

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10450799-1366

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10450799  
**Date:** Monday, March 26, 2012 10:13:08 AM  
**Attachments:** [Scan11.docx](#)  
[Scan22.docx](#)  
[Scan33.docx](#)  
[Scan44.docx](#)



Report Vehicle Safety Defects!

[www.safercar.gov](http://www.safercar.gov)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Monday, March 26, 2012 10:05 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10450799

Good morning Cynthia,  
Here is a questionnaire (scan22).  
Thanks,

**From:** [REDACTED]  
**Sent:** Friday, March 23, 2012 6:22 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** NHTSA: Follow up to ODI Complaint: 10450799

Dear NHTSA Officer,

As requested, I am submitting the filled out form and supporting documents as follows regarding my Nissan 2005 XE Crew Cab faulty Exhaust Manifolds as follows:

- 1) Filled out/edited requested form
- 1) Letter to Nissan North America Consumer Affairs
- 2) Evaluation results by Corona Nissan in Corona, California
- 3) Invoice after being fixed by Ramona Tires in Corona, CA.

The Ramona Tires mentioned that there was a large crack in the Manifold and the the new factory-made by Nissan has included reinforcing parts in their newer parts as opposed to the older version. I guess they have realized and tried to fix this problem. I believe the Nissan Corp should reimburse or recall the older Exhaust Manifolds as they are very costly and may also pose safety issues due to gases entry into the main cabin (cost is approx. \$3200.00 per Corona Nissan).

Respectfully,

[REDACTED]

--- On Tue, 3/20/12, [EVOQ@dot.gov](mailto:EVOQ@dot.gov) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

From: [EVOQ@dot.gov](mailto:EVOQ@dot.gov) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>


Subject: FW: NHTSA: Follow up to ODI Complaint: 10450799

To: [REDACTED]

Date: Tuesday, March 20, 2012, 9:58 AM

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
		Date Received	Repository <input type="checkbox"/>		
		08-MAR-2012	Reference No. 10450799		
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
CORONA	CA				
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1N6AA07A85		NISSAN	TITAN	2005	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
5/21/2005	Justin Nissan, CA 877 258-8037		5-6 8	Unleaded	
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code		
	Justin, CA	CA	92782		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	<input checked="" type="checkbox"/> Cruise Control			05-MAR-2012	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING			Failure Mileage	Failure Speed	
Exhaust Manifolds			90000	A) 30 Spd N/A	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
Tire Component Code				Tire Failure Type:	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
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/A	N/A	N	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2005 NISSAN TITAN. WHILE DRIVING APPROXIMATELY 30 MPH, THE CONTACT NOTICED THAT THE SERVICE ENGINE WARNING INDICATOR WAS CONTINUOUSLY ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND AN INDEPENDENT MECHANIC WHO BOTH INFORMED THE CONTACT THAT THE EXHAUST MANIFOLD WAS CRACKED AND WOULD REQUIRE REPLACEMENT. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 90,000.</p> <p>Corona Nissan</p> <p>Letter to be sent shortly to Nissan North America Consumer Affairs * Copy attached.</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS, IF NECESSARY		
<p>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.</p>					

# CORONA NISSAN

CUSTOMER #: 184335

329566

2575 Wardlow Road  
 Corona, CA 92882  
 Phone: (951) 735-3360  
 Fax: (951) 278-5605



www.service@coronanissan.com

\*INVOICE\*

PAGE 1

CORONA, CA

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 4018 ANTHONY R AYALA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	NISSAN TITAN	1N6AA07A85N		90924/90924	T1718	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS			18:00 06MAR12		0.00	CASH	06MAR12
01JAN05 DE							
R.O. OPENED	READY	OPTIONS: ENG:5.6 LITER TRN:A					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
PERFORM 2ND VIP OIL CHANGE							
CAUSE: PER CUSTOMERS PURCHASE OF VIP OIL CHANGES							
00NIZEOIL2 PERFORM 2ND VIP OIL CHANGE (N/C)							
4353 IVIP (N/C)							
HAZ1 ENGINE OIL/FILTER WASTE (N/C)							
1 15208-9E000 FILTER OIL (N/C)							
1 11026-JA00A WASHER DRAIN (N/C)							
7 SW30 OIL (N/C)							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
PERFORM EVERY 3,750 MILES: DRAIN AND FILL ENGINE OIL, AND REPLACE							
FILTER; TOP OFF FLUID LEVELS; 27 POINT VEHICLE INSPECTION; LUBE CHASSIS							
(IF APPLICABLE); COMPLIMENTARY CAR WASH.							

B	MULTY POINT INSP						
	55	MULTY POINT INSP					(N/C)
		4443	ISP				0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
90924 BOTH EXHAUST MANIFOLDS ARE BAD PULLED CODES \$1588.00 EACH							
SIDE3RD BRAKE LIGHT BULBS SHORTED \$149.00BRAKE INSPECTION \$20.00							

C	INSPECT TIRES/MEASURE TIRE TREAD						
	VINSP-30	INSPECT TIRES/MEASURE TIRE TREAD					(N/C)
		4353	ISP				0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00							

**OUR HOURS ARE:**  
 MONDAY THRU FRIDAY  
 7:00 AM TO 6:00 PM  
 SATURDAY  
 7:00 AM TO 5:00 PM

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.  
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.  
 THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.

