

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 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		Date Received NOV 15 2013 21-OCT-2013	
				Repository ☐	
				Reference No. 10548678	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
COLD SPRING	NY				
<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		Make		Model	
3N1BC13E98L		NISSAN		VERSA	
Model Year		Engine:		Fuel Type:	
2008		No: Cylinders			
Date Purchased	Dealer's Name and Telephone Number				
6-23-08	Poughkeepsie Nissan Inc				
Original Owner	Dealer's City	State	Zip Code		
☒	Wappingers Falls	NY	12590		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
☐ Cruise Control					13-OCT-2013
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 200000 WHEELS, 020000 SUSPENSION				Failure Mileage	Failure Speed
				26000 +	40 or less
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: DOTM9ABC036)		☐ 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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☒ Yes ☐ No	0	0	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 2008 NISSAN VERSA. THE CONTACT WAS DRIVING 40 MPH AND BEGAN TO SMELL SMOKE ACCOMPANIED BY A LOUD THUD. THE CONTACT DISCOVERED THAT THE FRONT PASSENGER'S SIDE TIRE WAS FLAT. THE VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION WHERE THE CONTACT WAS ADVISED THAT THE FRONT PASSENGER'S SIDE COIL SPRING FAILED, DAMAGING THE RIM AND PUNCTURING THE TIRE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE INCIDENT. THE APPROXIMATE FAILURE MILEAGE WAS 26,000. +					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Driving slowly on Rte 9 - on way to church. going north.
on 2 way highway Rte 9 - heard thud + noises
passenger front side then smelled smoke tire
shredded - pulled off road. Was towed to dealership
where auto purchased. Sunday 10/13/13 / Requested address
of Headquarters after unsuccessful contacts with their
customer affairs. All info included on bills for Towing
repair + letter to Nissan. the charge for repairs was
lower than the original estimate. I do not want the \$250⁰⁰
Credit if I can ATTACH ADDITIONAL SHEETS IF NECESSARY I instead be
reimbursed for the Intire cost. I do feel both coils need
To be replaced. Enclosed is reports of this happening to
others.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

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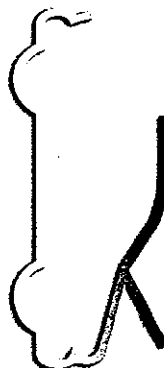
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

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www.safercar.gov

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**Vehicle Safety Hotline
888-327-4236**



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



To Nissan

To whom it may concern,

Sunday Oct 13, 2013 I was on my way to church when my 2008 Nissan Versa with 26,000+ miles on it broke down. The passenger side coil had broken causing much damage to the car + ripping the tire to shreds. Tramatic as this was the traffic was light + no one was injured. The towing man couldn't believe this happened in his years of experience + with no ^{real} reason he said it never should have happened. Everyone I talked to was of the same opinion. He towed the car to the dealership where the car ^{had} been brought + the estimate for repair is \$1,500+. My son brought ^{up} some info on the internet - many reports ^{were} the same as mine ^{were} - passenger side coil breaking. He also saw one dealership had ordered 500 coils. I called your customer affairs + Becky answered 1-800-343-6913 EXT 457226 REF 12335521 + after I concluded that these ^{mentioned} coils must have been defective.

We went back + forth with her paying. She was sorry + understood my feelings on the matter + the bottom line was compensation of \$250 ^{CREDIT}. I disagreed + asked her to review all of the facts. During this conversation I expressed concern about buying another Nissan versa. Could the same thing happen again?

after what was reported on the internet I truly questioned this happening on the other side, both coils were probably from the same batch. The Nissan repair department ^{could} there was no way of pre-determining this could happen to a coil & that extended warranties do not cover it. Becky advised me ^{future} I would be guaranteed a reimbursement for repairs. She determined \$250 was all I would receive as compensation, even though my cost for repair etc was prohibitive. Her final call to me was 10/18/13 around 5 PM & I guess her quitting time. She ~~now~~ mentioned resceding this \$250. After hanging up I realized I hadn't asked where the check would be sent so I called back. The person answering my call offered to help & advised me that Becky resceded the offer of \$250 - I think this person mentioned it was because I had mentioned buying a different car in the future. How did she even know that I might have considered a different model Nissan? I wasn't even up to that point. Just trying to deal with the present situation. Perhaps I would have to keep the car due to finances. I expressed total disapproval of her discussion ^{on tape}. The line person I talked to gave me # 1235810???. Until our last encounter I realized you can't get blood from a stone and was ready to surrender but not before our last appeal.

~~husband~~

My questions to you, Not Becky.

① Wouldn't reports on the internet, Russian, ~~husband~~, ^{the} same thing happening repeatedly, make you think something was wrong?

② Wouldn't an opinionated non-objective encounter with your representative, Becky, either cause you to believe she isn't sufficiently trained or that your company is totally unsympathetic, that is, if she truly ^{is} representative of you, she may have said you some money but hurt your P.R.

She wasn't interested in the facts or my situation & feelings. She kept saying "In four, I understand how you feel, but did she?" Instead she planned me by receding her minuscule allowance she produced. She repeated my right to buy in future, any car of my choice. This car was about my 2008 Russian ~~husband~~, 26,000+ miles none other. Tell me she was fair.

I have spent many hours dealing with this situation. I am tired & it has become disagreeable & non-productive. Now it is up to you.
Sincerely,

P.S. I represented a very successful company for 29 1/2 years before retiring.

10/21/13

I have contacted Dept National Highway Traffic
Safety

State Dept Motor Vehicles

Attorney General's office

New York State Consumer Protection

I advised Becky a \$250 voucher ^{is} no
way accepted as complete compensation
for repair of my car.

4 -
AFTERTHOUGHT

CONTINUATION

Oct. 13, as reported previously my Nissan versa collapsed on the right passenger side due to the coil breaking. It was nine days before I was able to pick it up due to complications at the dealership. They replaced only the shredded tire to cut costs even though I asked for the two front tires to be replaced which is preferable. You as a successful manufacturer must know everything that goes on at dealerships which in the end represent your products your company. If you were unaware of what happened to me, now you are. I feel you should reimburse my costs for repair or replace the other coil. I have everything good to say about my car other than this coil failure which makes it unsafe to drive. I keep waiting to hear that third etc on the driver side & am very cautious as to when I drive it & where. This is a problem no matter who owns the car. I believe reimbursement for my repair plus replacement of the other coil would make it a safe car again. At any rate, my problem is on record and I hope you do the right thing. I know I was in shock when this first happened & having a bit difficult

to deal with but Becky didn't
help me feel better or reassure me
that Hubert was there to help its
customers. Enclosed is just some
evidence of what I am reporting
taken from the internet. My towing
cost was another \$86⁰⁰.

Sincerely

A black rectangular redaction box covering the signature.

- ① ALL INCIDENTS DESCRIBED SIMILARLY.
 ② SURELY NOT EVERY BREAKDOWN REPORTED.
 ③ WHY WOULD A PART THAT ALMOST NEVER BREAKS
 DOWN BE DOING SO IN THE NISSAN VERSA REPEATEDLY.

NISSAN VERSA Problems - 2008 NISSAN VERSA Suspension Problems

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- ④ PLEASE NOTE (2007) PG 2 OF 3 584 COILS BACK ORDER.
 Suspension Problem on the 2008 NISSAN VERSA

Car problem(s) with the 2008 NISSAN VERSA. This database includes information received by NHTSA from consumers either directly or as recorded by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process. You may file your own complaint by calling the NHTSA Monday-Friday 8am to 6pm at (888) 327-4236, TTY: (800) 424-9153. You can also [file your complaint online](#).

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 Must Go..



- ⑤ WHY ISN'T NISSAN
 REPAIRING THESE VERSAS OR RECALLING THEM?

View other component problems for this vehicle or [view all problems](#)

Air Bags (4)	Engine And Engine Cooling (19)	Seat Belts (1)	Steering (13)	Unknown Or Other (1)
Communications (1)	Fuel Propulsion System (5)	Seats (2)	Structure (6)	Vehicle Speed Control (2)
Electrical System (14)	Fuel System Gasoline (18)	Service Brakes (1)	Suspension (15)	Visibility (4)
Electronic Stability Control (1)	Fuel System Other (4)	Service Brakes Air (1)	Tires (11)	Wheels (9)
Engine (1)	Power Train (12)	Service Brakes Hydraulic (5)		

Problem with Suspension

- ⑥ BECKY "THE SAME BECKY" JUST CALLED
 TO SAY THE DECISION REMAINS THE SAME.
 • Oct 21, 2013 - Cold Spring, NY - Suspension
 TL* THE CONTACT OWNS A 2008 NISSAN VERSA. THE CONTACT WAS DRIVING 40 MPH AND BEGAN TO SMELL SMOKE ACCOMPANIED BY A LOUD THUD. THE CONTACT DISCOVERED THAT THE FRONT PASSENGER'S SIDE TIRE WAS FLAT. THE VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION WHERE THE CONTACT WAS ADVISED THAT THE FRONT PASSENGER'S SIDE COIL SPRING FAILED, DAMAGING THE RIM AND PUNCTURING THE TIRE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE INCIDENT. THE APPROXIMATE FAILURE MILEAGE WAS 26,000.

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- ⑦ IF YOU HAVE NO INFLUENCE WHY REPORT
 THESE COMPLAINTS AT ALL?
 • Oct 21, 2013 - Cold Spring, NY - Suspension
 TL* THE CONTACT OWNS A 2008 NISSAN VERSA. THE CONTACT STATED THERE WAS AN ABNORMAL NOISE FROM THE PASSENGER'S SIDE OF THE VEHICLE IN ADDITION TO A BURNING ODOR. ALSO, THE FRONT PASSENGER'S SIDE OF THE VEHICLE FELL TO THE GROUND AND THE VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION. THE DEALER DIAGNOSED THAT THE FRONT PASSENGER'S SIDE COIL SPRING FAILED AND PUNCTURED THE PASSENGER'S SIDE TIRE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 28,000.

