



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

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
07-AUG-2015	Reference No. 10746899
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
SAN ANTONIO	TX	[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 3N1CE2CP5F [REDACTED]	Make NISSAN	Model VERSA NOTE	Model Year 2015
Date Purchased Sept 2014	Dealer's Name and Telephone Number GUYON NISSAN 210-496-0806		Engine: No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City San Antonio	State TX	Zip Code 781
Fuel Type: Gasoline Unleaded	Transmission Type CVT		Incident Date(s) 06-OCT-2014
<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure: Rotors, Brakes	
<input checked="" type="checkbox"/> Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: BRAKES (PWS), 980000 UNKNOWN OR OTHER, 200000 WHEELS	Failure Mileage 235	Failure Speed 30
Brake Pads / Rotors / Wheel Bearing		

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 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).

DRIVING MY CAR I THOUGHT I HAD SEEN SMOKE OR STEAM COMING FROM MY CAR, WHEN I PARKED AND GOT OUT I SMELLED BURNT RUBBER, BURNT BRAKE SMELL AND THIS TIME I COULD SEE SMOKE COMING OUT FROM MY LEFT WHEEL, I TOOK THE CAR IN NEXT DAY, WAS TOLD IT WAS OVER SPRAY ON THE UNDERSIDE CAUSING THE SMOKING AND BRAKES WERE GOOD, AFTER THAT I WOULD OCCASIONALLY HEAR GRINDING NOISE FROM MY BRAKES BUT THE DEALERSHIP SAID THE BRAKES WERE GOOD. OVER THE MONTHS I NOTICED THE GRINDING NOISE MORE, APRIL 2015 I TOOK IT IN FOR AN OIL CHANGE AND ASKED TO HAVE MY BRAKES LOOKED AT AGAIN BECAUSE I KEPT HEARING GRINDING NOISE FROM THE BRAKES AND FRONT END, AGAIN I WAS TOLD EVERYTHING WAS GOOD. BY JULY 3, 2015 I TOOK IT IN AGAIN AFTER HEARING A HORRIFIC SOUND WHEN TURNING THE WHEELS TO THE RIGHT, THE WHEEL BARING HAD GONE OUT CAUSING THE BRAKES TO GOUGE THE ROTORS MY CAR ONLY HAD 8304 MILES ON IT, I BOUGHT THE CAR NEW IN SEPT 2014, THE WHEEL BEARING WAS REPLACED AND THE ROTOR RESURFACED. CAR WAS GREAT FOR 2 1/2 WEEKS TODAY 8/6/15 I TOOK MY CAR IN BECAUSE THE GRINDING NOISE STARTED AGAIN JUST LIKE LAST TIME, TODAY I WAS TOLD ROTORS WERE WARPED CAUSING THE BRAKE PADS NOT CONNECTING PROPERLY THE THE ROTORS. I AM REALLY UPSET BEING I BOUGHT THIS CAR BRAND NEW AND NOW HAVING ISSUES WITH THE BRAKES WHICH COULD BE DANGEROUS. I have called the Dealership to set another appointment to fix the Rotors & Brakes again 10/2/15

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.

**From:** [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**Subject:** FW: Follow Up to ODI Complaint 10746899  
**Date:** Friday, October 02, 2015 5:27:19 PM  
**Attachments:** [201510021315.pdf](#)

---

Questionnaire.

Maritza L. Marshall-Williams  
BLF Technologies Inc.  
on assignment with National Highway Traffic Safety Administration,  
Dept. Of Transportation  
W48-204  
maritza.williams.ctr@dot.gov  
Ph: 202-493-0317  
Fax: 202-366-3081

-----Original Message-----

From: [REDACTED]  
Sent: Friday, October 02, 2015 2:23 PM  
To: DataQuality, DataQuality (NHTSA)  
Subject: Follow Up to ODI Complaint 10746899

I am returning requested information to a follow up of a complaint I had submitted regarding my 2015 Nissan Versa Note.

[REDACTED]

**From:** [REDACTED]  
**Sent:** Thursday, September 03, 2015 4:20 PM  
**To:** [REDACTED]  
**Subject:** Fw: FW: FW: NHTSA: Follow up to ODI Complaint: ----10746899-----  
**Attachments:** EVOQ EMAIL RESPONSE.doc; 10746899.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Sent from Yahoo Mail on Android

**From:** "EVOQ@dot.gov" <EVOQ@dot.gov>  
**Date:** Tue, Sep 1, 2015 at 9:17 AM  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ----10746899-----

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

NHTSA/Office of Defects Investigation



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

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 failures(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



**GUNN NISSAN, LTD**  
 750 Northeast Loop 410  
 San Antonio, TX 78209  
 (210) 496-0806

**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 7:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
8/06/15	
R/O Close Date	Status
8/06/15	Pre-Invoice
Mileage In	Mileage Out
8944	8945
Service Advisor / Tag #	
Kervin Brown/OR066	
Vehicle Identification Number	
3N1CE2CP5FL	
Delivery Date	In-Service Date
9/27/14	9/27/14
Color	License Number
BLUE	

