

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


March 21, 2015

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

MAR 31 2015

To whom it may concern:

I am writing you to inform Nissan Corporation about serious and potentially fatal mechanical issues with my 2005 Nissan Armada. I purchased the Armada new in December 2004 and with only a few hundred miles I had break issues which were repaired by Nissan without cost. In July 2011, my family and I were traveling to Florida on vacation from New York, when we suddenly heard a screeching noise emanating from the front end while traveling at 65 miles per hour on Interstate 95. At about the same time the ABS, VDC/OFF, and SLIP warning lights illuminated the vehicle's dash board. We safely pulled off Interstate 95 in Roanoke Rapids, NC. As we slowly and safely exited the interstate we heard a loud clunky metal noise emanating from under the vehicle. We did not feel we can safely continue to drive the vehicle so we called a tow truck and towed the vehicle to the nearest Nissan repair shop. The Nissan service representative conducted an inspection of the vehicle and informed us that the front end needed extensive repairs and it would take one week to complete the repairs. We continued on our vacation by renting another vehicle. I was in communication with the service representative throughout my vacation and was alerted of the repairs and the costs associated with the vehicle repair, \$1759.82. (See attached repair order).

In September 2011, my family and I were driving locally in the city of Middletown, NY when the brakes suddenly failed while attempting to stop at a busy commercial intersection. When I activated the brake pedal, the pedal lost pressure and went directly to the floor. The vehicle, driven by me and occupied by my family, went through the busy intersection and was almost struck by a tractor trailer coming off the ramp to Interstate 86/ State Route 17. I immediately pulled over, and had my family driven via taxi to my home. Again the VDC/OFF, ABS and SLIP warning lights illuminated the vehicle's dashboard. In an effort to reset the warning lights and brakes, I disconnected the vehicle's battery cable before starting the vehicle again. The next day the vehicle's breaks appeared to be working properly but we took no chances and took it to the Nissan service in Rockland County, NY who tested the sensors and the brakes and found no issues with the vehicle.

In March 2015, the screeching noise we heard in July 2011 was once again emanating from the front of the vehicle. The previously mentioned warning lights also illuminated the vehicle's dashboard. We took it to the Rockland County Nissan for service at a cost of \$551.42. (See attached repair order). We picked up the vehicle after the repair. The next day, the 4WD light illuminated the dashboard while engaged in 2WD.

NM
4115
SMD

We've had the Armada for 10 years and felt it was great complement to our family while it was without mechanical issues. But, we no longer feel safe traveling anywhere in the vehicle and regrettably decided to sell the vehicle at a lost. I had enough, I found it irritating in the extreme that Nissan could not remedy this serious safety issue. We consider ourselves fortunate twice that we were not killed. One; by tractor trailer crossing the intersection and missed striking our vehicle and two; by not having the brakes lock-up on us while driving the Armada at 65 mile per hour on Interstate 95.

It was somewhat disconcerting to learn that there have been similar brakes issues with the Nissan Armada. Nissan should make every reasonable effort to take strong corrective actions to warn their customers of the potential fatal road hazards this vehicle may cause to themselves and the general public. One would expect nothing less from your company with your fine reputation and long history.

I would appreciate if Nissan would consider partial reimbursement for the cost of multiple repairs I incurred for the VDC/ ABS/ SLIP issues. Thank you.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

CC: Office of Defects Investigations (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)



of Roanoke Rapids

320 Becker Dr. - PO Box 1746
ROANOKE RAPIDS, NC. 27870
 252-537-1041 / 800-326-8783

CUSTOMER NO.	ADVISOR JOHN JEFFERS	TAG NO. 108492	INVOICE DATE 07/15/11	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 108,731	COLOR BLACK/
	YEAR / MAKE / MODEL 05/NISSAN TRUCK/ARMADA		DELIVERY DATE	DELIVERY MILES
CIRCLEVILLE, NY	VEHICLE I.D. NO. 5 N 1 A A 0 8 B 9 5 N		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/08/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 108733