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- ⑧ I GUESS A FEW PEOPLE HAVE TO DIE.
 (SAD)
 • Jul 15, 2013 - Woodbury, NJ - Suspension
 WHILE PULLING OUT OF MY DRIVEWAY THE OTHER DAY, I HEARD A VERY LOUD "METAL ON METAL" SOUND COMING FROM THE FRONT OF MY CAR. FOLLOWED BY A NOTICEABLE LOWERING OF THE FRONT OF THE VEHICLE. I GOT OUT OF THE CAR AND FOUND A PIECE OF METAL ON THE DRIVEWAY IN THE SHAPE OF SEMI-CIRCLE AND SNAPPED ON ONE END. AFTERWARDS I NOTICED THE CAR WOULD BOTTOM OUT ON ENTERING/EXITING DRIVEWAYS AND TAKING MINOR ROAD IMPERFECTIONS AND POTHOLES VERY HARD. WENT TO MY MECHANIC, SHOWED HIM THE PIECE OF METAL I FOUND AND EXPLAINED WHAT HAD BEEN HAPPENING SINCE THEN, AND HE SAID YOUR SPRING COIL BROKE. UPON READING ALL THE SUSPENSION COMPLAINTS FOR THE VERSA FOR SIMILAR MODEL YEARS, THIS HAS TO BE EITHER A DEFECTIVE PART OR DESIGN ON NISSAN'S PART. I HAVE NEVER HAD A CAR THAT EXPERIENCED A BROKEN SPRING COIL. I WOULD NOT EXPECT A CAR SLIGHTLY OVER 5 YEARS OLD TO HAVE THIS HAPPEN. DOES NISSAN INTEND ON ADDRESSING THIS ISSUE?

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- ⑨ I REPORTED TO BECKY, CUSTOMER REP.
 ⑩ I REPORTED TO CORPORATE HEADQUARTERS
 • Jul 07, 2013 - Bedford, NH - Suspension
 WHILE SITTING IN THE YARD WE HEARD A METAL CLANG SOUND COMING FROM ONE OF THE CARS. WE LOOKED BUT COULD NOT TELL WHICH CAR IT CAME FROM. LATER WHEN I STARTED TO DRIVE THE CAR ON THE HIGHWAY THE FRONT PASSENGER TIRE SHREDDED. THIS WAS DUE TO THE FRONT PASSENGER SIDE SPRING BEING BROKEN. WE LATER FOUND THE BROKEN PIECE WHERE THE CAR WAS PARKED. THE VEHICLE ONLY HAD 48,684 MOSTLY HIGHWAY MILES ON IT.

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- ⑪ THEY BOUNCED IT BACK TO BECKY
 ⑫ SHE CALLED ME TODAY. THEY JUST DON'T CARE.
 • Jun 10, 2013 - Parma Heights, OH - Suspension
 DRIVING DOWN THE ROAD WE HEARD A LOUD BANG, THEN THE CAR DARTED HARD TO THE LEFT. COULDN'T GO OVER 15 MPH WITHOUT LOUD

SCRAPE AND HARD PULL TO LEFT. GARAGE SAID COIL SPRING BROKE IN HALF AND ALMOST PUNCTURED TIRE. NO RUST ON THE SPRING, MECHANIC SAID IT WAS A DEFECTIVE PART.

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- **May 12, 2013 - Gwynn Oak, MD - Suspension**
THE CAR HAS BEGUN TO MAKE A LOUD METAL CLUNKING SOUND AT THE TOP RIGHT SUSPENSION AS WELL AS WHAT ALMOST SOUNDS LIKE A GRINDING BUT NOT SIMILAR TO THAT OF THE BRAKING SYSTEM. I WAS GOING AROUND A CURVE AT THE TIME. THE SOUND GETS WORSE WHEN GOING DOWN A HILL CHANGING SPEEDS, SWITCHING LANES, ON POT HOLES OR AN UNEVEN SURFACE. I TOOK IT TO A FEW DIFFERENT PLACES AND COULD NOT REPRODUCE THE PROBLEM AT THE TIME. WHILE DRIVING WITH A MORE EXPERIENCED MECHANIC HE WAS ABLE TO DETERMINE THE SOUND TO BE ISOLATED TO THE RIGHT STRUT AND THE LEFT INNER TIE ROD. HE SAID THAT THE STRUTS ARE USUALLY ONLY REPLACED ONCE IN A CAR'S LIFETIME SO I AM WONDERING WHY IT NEEDS TO BE REPLACED SO SOON. I AM WRITING THE COMPLAINT BECAUSE I THINK THIS HAS BEEN AN ISSUE ALL ALONG. THE CAR NEEDS AN ABNORMAL AMOUNT OF REALIGNMENTS AND BRAKE REPLACEMENTS. WHEN I FIRST RECEIVED THE CAR THE ROTORS AND BRAKES HAD TO BE REPLACED BECAUSE SOMEHOW THEY HAD BEEN INSTALLED BACKWARDS. THE STEERING HAS ALWAYS FELT INSECURE AS WELL AS THE FEELING WHEN PRESSING THE GAS AND THE BRAKES. THE FEELING I HAVE NOW UNDER THE PEDALS WHEN THE SOUND OF THE STRUT MALFUNCTIONING ENGAGES I HAVE FELT ALL ALONG BUT NOT THIS INTENSELY. THERE MAY BE AN ISSUE WITH THE PARTS USED AS I HAVE SPOKEN TO SO MANY NISSAN OWNERS WHO REPORTED THE SAME ISSUE OF STEERING AND EXHAUST SYSTEM ISSUES ON NISSANS.

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- **Apr 12, 2013 - Cape Elizabeth, ME - Suspension**
I PARKED MY NISSAN VERSA IN A PARKING LOT WHILE I WAS AT WORK ALL DAY. I HADN'T HAD ANY PROBLEMS WITH IT. WHEN I GOT IN TO LEAVE IN THE EVENING AND PUT THE CAR IN DRIVE AND WENT FORWARD A FEW INCHES, I HEARD A HORRIBLE CRUNCHING NOISE LIKE I HIT SOMETHING. WHEN I BACKED UP TO SEE WHAT WAS UNDER MY CAR, I JUST SAW A METAL HORSESHOE SHAPED BROKEN PIECE ON THE GROUND. MY MECHANIC SAYS IT IS A COIL SPRING THAT BROKE. I'VE SEEN MANY COMPLAINTS ABOUT THIS FROM NISSAN VERSA OWNERS. THE BROKEN PART DIDN'T SEEM RUSTY AT ALL. I DON'T KNOW WHY THIS HAPPENED. THE CAR HASN'T BEEN IN AN ACCIDENT. IT SEEMED TO HAPPEN OUT OF THE BLUE.

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- **Sep 03, 2012 - Milwaukee, WI - Suspension**
VEHICLE HAS AN INCREASINGLY LOUD CLUNKING NOISE EMANATING FROM FRONT SUSPENSION WHEN TURN IS MADE OR SMALL BUMP/HOLE IS MOVED OVER. SOUNDS AS IF THERE IS METAL ON METAL AND LOSE COMPONENTS IN THE SUSPENSION. THIS NOISE IS NOT APPARENT AT HIGHER SPEEDS AND ONLY IS AUDIBLE WHEN GOING OVER A BUMP/POT HOLE. ADDITIONALLY, WHEN VEHICLE TURNS, THERE IS A NOTICEABLE 'KLUNK' IN THE STEERING ASSEMBLY THAT IS OFTEN EXACERBATED WHEN GOING OVER A BUMP IN THE ROAD. STEERING FEELS LOSE WHEN THIS HAPPENS AS IF JOINT IS MALFUNCTIONING.

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- **Mar 26, 2012 - Williamsville, NY - Suspension**
FRONT COIL SPRING SNAPPED.

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- **Feb 06, 2012 - 07950, NJ - Suspension**
1ST...AFTER 25K MILES THE CAR BEGAN TO SHIFT ON ITS OWN IRREGULARLY, FINALLY AT 45K IT WAS NOTICED THAT THE CVT WAS NOT WORKING PROPERLY. IT WAS REPLACED UNDER WARRANTY, EVEN THOUGH IT WAS COVERED IT ACTUALLY COST ME 1,800 FOR AN EXTENDED WARRANTY. SECOND PROBLEM WAS A THUMPING NOISE AS I WENT OVER A BUMP IN THE FRONT END THAT WAS DIAGNOSED AS DAMAGED STRUTS AND THE SUB-FRAME LINKS, THIS WAS NOT COVERED BY WARRANTY, AND WE ARE STUCK WITH THIS ONGOING FAULTY PROBLEM. IT IS GREATER THAN 4,000 TO FIX.

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- **Jan 22, 2012 - Morris Plains, NJ - Suspension**
THERE IS A CLUNKING NOISE COMING FROM THE FRONT END, AS ONE ROLLS OVER A SPEED BUMP AT SLOW SPEED OR ENTERS A DRIVEWAY. THE NOISE BEGAN AFTER 20,000 MILES AND HAS WORSENER (NOW HAS 65,000). AFTER NISSAN INSPECTED THE CAR IT WAS NOTED THE SUB-FRAME LINKS AND STRUTS WITH STRUT MOUNT ASSEMBLY ARE FAULTY. NISSAN FORUMS ARE FULL OF COMPLAINTS REGARDING THE SAME PROBLEM.

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- **Dec 08, 2011 - Fairfax, VA - Suspension**
TL* THE CONTACT OWNS A 2008 NISSAN VERSA. THE CONTACT STATED THAT SHE WOULD HEAR A CLICKING NOISE WHILE TURNING AT LOW SPEEDS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THEY WERE UNABLE TO DIAGNOSE A FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE CONTINUED. THE VEHICLE WAS TAKEN BACK TO AN AUTHORIZED DEALER AND THE CONTACT WAS INFORMED THAT THE FRONT SUSPENSION SYSTEM NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 27,000.

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- **Jun 16, 2010 - Lafayette, IN - Front**
WE OWN A 2008 NISSAN VERSA. IT CURRENTLY ONLY HAS 9,400 MILES ON IT. WHEN DRIVING IT THERE IS A "POPPING" FEEL UNDERNEATH THE FLOORBOARDS/IN THE FRONT END OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALERSHIP 2-26-09 WHERE THEY REPLACED BOTH UPPER STRUT BEARINGS AND COMPLETED A FRONT WHEEL ALIGNMENT. AGAIN, THE VEHICLE EXHIBITED THE SAME ISSUES AND ON AUGUST 5, 2009 BOTH UPPER STRUT BEARINGS WERE REPLACED AND ANOTHER ALIGNMENT WAS COMPLETED. WE TOOK THE VEHICLE TO THE DEALERSHIP AGAIN YESTERDAY WITH THE SAME COMPLAINT. THIS TIME THEY SAY THEY CAN'T "HEAR" IT (YOU CAN'T HEAR IT, BUT YOU CAN FEEL IT), SO THEY DIDN'T DO ANYTHING. THEY REFUSED TO EVEN PUT IT UP ON THE LIFT TO TAKE A LOOK AT THE ASSEMBLY SINCE THEY COULDN'T "HEAR" ANYTHING. AFTER DOING RESEARCH, WE ARE SEEING THIS SAME COMPLAINT ON MANY DIFFERENT WEBSITES. NISSAN NEEDS TO FIX THESE VEHICLES. ONE LISTED ON THIS SITE WAS INVOLVED IN AN ACCIDENT APPARENTLY DUE TO THE STRUT FAILURE.