Signature \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./ADJ.	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

Notice to Consumer: Please read important information on back. BAR # ARD 208331 EPA # CAD 983649526

CUSTOMER COPY

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[REDACTED]  
Corona, CA  
[REDACTED]

March 20, 2012

Nissan North America Consumer Affairs  
P3C  
PO Box 685003  
Franklin, TN 37068-5003

**Subject: Nissan 2005 Titan Crew Cab XE, Exhaust Manifold, VIN  
1N6AA07A85N [REDACTED]**

Dear Sir/Madam:

Moments ago, I discussed the following with one of your representatives at Nissan and she advised me to write to the Nissan Corporation (case #7635420). I have been an owner of a Nissan 2005 Titan XE Crew Cab purchased at Tustin Nissan on May 21, 2005. I am the original owner and meticulously cared for my car generally serviced at Corona Nissan, California. As the "service engine light" recently was illuminated, the code indicated that the "EXHAUST MANIFOLDS" are faulty per Corona Nissan which was estimated to cost approximately \$3200.00 dollars to replace both manifolds (copy enclosed).

As I further read in internet, I understood that others may have had same issues and one comment was read that this faulty manifold might pose a safety issue as dangerous exhaust fumes leak may enter into the car cabin. Therefore, I have reported the issue to the NHTSA for investigation. I should add that I have always enjoyed having Nissan and this is my third Nissan car but this issue has very much disappointed me in Nissan and caused me grave concerns (safety and cost) to reevaluate my choices.

At this point, this is a substantial cost which I believe should not occur to my vehicle at the 91,000 mileage. I see no recourse but to fix the manifold to alleviate the issue due to safety and mechanical reasons. By submitting this letter, I am requesting the Nissan Corporation to further examine and investigate this matter and, if possible, advise me of any further steps by perhaps reimbursing me for the associated cost for the faulty component.

Not being an expert in the vehicle safety field, should you come to conclusions that this may pose safety issues for me or other Nissan owners, please advise accordingly for any recall action.

Respectfully,  
[REDACTED]  
[REDACTED]  
[REDACTED]



110-Corona  
 304 West Sixth Street  
 CORONA, CA 92882  
 (951)734-1222

Customer ID: [REDACTED]  
 Name: [REDACTED]  
 Address: [REDACTED]  
 Address 2: [REDACTED]  
 City, State, Zip Code: CORONA, CA [REDACTED]  
 Home Phone: [REDACTED]  
 Work Phone: [REDACTED]  
 Other Phone: [REDACTED]  
 Tax Exempt #: [REDACTED]

Year: 05  
 Make: NISSAN/DATSUN  
 Model: PICKUP TITAN 1/2  
 Lic No: [REDACTED]  
 VIN: 1NGAAD7A85N  
 Color: BLACK  
 Engine: V8-5552cc 5.6L  
 Mileage In: 91457  
 Mileage Out: 91457

Create Date: 03/19/12 15:10:16  
 Date/Time: 03/21/12 08:43:35  
 Workorder #: 43280  
 Invoice #: [REDACTED]  
 Email Address: none  
 PO Number: [REDACTED]  
 Fleet/Wholesale: N  
 EPA #: CAL000125278  
 BAR #: ARD187876

Salesperson: 1. VILICANA  
 Service comments:

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
<b>EXT. LIFE COOLING SYS FLUSH</b>							
1	HW			HAZARDOUS WASTE DISP FEE	2.99	0.02	3.01
1	FLUSHPKG5			EXT. LIFE COOLING SYS FLUSH	0.00	0.00	0.00
1	25097			RADIATOR FLUSH LABOR	0.00	70.00	70.00
2	KHAMELEON			EXTENDED LIFE ANTI-FREEZE	19.99	0.00	39.98
				Includes: Inspect the cooling system, pressure test for leaks, inspect drive belts and radiator hoses, flush system completely, and refill with up to 2 gallons of new extended life antifreeze.			
<b>TOTAL EXT. LIFE COOLING SYS FLUSH:</b>					<b>112.99</b>		
<b>EXHAUST</b>							
1	*MANIFOLD			EXHAUST MANIFOLD (RIGHT)	824.83	232.00	1,056.83
<b>TOTAL EXHAUST:</b>					<b>1,056.83</b>		
<b>SERV DISC/COUP</b>							
-1	58885			FLUSH COUPON	0.00	20.00	(20.00)
<b>TOTAL SERV DISC/COUP:</b>					<b>(20.00)</b>		

\*\*\* Customer Wishes To Discard Old Parts \*\*\*

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Title to the merchandise as purchased as evidenced by invoice, is retained by the seller until entire price of same has been paid. Not responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft, or any other cause beyond our control.

TECH:

PARTS TOTAL 867.80  
 SALES TAX 67.25  
 LABOR TOTAL 282.02  
 GRAND TOTAL 1,217.07

THIS IS A WORKORDER, NOT AN INVOICE! DO NOT MAKE ANY PAYMENTS FROM THIS PAPERWORK!