her door swung open while driving, not realizing the door did not latch shut. There are many posts online about this problem, if you Google, Nissan Titan door handle freezes. This is very much a safety issue, somebody is going to be

hurt or killed.

I asked that since the Service Bulletin was issued back in Mar. 1, 2006 why was this not taken care of when I had my truck in for service while it was under warrantee. I was not having this problem then so it was not brought to their attention. They said that Service Bulletins are an internal reference for their dealers that if they are having a particular problem they can research the Bulletins for a solution. They said Service Bulletins are not a recall. I believe this is a design flaw with these years of Nissan vehicles and is definitely a safety issue, that Nissan should take care of my problem and that there should be a recall.