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- **Mar 02, 2010 - San Diego, CA - Front**
THE FRONT LEFT DRIVER'S SIDE OF MY 2008 NISSAN VERSA HATCHBACK STARTED TO THUD/THUMP WHEN TURNING TO THE RIGHT AT LOW SPEED. NOW THE VEHICLE CANNOT NOT TURN RIGHT QUICKLY, THUS I COULD NOT AVOID AN ACCIDENT IN AN EMERGENCY SITUATION. I HAVE TAKEN TO DEALER AND THEY CANNOT REPRODUCE THE SYMPTOMS, BUT I ENCOUNTER DAILY.

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- **Jul 28, 2008 - Lansdale, PA - Suspension**
AS I WAS ENTERING AN ON RAMP TO 876 EAST IN PHILADELPHIA, PA, I HEARD A CRUNCH (METAL ON METAL) IN MY FRONT PASSENGER SIDE. I ATTEMPTED TO STRAIGHTEN OUT MY CAR AFTER THE SUPT RIGHT TURN AND MY RIGHT TIRE WAS NOT REACTING TO MY TURNING OF THE STEERING WHEEL. I HIT THE BRAKE A BIT AND TRIED TO SLOW THE CAR WHEN MY CAR STARTED TO FISH TAIL. AT THIS INSTANCE I GAVE THE VEHICLE SOME GAS TO TRY AND REGAIN CONTROL OF THE VEHICLE, BUT I WAS ALREADY IN A SPIN THAT CAUSED ME TO COMPLETELY LOSE

CONTROL AND I ATTEMPTED TO GAIN CONTROL, BUT I WAS UNSUCCESSFUL. AS THE CAR SPUN PAST 360 DEGREES, I WENT OVER AN ISLAND AND CAME TO AN ABRUPT STOP ONCE I TOOK OUT THE STOP SIGN ON THIS ISLAND. LUCKILY NO BODY WAS HURT AND I MANAGED TO NOT HIT ANY VEHICLES OR PEDESTRIANS. AFTER SEVERAL HOURS WAITING FOR A TWO TRUCK AND PHILADELPHIA POLICE, THE VEHICLE AND MYSELF MADE OUR WAY TO A BODY SHOP IN LANSDALE, PA. AFTER EXAMINATION FROM THE MECHANICS AT THIS BODY SHOP (J.L. FREED) I WAS TOLD THAT THE STRUT ASSEMBLY IN MY FRONT RIGHT PASSENGER SIDE WAS IN 3 PIECES. THIS WAS EVIDENT TO ME THAT SOMETHING MECHANICALLY WENT WRONG AS I WAS MAKING THAT SLIGHT RIGHT ON THE EVENING OF JULY 23, 2008. NOW, I WAS GIVEN MY ESTIMATE FOR THE DAMAGES AND THE PARTS THAT NEED TO ORDERED AND REPLACED. I FEEL THAT NISSAN NEEDS TO BE MADE AWARE OF THIS EVENT AS I WAS JUST AT A NISSAN DEALER (MONTGOMERYVILLE NISSAN) 3 WEEKS PRIOR (JULY 05, 2008) TO HAVE MY CAR INSPECTED. I HAVE YET TO FIND OUT IF MONTGOMERYVILLE NISSAN SAW ANY TYPE OF POTENTIAL FAILURE IN THIS SPECIFIC STRUT ASSEMBLY THAT MALFUNCTIONED AND SPLIT APART CAUSING MY ACCIDENT. NISSAN NEEDS TO BE AWARE OF THIS INCIDENT AS THIS COULD HAVE RESULTED IN A FATALITY OF MYSELF OR ANOTHER IF I WAS SAY ON THE HIGHWAY THIS STRUT ASSEMBLY DECIDED TO FALL APART.

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- [2007 NISSAN VERSA - Suspension Problem](#)
- [\(This Page\) - 2008 NISSAN VERSA - Suspension Problem](#)
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Suspension Problem on the 2007 NISSAN VERSA

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Air Bags (15)	Fuel Propulsion System (4)	Seat Belts (3)	Structure (6)	Vehicle Speed Control (1)
Electrical System (10)	Fuel System Gasoline (20)	Service Brakes (1)	Suspension (20)	Visibility (6)
Engine (4)	Fuel System Other (1)	Service Brakes Hydraulic (6)	Tires (11)	Visibility Wiper (1)
Engine And Engine Cooling (29)	Power Train (5)	Steering (13)	Traction Control System (2)	Wheels (4)
Equipment (2)				

Problem with Suspension

- Jul 31, 2013 - Kansas City, MO - Suspension**
 BOTH FRONT SUSPENSION COILS BROKE. I HEARD, THEN SAW SOMETHING DROP OFF MY CAR. I WENT BACK FOR THE PART AND DROVE TO THE DEALERSHIP. IT WAS PART OF A SUSPENSION COIL. THEY PUT IT UP ON THE RACKS AND FOUND THAT BOTH FRONT COILS WERE BROKEN. THEY SAID THEY HAVE NEVER SEEN THIS ON ANY CAR BEFORE. IT SEEMS TO ME THERE HAS TO BE A DEFECT EITHER IN THE METAL USED TO MAKE THE COIL OR IN THE DESIGN. THE DEALERSHIP SAID THERE IS NO RECALL ISSUED FROM NISSAN ON THIS, BUT I WONDER IF IT IS SOMETHING THAT SHOULD BE INVESTIGATED IN CASE THERE IS A DEFECT. I WAS LUCKY BUT SOMEONE ELSE MIGHT BE HURT IF THE SUSPENSION IS FALLING APART.

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- Jul 23, 2013 - Abingdon, VA - Suspension**
 WHILE PULLING AWAY FROM A PARKED POSITION IN OUR DRIVEWAY, THE PASSENGER SIDE FRONT COIL SPRING BROKE. THE REMAINING LARGER PORTION OF THE SPRING WAS NOW RUBBING AGAINST THE INSIDE WALL OF THE FR TIRE. THE JAGGED EDGE WAS CLOSER TO THE ENGINE SIDE, FORTUNATELY. THE SMALLER BROKEN PIECE WAS ON THE GROUND, SHAPED LIKE A HALF CIRCLE. THERE WAS NO RUST ON EITHER SPRING PIECE.

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- Jul 10, 2013 - West Hartford, CT - Suspension**
 TL* THE CONTACT OWNS A 2007 NISSAN VERSA. THE CONTACT STATED THAT WHILE THE VEHICLE WAS PARKED, THERE WAS A LOUD NOISE HEARD FROM THE VEHICLE. THE CONTACT LATER DISCOVERED THAT THE FRONT PASSENGER'S SIDE COIL SPRING WAS FRACTURED. THE DEALER STATED THAT THE COIL SPRING NEEDED TO BE REPLACED BUT DID NOT PROVIDE A REASON AS TO WHY THE COIL SPRING FRACTURED WHILE THE VEHICLE WAS NOT IN MOTION. THE FAILURE MILEAGE WAS 23,389. THE VIN WAS NOT AVAILABLE.

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- Jun 22, 2013 - Cresco, PA - Suspension**
 CAR JUST SEEMED TO BE LEANING ON THE LEFT SIDE. ALSO FOUND THAT THE RIDE WAS VERY ROUGH. TOOK IT TO THE DEALER WHERE THEY FOUND THAT THE LEFT COIL SPRING AND SWAY BAR WERE SNAPPED IN HALF.

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- Jun 18, 2013 - Jacksonville, NC - Suspension**
 POPPING NOISE HEARD IN SUSPENSION AND FELT IN STEERING COLUMN DURING LEFT AND RIGHT TURNS AT SLOW SPEEDS. PER NISSAN DEALERSHIP ITS BECAUSE OF A DEFECTIVE UPPER STRUT BEARING, PER THE TSB'S AND COMPLAINTS LISTED IT COULD RANGE FROM A NUMBER OF ISSUES INCLUDING THE INTERMEDIATE SHAFT AND LINKAGE. THE SUSPENSION ON THIS VEHICLE HAS SOME SERIOUS ISSUES THAT NEED TO BE ADDRESSED.

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• **May 09, 2013 - Dryden, NY - Suspension**

MY HUSBAND WAS BACKING OUT OF THE GARAGE AND A PIECE OF THE SUSPENSION COIL (DRIVER SIDE FRONT) FELL OFF FOR NO REASON. MY FOUR YEAR OLD TWINS WERE IN THE BACK IN THEIR CAR SEATS. WE ARE CURRENTLY TOWING IT TO GET IT FIXED. WE CALLED A DEALERSHIP AND THEY SAID ONLY CERTAIN VEHICLES FROM THAT TIME PERIOD ARE COVERED FOR THIS DEFECT. THERE IS A NATIONAL TECHNICAL SERVICE BULLETIN ABOUT IT. OUR CAR IS NOT COVERED (DETERMINED BY DEALERSHIP BY VIN). I WOULD HATE TO THINK WHAT WOULD HAVE HAPPENED IF MY FAMILY WAS NOT IN THE DRIVEWAY BUT INSTEAD DRIVING DOWN THE ROAD WHEN THIS HAPPENED.

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• **Jun 04, 2012 - South Hamilton, MA - Suspension**

THE DRIVER'S SIDE FRONT SPRING BROKE ON MY 2007 NISSAN VERSA. LUCKILY, I WAS DRIVING SLOWLY (ABOUT 30MPH) ON A QUIET ROAD (NO BIG POT HOLES OR BUMPS). I HEARD A HUGE POP AND THEN HAD TROUBLE STEERING. AFTER PULLING IT INTO A GAS STATION, I QUICKLY NOTICED THAT THE ENTIRE FRONT DRIVER'S SIDE WAS NEARLY RESTING ON MY FRONT TIRE. LUCKILY, THE TIRE WASN'T COMPROMISED BY THE SPRING/BODY. THE CAR WAS NOT DRIVABLE AND HAD TO BE TOWED. FROM MY KNOWLEDGE OF CARS, SPRINGS TEND TO LAST FOR THE LIFETIME (OR BEYOND) OF THE VEHICLE. THIS IS DANGEROUS AND UNEXPECTED.

