

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  U.S. Department of Transportation National Highway Traffic Safety Administration		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 AUG 21 2013 16-JUL-2013		Repository ☐ Reference No. 10525182	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		GARDNERVILLE		NV	
Zip Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
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).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	
1N6AA07B54N [REDACTED]				NISSAN		TITAN	
Date Purchased		Dealer's Name and Telephone Number				Engine:	
6-30-2009		CARSON CITY, NV				No: Cylinders	
Original Owner		Dealer's City		State		Zip Code	
[REDACTED]		CARSON CITY, NV		NV		[REDACTED]	
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
AUTO		☒ Cruise Control		5.6L V-8		Incident Date(s)	
						10-OCT-2007	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), ENGINE (PWS)						Failure Mileage	
						30000	
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: DOTM19ABC036)		☐ Original Equipment		☐ 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 (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		0	
						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 2004 NISSAN TITAN. THE CONTACT STATED THAT THERE WAS A LEAK IN THE EXHAUST SYSTEM. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION WHERE THEY STATED THAT THE EXHAUST MANIFOLDS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE CONTACT STATED THAT HE WAS CONCERNED ABOUT BREATHING IN CARBON MONOXIDE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 30,000.							
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.							



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216H

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Chief

Correspondence Research Division
Office of Defects Investigation

Enforcement

Enclosure: VOQ



[REDACTED]
[REDACTED]
Gardnerville, NV
[REDACTED]
H.
C.
[REDACTED]

August 10, 2013

DOT

1200 New Jersey Avenue SE
Washington, DC 20590
RE-Vehicle Owner's Questionnaire

DOT.

This is a recap to the Complaint that I filed over the phone: I bought my truck new in June of 2004 and by 2007 I had multiple exhaust leaks that were caused by faulty exhaust manifolds from Nissan. The dealer at that time replaced the exhaust manifolds (one at a time on different dates in 2007). They used the same manifold design and this was all done under the vehicle warranty (the records I still have not been able to get from Nissan as the dealer who sold me the truck is out of business and Nissan is not being cooperative). In about April of 2013 I was hearing the same exhaust symptoms and after contacting Nissan about them possibly fixing the problem as the truck is now out of warranty, they told me to take it to a Nissan dealer in Reno to get it diagnosed. The dealer confirmed that both manifolds were cracked and should be replaced with a modified design manifold. Nissan then told me they would not do anything as the vehicle was out of warranty.

My reason for the complaint: This is an obvious design flaw and after researching online have found that it is common with this vehicle. The manifolds are most certain to fail and are dangerous to the vehicle operation as they could cause CO2 poisoning to the occupants of the vehicle. Nissan has subjected me to this hazard for 104,000 miles that I have driven this vehicle and they are aware of the problem or they wouldn't have advised replacing the manifolds with a modified part. Nobody is taking the fact that operators in these vehicles are being subjected to exhaust fumes and maybe if I had died behind

the wheel they would. This is a ticking time bomb and no-one seems to care. I will attach what receipts that I have and I hope you will heed this warning.

So you know: I have replaced these manifolds at my cost and I am not doing this to pressure Nissan for the repairs. I am simply angry that this company risked my families safety for 10 years and were aware of the problem for at least 7 of them. This is a SAFETY hazard!!

Sincerely yours,



8-10-13

CUSTOMER #: 9452

176422

STREETER IMPORTS, INC.
DBA
NISSAN OF RENO

865 Kietzke Lane
Mailing Address:
P.O. Box 7316
Reno, Nevada 89510
(775) 322-3700 Fax (775) 333-6469

INVOICE



PAGE 1

GARDNERVILLE, NV

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 40 RICHARD GOMEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	NISSAN TITAN KINGCAB	1N6AA07B54N	[REDACTED]	103873/103873	T0805
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
25JUL04 DD			17:00 12JUL13		CASH	12JUL13
R.O. OPENED	READY	OPTIONS: DLR:2836 ENG:5.6_Liter				

12:08 12JUL13 13:17 12JUL13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES EXHAUST MANIFOLDS ARE LEAKING AND MAKING NOISE UPON START
UP

CN CHECK NOISE UNDER CAR.

55 CN

0.00 0.00

TECH INSPECTED AND VEIRFIED MANIFOLDS ARE NOISY AND CRACKED. REC
NEW MANIFOLDS. ESTIMATE FOR REPAIR IS \$3000.00

B MULTI POINT INSPECTION

55NIZINSP MULTI POINT INSPECTION

55 CN

0.00 0.00

GTIRE "GREEN" 6/32 OF TREAD OR MORE- TREAD OK

55 CN

0.00 0.00

EST: 0.00

12JUL13 12:08 SA: 40

HOW WAS YOUR OVERALL SERVICE EXPERIENCE TODAY

1	2	3	4	5	6	7	8	9	10
Poor			Fair		Good		Excellent		

STREETER IMPORTS, INC.
DBA
NISSAN OF RENO

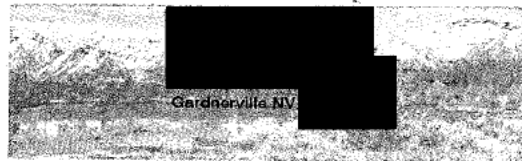
865 Kietzke Lane
Mailing Address
P.O. Box 7316
Reno, Nevada 89510
(775) 322-3700
Fax (775) 333-6469



ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	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
						ADJUSTMENTS	0.00
						SALES TAX	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.						PLEASE PAY THIS AMOUNT	0.00
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.							

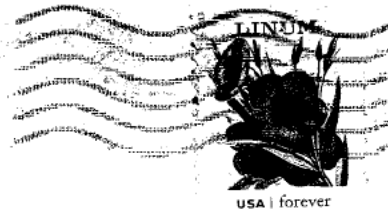
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER COPY



RENO NV 895

12 AUG 2013 PM 3 L



US D.O.T.
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

RE: CORRESPONDENCE RE RES. DIVISION
OFFICE OF DEFECTS INVESTIGATION