LABOR & PARTS
J# 1 09NSZ All Suspension HOURS: 5.00 TECH(S):103565 425.00
 C-STATES DRIVING ALONG INTERSTATE AND STARTED TO HEAR A
 CLUNKING SCRUBBING NOISE FROM FRONT END
 FOUND PASS FRONT WHEEL BEARING AND HUB BAD (NOTE)-COULD NOT
 REMOVED AXLE FROM HUB (AXLE HAD GOTTEN SO HOT THAT IT SEIZED
 WITH HUB)-ADVISED CUSTOMER THAT SPINDLE,AXLE AND FRONT
 ROTOR WOULD HAVE TO BE REPLACED AXLE DUE TO OVER HEATING
 OF AXLE AND ROTORS ARE WARPED BEYOND REPAIR
 REPLACE PASS FRONT SPINDLE,AXLE,HUB ASSEMBLY,ROTORS,AND
 ABS SENSOR-CLEARED CODES AND TEST DROVE
 NOTE-FRONT ROTORS AND PASS FRONT AXLE ARE AFTER MARKET
 (ALL OTHER PARTS REPLACED ARE NISSAN PARTS)
 CUSTOMER HAS 12 MONTHS 12000 MILES WARRANTY PARTS REPLACED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	40202-7S100	HUB ASSEMBLY	203.03	203.03
JOB # 1	1	D7910-ZC30A	SENSOR ASSY-ANT	162.68	162.68
JOB # 1	1	40014-1LA0A	SPINDLE - KNUCK	275.95	275.95
JOB # 1	1	41150-7S000	PLATE-BAFFLE	17.80	17.80
JOB # 1	1	40262-2Y000	NUT-LOCK,FRONT	5.57	5.57
JOB # 1	1	60-6238	CV AXLE	135.00	135.00
JOB # 1 TOTAL PARTS					800.03
JOB # 1 TOTAL LABOR & PARTS					1225.03

J# 2 22NSZ97 MULTI PT. INSPECT HOURS: TECH(S):103565 0.00
 Customer request courtesy inspection.
 FOUND FRONT ROTOR BLURISH DUE TO HUB BEARING,REAR PADS DOWN
 TO WEAR TABS,AIR FILTER AND CABIN FILTER NEEDED,ALSO NEEDS
 TRANS SERVICE

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

J# 3+10NSZ3 Front Brakes HOURS: 1.00 TECH(S):103565 75.00
 Customer request front brakes inspected for wear and
 performance.
 FRONT ROTORS BEYOND REPAIR
 REPLACED FRONT ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3	1	02381	BRAKE KIT	13.95	13.95
JOB # 3	2	31328	ROTORS	60.00	120.00
JOB # 3 TOTAL PARTS					133.95
JOB # 3 TOTAL LABOR & PARTS					208.95

J# 4+10NSZ4 Rear Brakes HOURS: TECH(S):103565 150.00
 Rear brakes are needed due to condition.
 Replaced rear brakes, installed service kit, and
 resurfaced rotors to proper specification.

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: STRICTLY CASH
 UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts delays in parts shipments by the supplier or transporter. I 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

IMPORTANT

YOU MAY RECEIVE A
 QUESTIONNAIRE FROM THE
 MANUFACTURER IN THE NEXT FEW
 DAYS. IF FOR ANY REASON YOU
 CANNOT GRADE US "EXCELLENT,"
 PLEASE CONTACT OUR SERVICE
 AND PARTS DIRECTOR.

THANK YOU.

Thank You!



of Roanoke Rapids

320 Becker Dr. - PO Box 1746
ROANOKE RAPIDS, NC. 27870
 252-537-1041 / 800-326-8783

CUSTOMER NO.	ADVISOR JOHN JEFFERS	108492	TAG NO. 2252	INVOICE DATE 07/15/11	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 108,731	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 05/NISSAN TRUCK/ARMADA			DELIVERY DATE	DELIVERY MILES
CIRCLEVILLE, NY	VEHICLE I.D. NO. 5 N 1 A A 0 8 B 9 5 N			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/08/11		
	BUSINESS PHONE	COMMENTS			

MO: 108733

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	44060-ZC025	PAD KIT-DISC BR	78.22
JOB # 4 TOTAL PARTS				78.22
JOB # 4 TOTAL LABOR & PARTS				228.22
J# 5+02NSZ		ATT Cooling System	HOURS: TECH(S):103565	0.00
		COOLANT RES CAP LEAKING		
		REPLACED CAP		
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	21430-7S001	CAP ASSY-RADIAT	16.20
JOB # 5 TOTAL PARTS				16.20
JOB # 5 TOTAL LABOR & PARTS				16.20
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPP		12.00
TOTAL - MISC				12.00
TOTALS				
TOTAL LABOR....				650.00
TOTAL PARTS....				1028.40
TOTAL SUBLET...				0.00
TOTAL G.O.G....				0.00
TOTAL MISC CHG.				12.00
TOTAL MISC DISC				0.00
TOTAL TAX.....				69.42
TOTAL INVOICE \$				1759.82

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: STRICTLY CASH

UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts delays in parts shipments by the supplier or transporter. I 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

X _____

CUSTOMER SIGNATURE

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "EXCELLENT," PLEASE CONTACT OUR SERVICE AND PARTS DIRECTOR.

THANK YOU.

Thank You!