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• **Dec 14, 2011 - Prattville, AL - Suspension**

THE ENTIRE CONTROL PANEL WENT OUT. AFTER RESTARTING THE CAR, IT APPEARS THERE WAS A BURNING SMELL. MORE REPAIRS FOR A CAR THAT IS ONLY A FEW YEARS OLD AND NOT EVEN PAID OFF. BEGAN WITH THE SUSPENSION RIGHT AFTER THE WARRANTY WENT OUT. WHAT A PIECE OF POOH!

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• **Jun 06, 2011 - Fonda, NY - Front**

NISSAN VERSA 2007 FRONT COIL SPRING SNAPPED. THE CAR WAS PARKED IN DRIVEWAY AS WE BACKED UP HEARD LOUD CLUNK PIECE OF COIL WAS ON GROUND. LUCKY TO BE IN DRIVEWAY AT TIME IT HAPPENED. TOOK CAR TO MONROES THE TRIED TO GET PART NO GOOD WENT TO DEALER. THEY FIRST SAID 2 DAYS TO GET PART. DID NOT HAPPEN. NOT THE PART HAS AN UNKNOWN ETA. NISSAN DEALER PARTS PERSON SAID THERE WE 584 COILS ON BACK ORDER. THIS PROBLEM SEEM TO BE METAL DEFECT WHEN THE SPRING WAS MADE. REALLY HARD TO BELIEVE NISSAN DOES NOT HAVE ANY IN STOCK THEY ARE STILL PRODUCING VERSAS SO WHY NOT GET THE COIL SPRINGS FROM THE ASSEMBLY PLANT. IT IS COSTING A LOT OF MONEY TO RENTAL A VEHICLE WITH NO REPAIR IN SITE. MAYBE THIS NEED TO BE A RECALL ON THIS PART. I HAVE A PIECE OF THE COIL IF NEEDED FOR ANALIZING. THANKS

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• **May 02, 2011 - Pittsburgh, PA - Front**

LEFT FRONT COIL SPRING BROKE. CAR WAS PARKED IN GARAGE AND WHEN IT WAS STARTED IN ORDER TO BACK OUT OF THE GARAGE, THERE WAS A BANGING SOUND. I GOT OUT TO SEE IF I HAD HIT ANYTHING ON THE GARAGE AND FOUND A PIECE OF THE SPRING ON THE GARAGE FLOOR. SPRING WAS REPLACED.

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• **Mar 09, 2011 - Henrico, VA - Suspension**

THE 2007 NISSAN VERSA PULLS TO THE LEFT WHILE DRIVING. WHILE DECELERATING THE STEERING WHEEL SHAKES VIOLENTLY; ADDITIONALLY YOU CAN HEAR A SQUEALING COMING FROM THE FRONT END WHILE BRAKING. IT SOUNDS AS THOUGH THE UNIVERSAL JOINT IS COMING LOOSE.

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• **Mar 07, 2011 - Greensboro, MD - Front**

NOISY WORN FRONT STRUT BUSHINGS.

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• **Oct 14, 2010 - Newport News, VA - Suspension**

2007 NISSAN VERSA ALWAYS PULLS TO THE LEFT, ALIGNMENT PROBLEM.

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• **Sep 13, 2010 - Philadelphia, PA - Suspension**

TL CONTACT OWNS A 2007 NISSAN VERSA. THE CONTACT STATED THAT WHEN ATTEMPTING A RIGHT TURN AT ANY SPEED, THERE WAS AN UNUSUAL GRINDING NOISE COMING FROM THE STEERING WHEEL. THE VEHICLE WAS NOT TAKEN FOR INSPECTION OR REPAIRS. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 26,500. RE-MAILED 11/19/10. UPDATED 12/03/10. UPDATED 11/23/11 THE CONSUMER ALSO STATED THE STRUT BUSHING WERE DEFECTIVE. UPDATED 11/30/11

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• **Jul 08, 2010 - Phoenix, AZ - Front**

ON JUNE, 2008 I PURCHASE NISSAN VERSA FROM AN INSURANCE AUCTION. THE DAMAGES ON THE VEHICLE WERE ON REAR END, AND FRONT BUMPER WAS MISSING. NO DAMAGES ON THE FRONT. I PERSONALLY FIXED THE BODY DAMAGES AND PRESENT THE VEHICLE TO SALVAGE INSPECTION. THE VEHICLE SUCCESSFULLY PASSED THE TEST AND WAS REGISTERED WITH RESTORE SALVAGE TITLE. ODOMETER WAS SHOWING LITTLE OVER 12000MI. THE FIRST 1000MI. I DIDN'T HAVE ANY PROBLEMS. WHEN THE VEHICLE REACHED ABOUT 13000MI. I NOTICED A CLUNKING AND KNOCKING NOISE IN THE FRONT END OF THE VEHICLE AND I FELT IT IN THE STEERING WHEEL. THE NOISE WAS COMING FROM PASSENGER SIDE. ALL THESE ISSUES ARE ACTING WHEN THE VEHICLE IS DRIVING SLOWLY AND MAKING RIGHT TURN GOING UP ON THE DRIVEWAY OR DOWN ON THE DRIVEWAY. I ASKED THE DEALER IF THE CAR IS STILL COVERED WITH MANUFACTURE WARRANTY ALTHOUGH IT HAS RESTORE SALVAGE TITLE. THE ANSWER CLEARLY NO. I DID SOME RESEARCH ON THE NET FOR RECALLS AND SURPRISINGLY I FOUND FORUMS WHICH DISCUSS THE SAME PROBLEMS. DESPITE NUMEROUS COMPLAINTS ON THE NET AND EVEN AFTER THE DEALER ACTS AND TRIES TO FIX THE VEHICLES BY REPLACING MULTIPLE PARTS AND COMPONENTS THE PROBLEM ARE STILL EXISTING. ALL THIS IS VERY DISAPPOINTING AND I DON'T SEE ANY REASONS TO VISIT THE DEALER AND TRUST THEM TO FIX IT. I DIDN'T SEE ANY RECALL INFORMATION FOR THE PROBLEMS LISTED ABOVE. I'M EUROPEAN CERTIFIED MECHANIC AND I'M WORKING WITH DIFFERENT VEHICLES, BUT I'VE NEVER SEEN SUCH A PROBLEM! I INSPECTED MY VEHICLE MULTIPLE TIMES AND COULD NOT FIND ANY REASON FOR THIS NOISE. TODAY 07/08/2010 TWO YEARS AFTER I FIRST NOTICE THIS PROBLEM THE NOISE IS MUCH LOUDER. I STILL CAN'T FIND ANY REASON FOR THIS NOISE. IT SEEMS LIKE NISSAN DEALERS DON'T HAVE CLEAR ANSWER WHICH PART CAUSES THIS NOISE. PLEASE TAKE ALL THIS INTO CONSIDERATION AND INVESTIGATE FURTHER THIS ISSUE. PLEASE NOTE THERE HAS NOT BEEN ACCIDENT WITH THIS VEHICLE YET BECAUSE OF THE WRITTEN ABOVE. TO FILL THIS COMPLAINT I'M PUTTING TODAY'S DATE.

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• **Oct 02, 2009 - Brooklyn, NY - Front**

ABOUT APRIL 8 2007 9 DAYS WHILE PURCHASING THIS CAR I REPORTED A COMPLAINT TO THE LOCAL BAYRIDGE NISSAN SERVICE DEPARTMENT ABOUT A CLUNKING AND KNOCKING NOISE IN THE FRONT END OF THE CAR AND FELT IN THE STEERING WHEEL. THE VEHICLE HAD LESS THAN 200 MILES AT THE TIME. AFTER AT LEAST 12/15 TRIPS TO VARIOUS SERVICE DEPARTMENT FOR REPAIR ATTEMPTS, RIGHT AXLE, STRUTS, STRUT MOUNTS, STRUT BEARINGS ON THE LEFT AND RIGHT SIDE, THE PROBLEM WOULD NOT GO AWAY. THEY EVENTUALLY PLACED LARGE METAL WASHERS

BETWEEN THE SUB FRAME AND CROSS BRACE SUPPORT BECAUSE THEY STATED THAT THE SUB FRAME BUSHINGS HAD SAGGED, OR WHERE IMPROPERLY INSTALLED AT THE MANUFACTURER. NOW THE STEERING FEELS LOOSE AND THE ONLY WAY I CAN DESCRIBE IT IS IT FEELS AS IF THE STEERING COLUMN IS SEPARATING WHEN TAKING TURNS OVER UNEVEN ROAD SURFACES. THEY HAVE CHANGED RIGHT AXLE MANY TIMES BUT NO USE. NISSAN NORTH AMERICA REPRESENTATIVE MR JUSTIN HALL REVIED CASE 3 TIMES COULD NOT FIX THE VEHICLE FROM HIS MECHANIC SEND BY NISSAN. THIS VEHICLE IS ADANGEROUS VEHICLE I HAVE NO OTHER MEANS TO AS I HAVE TRIED TWO 2 NISSAN SERVICE STATIONS AND NISSAN MECHANIC, STILL PROBLEM IS THERE 2 WEEKS BACK BRAKE SUDDENLY WENT DOWN I DROVE WITH OUT BRAKE FOR A WHILE, MY FAMILY TRAVELS IN THIS CAR. ANY INCIDENT / ACCIDENT DUE TO FAILURE OF THESE PARTS I WILL HELD NISSAN LIABLE.

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• **Aug 25, 2009 - Neosho, MO - Front**

ON OR ABOUT MARCH 28TH 2009 I REPORTED A COMPLAINT TO THE LOCAL NISSAN SERVICE DEPARTMENT ABOUT A CLUNKING AND KNOCKING NOISE IN THE FRONT END OF THE CAR AND FELT IN THE STEERING WHEEL. THE VEHICLE HAD LESS THAN 32,000 MILES AT THE TIME. THIS WAS NOT MY FIRST ATTEMPT TO GET THIS ISSUE LOOKED AT, BUT IT WAS THE FIRST TIME THEY ACKNOWLEDGED A PROBLEM. AFTER AT LEAST 6 TRIPS TO THE SERVICE DEPARTMENT FOR REPAIR ATTEMPTS, STRUTS, STRUT MOUNTS, STRUT BEARINGS ON THE LEFT AND RIGHT SIDE, THE PROBLEM WOULD NOT GO AWAY. THEY EVENTUALLY PLACED LARGE METAL WASHERS BETWEEN THE SUB FRAME AND CROSS BRACE SUPPORT BECAUSE THEY STATED THAT THE SUB FRAME BUSHINGS HAD SAGGED, OR WHERE IMPROPERLY INSTALLED AT THE MANUFACTURER. NOW THE STEERING FEELS LOOSE AND THE ONLY WAY I CAN DESCRIBE IT IS IT FEELS AS IF THE STEERING COLUMN IS SEPARATING WHEN TAKING TURNS OVER UNEVEN ROAD SURFACES.

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• **Mar 22, 2008 - Cicero, IL - Front**

FRONT RIGHT STRUT WAS REPLACED 3 TIMES AMONG OTHER PARTS WITHOUT ANY LUCK TO SOLVE THE PROBLEM. ALSO THAT CAR HAS A PROBLEM WITH THE A/C SYSTEM THAT COMES FROM THE FACTORY WITHOUT ENOUGH FREON OR NO FREON AT ALL.

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• **Apr 28, 2008 - Shelbyville, TN - Front**

MY VEHICLE HAS BEEN IN THE SHOP REPEATEDLY FOR THE FRONT END "POPPING" WHEN TURNING RIGHT. THE RIGHT STRUT AND BUSHING, RACK AND PINION, AND SWAY BAR HAS BEEN REPLACED. THIS VEHICLE STILL HAS A QUICK "POP" WHICH CAN BE FELT IN THE STEERING WHEEL WHEN INITIALLY TURNING RIGHT. I FEAR SOMETHING MAY FAIL WHEN DRIVING AND LOSS OF CONTROL MAY OCCUR. THIS HAS BEEN AN ONGOING PROBLEM THAT EVEN NISSAN CANNOT SEEM TO FIX. I HAVE COMPLAINED TO NISSAN ABOUT THIS ISSUE AND AS YOU CAN SEE THEY HAVE REPLACED NUMEROUS PARTS. I DONT KNOW WHAT ELSE TO DO.

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• **Jun 27, 2007 - Artesia, CA - Suspension**

TL CONTACT OWNS A 2007 NISSAN VERSA. WHILE DRIVING APPROXIMATELY 60-70 MPH, THE VEHICLE VEERS TO THE LEFT. WHEN DECELERATING, THE VEHICLE VEERS TO THE RIGHT AND FEELS AS IF IT WILL SPIN OUT. THE CONTACT HAS SCHEDULED AN APPOINTMENT AT THE DEALER FOR JUNE 29, 2007. THE POWERTRAIN WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 30. THE CONSUMER STATED TOOK THE VEHICLE TO CERRITO'S AND THE MECHANIC TEST DROVE THE VEHICLE AND STATED THERE WAS NOTHING WRONG WITH THE VEHICLE. THE FOREMAN STATED IT COULD BE STEERING BUT SINCE IT IS ELECTRIC AND DOES NOT HAVE POWER STEERING. SHE DOES NOT KNOW IF THAT IS THE REASON THE VEHICLE IS VEERING TO EITHER THE RIGHT OR LEFT. THE CONSUMER STATED FEELS UNSAFE DRIVING THE VEHICLE AND PROVIDED EMAILS FROM OTHER CONSUMERS WITH THE SAME DEFECT. THE CONSUMER ALSO PROVIDED A COPY OF THE REPAIR INVOICE. UPDATED 07/31/07

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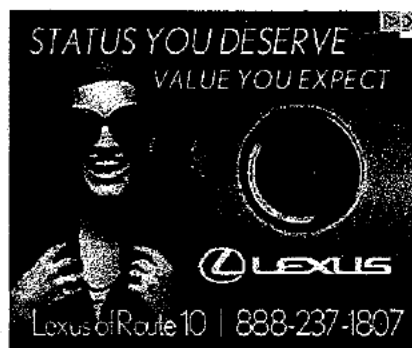
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Engine And Engine Cooling (11)	Fuel System Other (2)	Service Brakes Electric (1)	Tires (14)	

Problem with Suspension

- Oct 10, 2013 - Medford, NY - Suspension**
I HAVE A HISTORY OF COMPLAINTS WITH NISSAN ABOUT THE STEERING. MY COMPLAINT WAS ABOUT A PINGING NOISE COMING FROM THE FRONT END. YOU COULD ALSO FEEL THIS PING IN THE STEERING WHEEL. NISSAN IGNORED THIS COMPLAINT AND EXPLAINED IT WAS MY ABS CALIBRATING. AS TIME WENT BY THE NOISE GOT WORSE. NISSAN WOULD EVEN CHARGE ME \$150.00 EACH TIME THEY LOOK AT THE CAR FOR THIS NOISE AND COULD NOT FIND ANYTHING WRONG. LAST WEEK NISSAN TOLD ME THERE IS A PROBLEM WITH THE SPRING MOVING WHEN THE STEERING WHEEL TURNS. THE SPRING TIGHTENS AND LOOSENS WITH EACH TURN OF THE WHEEL. THEY HAVE IDENTIFIED THE PROBLEM AND HAVE A FIX FOR IT, BUT THEY WANT ME TO PAY FOR IT. TO ME THIS SOUNDS LIKE A DEFECT IN DESIGN AND I SHOULD NOT BE LIABLE FOR THE CHARGES, HOWEVER THEY WONT REPAIR IT UNLESS I PAY FOR IT.

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- Aug 27, 2013 - Portageville, NY - Suspension**
AT 65 MILES AN HOUR THE FRONT COIL SPRING ON THE DRIVER'S SIDE MALFUNCTIONED AND BROKE CREATING A SHARP EDGE THAT CUT THE FRONT DRIVER'S SIDE TIRE. THIS CAUSED A BLOW OUT ON THE HIGHWAY. THE CAR ON EXAMINATION AFTER THE MALFUNCTION HAD A TOTAL OF THREE BROKEN COIL STRINGS (TWO FRONT AND ONE REAR), AND OTHER DAMAGE TO THE SUSPENSION (TWO STRUTS, AND SWAY BARS). VEHICLE WAS TRAVELING ON INTERSTATE HIGHWAY AT THE TIME. OPERATOR WAS ABLE TO CONTROL VEHICLE AND MOVE TO SHOULDER THUS AVOIDING A MAJOR ACCIDENT. VEHICLE HAD TO BE TOWED FROM SHOULDER. IT APPEARS THESE SPRINGS ARE DEFECTIVE.

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- Aug 27, 2013 - Wilmington, DE - Suspension**
THE DRIVER SIDE FRONT SPRING COMPLETELY BROKE. I WENT TO THE VEHICLE ONE MORNING AND NOTICED THE FRONT OF THE CAR SITTING VERY LOW TO THE GROUND ON THE DRIVER SIDE. ALMOST NO SPACE BETWEEN WHEEL AND FENDER. I LOOKED UP UNDER THE WHEEL WELL AND SAW THAT THE SPRING WAS COMPLETELY BROKEN. LUCKILY I WAS NOT DRIVING THIS VEHICLE WHEN THIS HAPPENED. I HAVE SEEN NUMEROUS COMPLAINTS ABOUT THIS SAME INCIDENT AND STRONGLY BELIEVE THERE SHOULD BE A RECALL ON THIS PART. NISSAN BETTER STEP UP. I AM VERY DISAPPOINTED WITH NISSAN AND WOULD NEVER PURCHASE ANOTHER ONE EVER AGAIN. THE VEHICLE STILL HAS NOT BEEN FIXED. I ORDERED THE TWO FRONT SPRINGS AND WOULD TRY TO REPLACE THEM THIS WEEKEND. I WILL TAKE PICTURES AND POST THEM ONLINE.

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- Aug 06, 2013 - Rotterdam, NY - Suspension**
DROVE APPROXIMATING 5 MILES CITY DRIVING GOOD PAVED STREETS AND FELT SOMETHING NOT RIGHT WITH SUSPENSION. INSPECTED SUSPENSION PARTS AFTER REACHING MY DESTINATION TO FIND A BROKEN RIGHT FRONT COIL SPRING. VEHICLE IS IN EXCELLENT CONDITION AND NO SIGNS OF RUST ON ANY PARTS. THIS SPRING BROKE IN THE BOTTOM COIL.

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- Jul 31, 2013 - Westfield, MA - Suspension**
AT FIRST I WAS HEARING "BUMP" NOISES THAT SOUNDED LIKE A SWAY BAR ISSUE FOR A COUPLE DAYS. THEN I HEARD A NOISE THAT SOUNDED LIKE

I RAN OVER A BRANCH, EXCEPT THERE WAS NOTHING IN THE ROAD BEFORE - OR AFTER. I DROVE ABOUT 100 MILES HOME ON THE HIGHWAY, STILL THINKING IT WAS RELATED TO THE SWAY BAR. AFTER ABOUT 10 MILES ON THE BACKROADS, IT SOUNDED LIKE I SHED A METAL PART. UPON RETRIEVING THE PART FROM THE ROAD, IT WAS ABOUT A SEMICIRCULAR PIECE OF THE FRONT DRIVER SIDE COIL SPRING THAT BROKE FREE. ALL UNIDENTIFIED NOISES ARE NOW GONE, AND DEALER FOUND NOTHING WRONG WITH SWAY BAR (AFTER \$88 DIAGNOSTIC FEE). DEALER QUOTES \$565 FOR REPAIR, EXCEPT THEY CAN'T DO THE REPAIR EVEN IF I WANTED THEM TO. ACCORDING TO THE DEALER, IT IS A NISSAN EXCLUSIVE PART, EXCEPT NISSAN IS NOT CURRENTLY MAKING THE PART AND IT IS ON "NATIONAL NISSAN BACK ORDER". THE DEALER ADVISES THAT "I AM CURRENTLY PAYING MONTHLY FOR A CAR I CANNOT DRIVE, AND CANNOT REPAIR WITHOUT USING JUNKYARD PARTS THAT IN ALL LIKELY-HOOD WILL ALSO FAIL AT SOME POINT."