608 ROUTE 303
BLAUVELT, NY 10913
SERVICE (845) 358-4010
PARTS (845) 358-3670
SALES (845) 358-6700
www.rocklandnissan.com
N.Y.S. M.V. R/S REG. NO. 7063547

**EXPRESS
SERVICE**



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR TIMOTHY DURKIN	501	TAG NO. 6507	INVOICE DATE 03/11/15	INVOICE NO. [REDACTED]
CIRCLEVILLE, NY	LABOR RATE 125.00	LICENSE NO.	MILEAGE 138,821	COLOR BLACK/	STOCK NO.
	YEAR/MAKE/MODEL 05/NISSAN TRUCK/ARMADA				DELIVERY DATE
	VEHICLE I.D. NO. 3 N 1 A A 0 8 B 9 5 N				DELIVERY MILES
	F.T.E. NO. 0				SELLING DEALER NO.
BUSINESS PHONE				P.O. NO.	PRODUCTION DATE
COMMENTS				R.O. DATE 03/06/15	
MO: 138821					

LABOR & PARTS
JOB # 1 47NIZ TAXLE/DIFF CONCERN TECH(S): 1701 250.00

C/S THE 4WD, VDC OFF, SLIP AND ABS LIGHTS ARE COMING ON
HEARD A GRINDING NOISE COMING AROUND TURNS. CHECK/ADVISE
GREASE FROM FRONT HUBS WERE ON TONE RING AND DAMAGED BOTH
FRONT ABS SENSORS
REPLACED BOTH FRONT ABS SENSORS AND HUBS
ROAD TESTED...OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2		40202-7S100	HUB ASSEMBLY	213.27
JOB # 1	2		40073-0L700	PIN-COTTER	1.60
JOB # 1 TOTAL PARTS					428.14
JOB # 1 TOTAL LABOR & PARTS					678.14

JOB # 2 55NIZ INSP MULTI TECH(S): 1701 INTERNAL

PERFORM MULTI-POINT VEHICLE INSPECTION
AT NO CHARGE
REVIEW THE INSPECTION WITH YOUR SERVICE ADVISOR
FOR PRICING TO COMPLETE ANY SUGGESTED SERVICES
PLEASE SUPPLY REPORT TO VEHICLE OWNER

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 # 1	PTSDISCOUN	15% SPECIAL PARTS DISCOUNT	-64.22
JOB # 1	LAB15	15% SPECIAL LAB DISCOUNT	-37.50
JOB # 1	REWARDS	NISSAN REWARD POINTS	-25.00
TOTAL - MISC			-126.72

TOTALS

If you need information about your vehicle or service performed today and your questions were not answered

please contact "Consumer Resolution Department" at
845-207-7039 or email: rocklandnissanone@gmail.com

Rockland Nissan offers: on-site rental cars
24 hour towing service, Dom's towing at 800-339-8890

24 hr
Also
V.I.P.

TOTAL LABOR....	250.00
TOTAL PARTS....	428.14
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC	-126.72
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 551.42

**NO APPOINTMENT
NECESSARY FOR ANY
EXPRESS SERVICES
WHICH INCLUDE:**

- Express Oil & Filter Change
- Complimentary Multi-Point Inspection
- Express Battery Replacement
- Express Tire Rotation
- Engine Air Filter Service
- Express In-Cabin Filter Replacement (on most models)
- Express Brake Inspection
- Express Wiper Blade Replacement
- Express Bulb Replacement

Thank You for your business today.

I would like to assist you on your next service visit

Tire replacement to collision repairs I can provide you with the right repair at the right price.

Exclusive Nissan Express Service Dealer

CUSTOMER SIGNATURE

STATION OF
S U BELKER, JR
STATION NO
(25)

ROCKLAND NISSAN
608 ROUTE 303
BLAUVELT, NY 10913

TERMINAL I.D.: 13392204
MERCHANT #: 028100150186004

03/11/15 7:49 AM

SWIPED

SALE
BATCH: 000304
INV: 250291

AUTH: 011797
RRN: 00000000

TOTAL \$551.42

CUSTOMER COPY

Entry Method: Manual

\$ 1,759.80

17:19:12

Card Code: 615198

Batch#: 000332

03/11/15

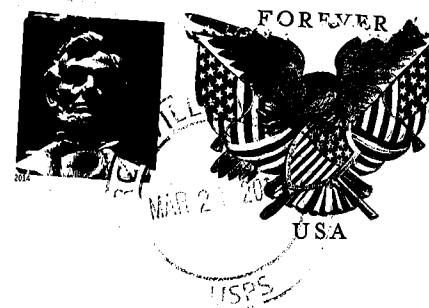
Card Code: 615198

Card Code: 615198

Card Code: 615198

Card Code: 615198

[REDACTED]
Circleville Ny [REDACTED]



NHTSA
1200 New Jersey Ave
SE, West Building
Washington DC 20590