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- Jul 31, 2013 - Westfield, MA - Suspension**
 AT FIRST I WAS HEARING "BUMP" NOISES THAT SOUNDED LIKE A SWAY BAR ISSUE FOR A COUPLE DAYS. THEN I HEARD A NOISE THAT SOUNDED LIKE I RAN OVER A BRANCH, EXCEPT THERE WAS NOTHING IN THE ROAD BEFORE - OR AFTER. I DROVE ABOUT 100 MILES HOME ON THE HIGHWAY, STILL THINKING IT WAS RELATED TO THE SWAY BAR. AFTER ABOUT 10 MILES ON THE BACKROADS, IT SOUNDED LIKE I SHED A METAL PART. UPON RETRIEVING THE PART FROM THE ROAD, IT WAS ABOUT A SEMICIRCULAR PIECE OF THE FRONT DRIVER SIDE COIL SPRING THAT BROKE FREE. ALL UNIDENTIFIED NOISES ARE NOW GONE, AND DEALER FOUND NOTHING WRONG WITH SWAY BAR (AFTER \$88 DIAGNOSTIC FEE). DEALER QUOTES \$565 FOR REPAIR, EXCEPT THEY CAN'T DO THE REPAIR EVEN IF I WANTED THEM TO. ACCORDING TO THE DEALER, IT IS A NISSAN EXCLUSIVE PART, EXCEPT NISSAN IS NOT CURRENTLY MAKING THE PART AND IT IS ON "NATIONAL NISSAN BACK ORDER". THE DEALER ADVISES THAT "I AM CURRENTLY PAYING MONTHLY FOR A CAR I CANNOT DRIVE, AND CANNOT REPAIR WITHOUT USING JUNKYARD PARTS THAT IN ALL LIKELY-HOOD WILL ALSO FAIL AT SOME POINT."

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- Jul 11, 2013 - Ebensburg, PA - Suspension**
 I DROVE MY CAR TO WORK FINE THAT MORNING. LEAVING WORK I HEARD STRANGE CLUNKS WHILE IN THE PARKING LOT. LOOKED THE CAR OVER BUT DIDN'T NOTICE ANYTHING. CONTINUED TO DRIVE CAR ON MY USUAL ROUTE. I WENT OVER A BRIDGE AND MY CAR BOUNCED TERRIBLY. I MADE IT HOME AND MY BOYFRIEND FOUND MY DRIVER SIDE COIL SPRING BUSTED. WAS STILL ABLE TO CAREFULLY DRIVE IT TO MY MECHANIC AND HE FOUND THAT THE PASSENGER SIDE SPRING BROKE TOO. READING ONLINE I SEE MANY COMPLAINTS ON THIS HAPPENING. THERE SHOULD BE NO REASON THEY SHOULD BREAK ON SUCH A NEW CAR. THEY ARE DEFECTIVE AND HAZARDOUS. I FEEL VERY LUCKY MINE BROKE THE WAY THEY DID AND NOT PUNCTURE MY TIRE OR LOCK MY STEERING.

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- Jun 28, 2013 - Quakertown, PA - Suspension**
 THE LEFT FRONT COIL SPRING SNAPPED WHILE PULLING OUT OF MY DRIVEWAY. COST TO FIX - \$388. NISSAN HAS 33,000 MILES AND IS A FEW MONTHS OUT OF WARRANTY. THE SERVICE DEPT MANAGER ACKNOWLEDGED THE PART AS DEFECTIVE AND URGED ME TO CONTACT NISSAN. NISSAN CORPORATE, AFTER TWO WEEKS OF BACK AND FORTH, TOLD ME TOO BAD, NOT THEIR PROBLEM.

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- Jun 28, 2013 - Guilford, NY - Suspension**
 I BACKED UP MY CAR IN THE MORNING FROM PARKING LOT, HEARD AN UNUSUAL NOISE. STOPPED THE CAR AND COULD NOT FIND ANYTHING WRONG. AS I STARTED DRIVING THE CAR, EVEN THOUGH THE CAR WAS MOVING AS USUAL A STRANGE NOISE WAS COMING FROM THE FRONT PASSENGER SIDE. JUST BEFORE PULLING TO THE NEAREST MECHANIC, SMOKE STARTED COMING FROM THE CAR AND SOON THE FRONT PASSENGER TIRE BURST WITH A LOUD NOISE. IMMEDIATELY PULLED THE CAR TO THE SHOULDER AND FOUND A BROKEN COIL SPRING FELL ON THE ROAD. THE SAME ISSUE HAPPENED TO ME COUPLE OF MONTHS BACK WHERE THE DRIVER SIDE (FRONT) COIL SPRING BROKE AND POPPED OUT WHEN THE CAR WAS BACKED UP IN THE PARKING LOT (TIRE DID NOT BURST AS I WAS ALREADY IN A MECHANIC SHOP FOR AN OIL CHANGE). I THINK THE NISSAN VERSA 2009 HB MODEL COIL SPRING HAS AN ISSUE SPECIALLY WHEN THE VEHICLE IS BACKED UP (MAY BE WITH THE STEERING IN A CERTAIN POSITION). THIS IS A LIFE THREATENING ISSUE IF SUCH THINGS HAPPEN IN A HIGHWAY AS THE COIL SPRING BREAK FOLLOWED BY A TIRE BURST CAN RISK THE LIVES OF PASSENGERS.

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- Jun 12, 2013 - Wellsburg, WV - Suspension**
 I HAD HOPPED INTO MY CAR TODAY. STARTED IT, PUT IT IN REVERSE AND HAD MOVED ABOUT TWO FEET BEFORE I HEARD AN EXTREMELY LOUD NK* THAT CAME FROM THE FRONT PASSENGER SIDE. I IMMEDIATELY STOPPED MY CAR, PUT THE E-BRAKE ON, TURNED IT OFF AND GOT OUT TO SEE WHAT HAD HAPPENED. AT FIRST I DIDN'T SEE ANY DAMAGE, THEN I LOOKED UNDER MY CAR AND SAW A CYLINDRICAL CURVED PIECE OF METAL. I PICKED IT UP AND NOT KNOWING WHAT IT WAS OR WHERE IT CAME FROM I DIDN'T WANT TO MOVE MY CAR AGAIN UNTIL I HAD SOME ANSWERS. MY FRIEND AND I WALKED TO THE NEAREST GARAGE AND SHOWED THE PIECE TO A MECHANIC AND HE QUICKLY DIAGNOSED THE ISSUE: MY PASSENGER SIDE SUSPENSION COIL HAD SNAPPED OFF AT THE BASE (ABOUT 6 OR 6.5 INCHES HAD BROKEN FROM THE BOTTOM OF THE COIL.) THE BREAK IS VERY, VERY CLEAN-ALMOST LIKE GLASS. THERE WAS NO SIGN OF RUST OR ANY OTHER SORT OF DAMAGE TO THE COIL, AND AFTER READING THE MANY COMPLAINTS ON THIS WEBSITE THAT ARE IDENTICAL TO MINE I AM THINKING THAT THIS INCIDENT TODAY WAS ONLY CAUSED BY A FACTORY MALFUNCTION! I DO NOT DRIVE OVER BUMPS OR HOLES LIKE A MANIAC, I DRIVE OVER THEM SENSIBLY JUST AS I'D THINK MANY OTHER PEOPLE WITH THIS SAME PROBLEM DO ALSO. I AM A VERY POOR SINGLE MOTHER & COLLEGE STUDENT AND SOMETHING NEEDS TO BE DONE ABOUT THIS! SCARY TO THINK ABOUT WHAT WOULD HAVE HAPPENED HAD I BEEN DRIVING DOWN THE HIGHWAY.

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- Jun 10, 2013 - Hyannis, MA - Suspension**
 TL* THE CONTACT OWNS A 2009 NISSAN VERSA. THE CONTACT STATED THAT WHILE DRIVING 10 MPH, THE VEHICLE EXHIBITED A CLICKING NOISE WAS. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS ADVISED TO THE CONTACT THAT THE COIL SPRINGS NEED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 58,835.

[View Details](#)

- May 31, 2013 - Hampton Falls, NH - Suspension**
 AFTER INVESTIGATING STRANGE NOISE FROM FRONT SUSPENSION AREA, DISCOVERED THAT BOTH LEFT AND RIGHT SIDE COIL SPRINGS WERE BROKEN. ONE BROKEN SPRING END CAME CLOSE TO PUNCTURING TIRE (WHICH HAD TO BE REPLACED). HAVE OWNED MANY CARS OVER MANY YEARS AND NEVER HAD A COIL SPRING BREAK. CAR IS NOT DRIVEN UNDER ANY EXTREME CONDITIONS. COST TO REPLACE SPRINGS AND DAMAGED TIRE WAS NEARLY \$1000. NISSAN WILL NOT ACKNOWLEDGE ANY KNOWN PROBLEM WITH VERSA FRONT SPRINGS, BUT NEARLY 50% OF NHTSA COMPLAINTS ON VERSA ARE FOR BROKEN FRONT SPRINGS! IF SPRING HAD PUNCTURED TIRE AT HIGH SPEED, COULD HAVE BEEN DEADLY.

[View Details](#)

- May 21, 2013 - Oshkosh, WI - Suspension**
 I NOTICED THAT THE CAR WAS LEANING TOWARD THE GROUND ON THE DRIVER'S SIDE. I DECIDED TO TAKE IT TO THE DEALERSHIP TO HAVE IT CHECKED OUT. THE CAR WAS BOUNCY ON THE DRIVE TO THE DEALERSHIP. THE TECH LOOKED AT IT AND SAID IT WAS NOT SAFE TO DRIVE BECAUSE THE LEFT FRONT COIL SPRING WAS BROKEN. HE SAID THE BROKEN COIL COULD BREAK THE BRAKE LINE OR PUNCTURE THE TIRE. THE VERSA HAS NEVER BEEN IN AN ACCIDENT, IS ONLY 7000 MILES OVER WARRANTY, AND I CAN'T SEE HOW THE COIL COULD HAVE BROKEN IF THE PART WAS NOT FAULTY.

[View Details](#)

- **May 11, 2013 - Lisle, IL - Suspension**
I NOTICED A STRANGE NOISE COMING FROM THE FRONT AREA OF MY CAR WHEN I TURNED THE WHEELS OR HIT A BUMP. I TOOK THE CAR IN FOR A SAFETY CHECK AND WAS SHOWN THAT I HAD A BROKEN LEFT FRONT COIL SPRING. UNLESS IT'S DEFECTIVE, I CAN'T BELIEVE THIS SPRING SHOULD BREAK EXCEPT IN AN ACCIDENT.

[View Details](#)

- **Mar 28, 2013 - Cincinnati, OH - Suspension**
FRONT DRIVER SIDE SUSPENSION SPRING BROKE WHEN PULLING OUT OF DRIVEWAY. THERE IS NO VALID REASON FOR A SUSPENSION SPRING TO SNAP ON A 2009 AUTOMOBILE. THIS CAUSED DAMAGE TO THE TIRE. THE COST TO FIX THIS ISSUE IS \$700.00 FOR THE SPRING AND NEW TIRE. WHAT WOULD HAVE HAPPENED HAD I BEEN ON THE EXPRESSWAY DRIVING AT 65 MPH?

[View Details](#)

- **Mar 14, 2013 - Bellport, NY - Suspension**
WITHIN DAYS OF BUYING THE NEW CAR IN 2009, I NOTICED A LOUD, CLUNKING SQUEAK AND A POP FROM AROUND MY FRONT WHEELS WHEN I WOULD MAKE A TURN AFTER SLOWING DOWN TO A STOP. THIS HAD BEEN HAPPENING DURING THE ENTIRE 3.5 YEARS THAT I HAVE HAD THE CAR, SO I FIGURED IT WAS NORMAL AND HARMLESS BECAUSE THE CAR WAS ALREADY DOING IT BRAND NEW (RIGHT NOW THERE ARE STILL ONLY 37,343 MILES ON THE VEHICLE, I PARK IT IN MY GARAGE, AND IT HAS HAD NO ACCIDENTS.) HOWEVER, LAST NIGHT, THE SOUND SEEMED TO BE LOUDER AND LOOSER NEAR THE FRONT-RIGHT WHEEL. THEN THIS MORNING I DROVE OUT OF MY NEIGHBORHOOD AND AS I BEGAN ACCELERATING TO 50 MPH, A LARGE PIECE OF METAL FLEW OUT VIOLENTLY FROM UNDER MY CAR. I WAS ABLE TO FIND IT IN THE ROADWAY, SO I BACKED UP AND INSPECTED THE PART. IT IS THE BOTTOM COIL OF THE COIL SPRING THAT IS OVER THE RIGHT-FRONT WHEEL. LUCKILY IT DID NOT HIT ANYBODY BEHIND ME OR CUT MY TIRE. THE METAL WAS NOT ONLY BROKEN, BUT THE FACE OF THE BREAK WAS ALREADY SLIGHTLY RUSTED, AS IF IT HAD BEEN CRACKED FOR A WHILE BEFORE SNAPPING.

[View Details](#)

- **Feb 28, 2013 - Sherwood Park, ID - Suspension**
THE DRIVER SIDE SPRING OF MY 2009 NISSAN VERSA BROKE WHEN I WAS PULLING OUT OF THE GARAGE. I HEARD A BIG BANG AND ASSUMED IT WAS FROM ICE BUILD UP. I CONTINUED TO DRIVE AND THE VEHICLE PULLED HARD TO THE LEFT. TURNS OUT THE SPRING HAD SHEARED PREVIOUSLY (AS RUST HAD BUILT UP ON THE BREAK POINT) AND IT LET GO AT THAT TIME. MY DRIVER SIDE STRUT IS BENT AS A RESULT OF THE SPRING BREAKING.

[View Details](#)

- **Feb 11, 2013 - Oswego, IL - Suspension**
LEFT FRONT COIL SPRING BROKE. CAR WAS PARKED IN GARAGE AND WHEN IT WAS STARTED IN ORDER TO PULL OUT OF THE GARAGE, MY BOYFRIEND FOUND AN 8 INCH PORTION OF THE COIL SPRING - THE BOTTOM PART OF DRIVER'S SIDE SPRING THAT SITS IN THE SADDLE OF STRUT, ON THE GARAGE FLOOR.

[View Details](#)

- **Jan 06, 2013 - Elyria, OH - Suspension**
WHILE DRIVING AT LOW SPEEDS I HEARD A LOUD POP. THE VEHICLE SEEMED TO DRIVE FINE BUT THAT WEEKEND I TOOK IT IN FOR REGULAR SERVICE AT A LOCAL SERVICE SHOP. I ASKED THEM TO CHECK FOR THE SOURCE OF THE LOUD POP IN ADDITION TO THE NORMAL SERVICE. THEY INFORMED ME THAT NOT ONE BUT BOTH OF MY FRONT COIL SPRINGS WERE SNAPPED AND THAT I WAS LUCKY THE COIL SPRINGS WERE RETAINED ON THE UPPER SUPPORT SHELF AS THEY COULD HAVE SLICED A TIRE POTENTIALLY CAUSING AN ACCIDENT. THIS VEHICLE HAS 87,000 MILES, HAS NEVER BEEN IN AN ACCIDENT, AND IS ONLY DRIVEN TO AND FROM WORK 80 MILES ROUND TRIP DAILY ON GOOD HIGHWAYS..

[View Details](#)

- **Mar 01, 2012 - Goldsboro, NC - Suspension**
I HAVE A 2009 NISSAN VERSA THAT I HAD BEEN HEARING POPPING WHEN I TURNED SO I HAD TO REPLACE THE CV AXEL AND NOW I AM HAVING TO REPLACE THE BALL JOINT BUSHING BECAUSE THAT IS WHAT CAUSED MY CV AXEL TO START TO GO NOW I HEAR A GRINDING AND THE CAR HAS 63000 MILES ON IT.

[View Details](#)

- **Jan 13, 2012 - McFarland, WI - Suspension**
DRIVER'S SIDE FRONT COIL SPRING FAILED WHILE SITTING AT A STOPLIGHT. FORTUNATELY NOT DRIVING IN TRAFFIC AT THE TIME. NO REASON GIVEN FOR FAILURE, VEHICLE ALWAYS KEPT ON PAVED ROADS <43K MILES.

[View Details](#)

- **Jun 20, 2011 - Sacramento, CA - Suspension**
WITHIN WEEKS OF MY PURCHASE OF A 2009 NISSAN VERSA SL, I NOTICED, WHEN MAKING RIGHT OR LEFT TURNS AT SLOW SPEEDS (5-10 MPH), ESPECIALLY GOING OVER A BUMP AND WHEN THE STEERING WHEEL IS TURNED 1- 1 1/2 TIMES (AS IN GOING INTO A DRIVEWAY) I EXPERIENCE LOUD CLUNKING AND VIBRATIONS IN WHEEL, AND IT CAN BE EASILY HEARD COMING FROM THE STEERING COLUMN. THE CLUNK IS ALWAYS THERE AT 1 TO 1 1/4 TURN FROM THE FULL CLOCKWISE STOP. I HAVE TAKEN IT IN THE DEALERSHIP FOR THIS PROBLEM AT LEAST 5 TIMES; THEY HAVE BEEN UNABLE TO FIX THE PROBLEM. SEVERAL TIMES, THE SERVICE WRITER SAID HE COULDN'T HEAR OR FEEL THE 'CLUNK' BUT THE MECHANIC SAID HE COULD. THE VERSA DOES MOVE AROUND QUITE A BIT AT HIGH SPEEDS ON THE FREEWAY, BUT I AM UNSURE IF THAT IS CAUSED BY THE ABOVE DESCRIBED PROBLEM OR THE LIGHT WEIGHT OF THE VERSA. THE SOUND AND FEEL OF THIS 'CLUNK' IS VERY DISCONCERTING, AND GIVEN THE NUMBER OF COMPLAINTS I'VE SEEN FOR 3 YEARS ABOUT THIS PROBLEM, I'M WONDERING IF THE GOVERNMENT/AUTOMAKER ARE WAITING FOR SOMEONE TO DIE BEFORE THEY ACT.

[View Details](#)

- **Feb 25, 2010 - Kenosha, WI - Suspension**
VEHICLE WANDERS AT SPEEDS ABOVE ROUGHLY 45 MPH. WANDERING IS SEVERE AT SPEEDS ABOVE 60 MPH.

[View Details](#)

- **Oct 18, 2009 - Cudahy, CA - Front**
2009 NISSAN VERSA HATCHBACK LESS THAN A MONTH THE ALIGNMENT NEEDED FIXING THE CAR PULLS TO BOTH SIDES. THE BEGINNING IT GOES TO THE LEFT THEN PUTTING THE CAR BACK STRAIGHT IT GOES TO THE RIGHT. IT GETS WORSE WHEN THE CAR GOES OVER 40 MILES PER HOUR.

[View Details](#)

See similar problems for the following vehicle(s)

Nissan:

To whom it may concern,

Sunday Oct 13, 2013 I was on my way to church when my 2008 Nissan Versa with 26,000+ miles on it broke down. The passenger side coil had broken causing much damage to the car & ripping the tire to shreds. Tragic as this was, the traffic was light & no one was injured. The towing man couldn't believe this happened in his years of experience & with no visible reason he said it never should have happened. Everyone I talked to was of the same opinion. He towed the car to the dealership where the car had been bought & the estimate for repair is \$1,500+. My son brought up some info on the internet - many reports ^{were} the same as mine ^{versa} passenger side coil breaking. He also saw one dealership had ordered 500 coils. I called your customer affairs & Becky answered 1-800-343-6913 Ext 457226 REF 12335521 & after I concluded that these ^{mentioned} coils must have been defective.

We went back & forth with her paying. She was sorry & understood my feelings on the matter & the bottom line was compensation of \$250 ^{CREDIT}. I disagreed & asked her to review all of the facts. During this conversation I expressed concern about buying another Nissan versa. Could the same thing happen again?

after what was reported on the internet I truly questioned this happening on the other side, both coils were probably from the same batch. The Nissan repair department ^{could} there was no way of pre-determining this could happen to a coil & that extended warranties do not cover it. Becky advised me ^{future} ~~a special~~ would guarantee a reimbursement for repairs. She determined \$250 was all I would receive as compensation, even though my cost for repair etc was prohibitive. The final call to me was 10/18/13 around 5 PM & I guess her quitting time. She now mentioned preceeding this \$250. After hanging up I realized I hadn't asked where the check would be sent so I called back. The person answering my call offered to help & advised me that Becky preceeded the offer of \$250 - I think this person mentioned it was because I had mentioned buying a different car in the future. How did she even know that I might have considered a different model Nissan? I wasn't even up to that point. Just trying to deal with the present situation. Perhaps I would have to keep the car due to finances, I expressed total disapproval of her decision ^{on tape}. The live person I talked to gave me # 1235810 ??? Until our last encounter I realized you can't get blood from a stone and was ready to surrender but was before our last appeal.

Russian -
My questions to you, Not Becky.

① Would it reports on the internet, Russian, Russia, ^{the} same thing happening repeatedly, make you think some thing was wrong?

② Would it be opinionated from objective encounter with your representative, Becky, either cause you to believe she isn't sufficiently trained or that your company is totally unsympathetic, that is, if she truly ^{is} representative of you, she may have saved you some money but hurt your P.R.

She wasn't interested in the facts or my situation & feelings. She kept saying "In four, I understood how you feel, but did she? Instead she plinked me by rescinding her minuscule allowance she prokused. She repeated my right to buy in future, any car of my choice. This case was about my 2008 Russian versa, 26000+ miles none other. Tell me she was fair.

I have spent many hours dealing with this situation. I am tired & it has become disagreeable & non-productive. Now it is up to you.
Sincerely,

P.S. I represented a very successful company for 29 1/2 years before retiring.

10/21/13

I have contacted Dept National Highway Traffic
Safety

State Dept Motor Vehicles

Attorney General's office

New York State Consumer Protection

I advised Becky a \$250 voucher ^{is} is no
way accepted as complete compensation
for repair of my car.

AFTERTHOUGHT

CONTINUATION

Oct 13, as reported previously my Nissan versa collapsed on the right passenger side due to the coil breaking. It was nine days before I was able to pick it up due to complications at the dealership. They replaced only the shredded tire to cut costs, even though I asked for the two front tires to be replaced which is preferable. You as a successful manufacturer must know everything that goes on at dealerships which in the end represent your products your company. If you were unaware of what happened to me, now you are. I feel you should reimburse my costs for repair or replace the other coil. I have everything good to pay about my car other than this coil failure which makes it unsafe to drive. I keep waiting to hear that third etc on the driver side & am very cautious as to when I drive it & where. This is a problem no matter who owns the car. I believe reimbursement for my repair plus replacement of the other coil would make it a safe car again. At any rate, my problem is on record and I hope you do the right thing. I know I was in shock when this first happened & maybe a bit difficult

to deal with but Becky didn't
help me feel better or reassure me
that Tucker was there to help its
customer. Enclosed is just some
evidence of what I am reporting
taken from the internet. My towing
cost was another \$86⁰⁰.

Sincerely,

[REDACTED]

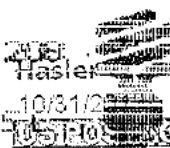
U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, S.E.
Washington, D.C. 20590-0001

NVS2W
W482W

CAPITAL DISTRICT



FIRST-CLASS MAIL

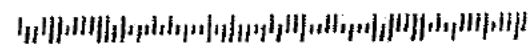
31 OCT 2013 PM

10/31/2013
\$0.08746



ZIP 20590
011D12603376

10516410926





Cold Spring, NY

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



**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**





Cold Spring NY



845-223-7253 Route 82 AI REPAIR #7056204
845-227-6587 Route 376 Gary



A & G Community Auto Repair Ltd.
1060 Route 82
Hopewell Junction, NY 12533
24 Hour Towing Nights 845-227-6587

NAME

ADDRESS

CITY

DATE

CUST. ORDER NO.

WHEN PROMISED

PHONE

YEAR AND MAKE OF CAR - TYPE OR MODEL

SERIAL NO.

MOTOR NO.

LICENSE NO.

MILEAGE

WRITTEN BY

DESCRIPTION OF WORK

AMOUNT

Tow from Smart Jeweler in Putnam
on Route 9 to Poughkeepsie Nissan

75 00

Part - Surcharge

5 00

No other damage to vehicle from the tow

GAS, OIL & GREASE

CHECK BELOW
LUBRICATE

LABOR ONLY

GALS. GAS

CHANGE
ENGINE OIL

PARTS

QTS. OIL

TRANSMISSION

ACCESSORIES

LBS. GREASE

DIFFERENTIAL

GAS, OIL
AND GREASE

WASH

MISC.
MERCHANDISE

POLISH

SUBLET
REPAIRS

TOTAL GAS,
OIL AND GREASE

TOTAL
SERVICE

TAX

6 09

AUTHORIZED BY

TOTAL 86 09

TOTAL ACCESSORIES

ESTIMATES ARE FOR LABOR
ONLY, MATERIAL ADDITIONAL

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair or while road testing.

PAY THIS
AMOUNT

U.S. Postal Service™

CERTIFIED MAIL™ RECEIPT

(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

FRANKLIN TN 37068

7013 1090 0002 1995 0434

Postage

\$ 1.52

0205

Certified Fee

\$3.10

12

Return Receipt Fee
(Endorsement Required)

\$2.55

Postmark
Here

Restricted Delivery Fee
(Endorsement Required)

\$0.00

Total Postage & Fees

\$ 7.17

10/29/2013

Sent To

Nissan North America US Affairs ofc

Street, Apt. No.,
or PO Box No.

POB 685003

City, State, ZIP+4

Franklin Tenn 37068 5003.

PS Form 3800, August 2006

See Reverse for Instructions

POUGHKEEPSIE NISSAN INC
1445 ROUTE 9
WAPPINGERS FA NY 12590
845-297-4314

POUGHKEEPSIE NISSAN, INC.

www.poughkeepsienissan.com

CERTIFIED
USED CAR OUTLET

Merchant ID: 011500659
Term ID: 1017

1445 Route 9 - WAPPINGERS FALLS, NEW YORK 12590
ICE (845) 297-0077 PARTS (845) 297-1300 SALES (845) 297-4314
NYS DMV FACILITY ID NO. 314-0017

Sale

MASTERCARD

XXXXXXXXXX

Entry Method: Swiped

Apprvd: Online Batch#: 000005

10/22/13 11:08:57

Inv#: 00000011 Appr Code: 078128

Total: \$ 1,214.61

CELL: [REDACTED]

PETER DEAN		336	TAG NO.	10/22/13	INVOICE NO.
120.00		LICENSE NO.	MILEAGE	26,388	BLUE/
08/NISSAN/VERSA/4DSD		DELIVERY DATE		06/23/08	DELIVERY MILES
3 N 1 B C 1 3 E 9 8 L		SECURITY CENTER NO.		07132	PRODUCTION DATE
F.T.E. NO.		P.O. NO.		R.O. DATE	
PHONE		COMMENTS		10/14/13	

MO: 26391

Customer Copy

THANK YOU
FOR VISITING

HOURS: 5.50 TECH(S):112 660.00
NG BROKE CAUSING TIRE TO BLOW OUT
OIL BROKEN DAMAGED TIRE AND STRUT
BOTH COIL SPRINGS AND RT STRUT
TED VEHICLE..VEHICLE OPERATING NORMALLY

ALL PARTS ARE NEW UNLESS
OTHERWISE SPECIFIED

ANY WARRANTIES ON THE PRODUCTS
SOLD HEREBY ARE THOSE MADE BY THE
MANUFACTURERS. THE SELLER HEREBY
EXPRESSLY DISCLAIMS ALL WARRANTIES,
EITHER EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTY OF MERCHANT-
ABILITY OR FITNESS FOR A PARTICULAR
PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CON-
NECTION WITH THE SALE OF SAID
PRODUCT. PARTS AND LABOR WARRANTY
IS 12 MONTHS OR 12,000 MILES,
WHICHEVER COMES FIRST.

A STORAGE FEE OF \$20.00 PER DAY WILL
BE CHARGED 48 HOURS AFTER
COMPLETION OF REPAIRS OR ESTIMATE.

ACCEPTABLE CREDIT CARDS OR CASH,
PERSONAL CHECKS WITH I.D.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1		54010-EM04A	SPRING-FRONT		89.95
JOB # 1	1		E4302-EM30C	STRUT KIT FRONT		169.95
JOB # 1	1		54320-ZE70A	INSUL STRT MNTG		89.95
JOB # 1	1		54325-ED02A	BEARING-STRUT M		24.95
JOB # 1	2		350664	185/65/15CONTI		96.00
JOB # 1 TOTAL PARTS						566.80

JOB # 1 TOTAL LABOR & PARTS 1226.80

J# 2 55NIZINSP NI MULTI-POINT INSP HOURS: TECH(S):112 INTERNAL
PERFORM 27 POINT CHECK
NISSAN MULTI-POINT INSPECTION
PERFORM MULTI-POINT INSPECTION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	WR	JOB RELATED MATERIAL COST RECOVER	
JOB # 1	L10	10% LABOR DISCOUNT	
JOB # 1	P10	10% PARTS DISCOUNT	
TOTAL - MISC			-112.68

TECHNICIAN CERTIFICATION
112 JAIME W. ALFARO VL-20

THIS WAS NOT ORIGINAL
ESTIMATE. THEY TRIED
TO GIVE ME A SMALL
DISCOUNT.

THANK YOU!
FOR BRINGING YOUR CAR
TO US FOR SERVICE.

POUGHKEEPSIE NISSAN, INC.

www.poughkeepsienissan.com

CERTIFIED

USED CAR OUTLET

1445 Route 9 - WAPPINGERS FALLS, NEW YORK 12590
SERVICE (845) 297-0077 PARTS (845) 297-1300 SALES (845) 297-4314
NYS DMV FACILITY ID NO. 314-0017

CLIENT NO. 50700	ADVISOR PETER DEAN	TAG NO. 336	INVOICE DATE 10/22/13	INVOICE NO. NICS350664
COLD SPRING, NY	LABOR 120.00	LICENSE NO.	DELIVERY DATE 06/23/08	DELIVERY MILES 17
	VEHICLE MODEL 08/NISSAN/VERSA/4DSD	VEHICLE ID NO. 3N1BC13E98L	DELIVERY DATE 07/13/12	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/14/13	
RES. [REDACTED]	BUSINESS PHONE	COMMENTS	MO: 26391	

CASH ☐ CHECK ☐
M/C OR VISA ☐ A/E ☐ DISCOVER ☐

IMPORTANT

IF FOR ANY REASON YOU CAN NOT SCORE "EXCELLENT"
ON NISSAN'S REPAIR SURVEY PLEASE CONTACT YOUR
SERVICE ADVISOR SO WE MAY SERVE YOU BETTER

CUSTOMER SIGNATURE _____

TOTAL LABOR....	660.00
TOTAL PARTS....	566.80
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.00
TOTAL MISC DISC	-122.68
TOTAL TAX.....	100.49
TOTAL INVOICE \$	1214.61

ALL PARTS ARE NEW UNLESS
OTHERWISE SPECIFIED

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PERSONAL CHECKS WITH I.D.

THANK YOU!

FOR BRINGING YOUR CAR
TO US FOR SERVICE.