[REDACTED]  
 [REDACTED]  
 SAN ANTONIO, TX  
 [REDACTED]  
 [REDACTED]  
 Year Make Model Body Color License Number  
 2015 NISSAN VERSA NOTE SV CVT BLUE  
 N50300

Work Phone  
 Home Phone  
 Body

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - 050: DRIVEABILITY-CONCERNS C/S STATES THERE IS A GRINDING NOISE WHEN DRIVING LEFT FRONT (WHEN APPLIED) Work performed by Arthur Lazcano (799) VERIFIED CUSTOMERS CONCERN, INSPECTED VEHICLE WHEEL BEARING, FOUND GOOD, INSPECTED VEHICLE WHEEL BEARING ASSEMBLY, ALL OKAY, INSPECTED VEHICLE BRAKE PADS AND ROTOR, FOUND TO BE WARPED AND BRAKE PADS ARE NOT CONTACTING ROTOR CORRECTLY, CAUSING NOISE WHEN BRAKES ARE APPLIED, RESURFACED ROTORS AND BRAKE PADS, TESTED AND INSPECTED VEHICLE, FOUND NO FURTHER ISSUES AT THIS TIME. ISSUE RESOLVED.	Warranty
#2 - 050: DRIVEABILITY-CONCERNS C/S THEY WOULD LIKE THEIR WHEEL BEARINGS LOOKED AT . PLEASE ADVISE COMPLETED	
#3 - 010000: PERFORM MULTI POINT INSPECTION (CUSTOMER ADVISED OF FACTORY RECOMMENDED MAINTENANCE) COMPLETED	

<b>SEE BACK OF DOCUMENT FOR FUTHER IMPORTANT INFORMATION.</b>	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00





**GUNN NISSAN, LTD**

750 Northeast Loop 410  
 San Antonio, TX 78209  
 (210) 496-0806

**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 7:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
7/03/15	
R/O Close Date	Status
7/03/15	Pre-Invoice
Mileage In	Mileage Out
8304	8304
Service Advisor / Tag #	
Timothy Elkey/B961	
Vehicle Identification Number	
3N1CE2CP5F1	
Delivery Date	In-Service Date
9/27/14	9/27/14
Color	License Number
BLUE	

[Redacted]  
 SAN ANTONIO, TX [Redacted]

Work Phone  
 Home Phone

Year	Make	Model
2015	NISSAN	VERSA NOTE
N50300		

Body  
 SV CVT

Color	License Number
BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [Redacted]	
#1 - 050: DRIVEABILITY-CONCERNS C.S. BRAKES GRINDING IN FRONT WHEN APPLIED AND LOU DLY ON TURNS Work performed by Hector Martinez (118) Installed 40210-1HMOA :BEARING WHEEL F 1@207.97 VERIFIED CUSTOMER CONCERN-ABNORMAL GRINDING NOISE PRESENT FROM FRONT BRAKE SYSTEM WHILE BRAKING ALL SPEEDS, GRIND NOISE LOUDER ON TURNS, INSPECTED BRA KE SYSTEM-FOUND LEFT FRONT WHEEL HUB BEARING FAILU RE CAUSING EXCESSIVE PLAY AND DAMAGE TO ROTOR, BRA KE PADS MEASURED AT 6MM/NO ABNORMAL WEAR PRESENT, LEFT ROTOR THICKNESS VARIATION MEASURED BETWEEN .8 69IN AND .866IN-OUT OF SPECIFICATIGN, REPLACED FAI LED WHEEL BEARING, RESURFACED LEFT ROTOR-ROTOR MEA SURED AT .850IN AFTER RESURFACE, VERIFIED CONCERN CORRECTED-GRINDING NOISE ELIMINATED, VEHICLE DRIVE ABILITY NORMAL, END REPAIR Sub Total: 207.97	207.97
#2 - 010000: PERFORM MULTI POINT INSPECTION (CUSTOMER ADVISED OF FACTORY RECOMMENDED MAINTENANCE) COMPLETE	
#3 - 280: RECALL/CAMPAIGN-CONCERNS VERSA IP COVER Work performed by Hector Martinez (118) CENTER CONSOLE LOWER INSTRUMENT PANEL RESHAPED IN	Warranty

**SEE BACK OF DOCUMENT FOR FUTHER IMPORTANT INFORMATION.**

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**





**GUNN NISSAN, LTD**

750 Northeast Loop 410  
 San Antonio, TX 78209  
 (210) 496-0806

**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 7:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
4/18/15	
R/O Close Date	Status
4/18/15	Pre-Invoice
Mileage In	Mileage Out
5953	5953

Service Advisor / Tag #  
**Eleazar Guerrer/R072**

SAN ANTONIO, TX		Work Phone	Vehicle Identification Number
		Home Phone	3N1CE2CP5FI
Year	Make	Model	Body
2015	NISSAN	VERSA NOTE	SV CVT
N50300		Delivery Date	In-Service Date
		9/27/14	9/27/14
		Color	License Number
		BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - 500: REGULAR OIL AND FILTER CHANGE 1ST SERVICE FREE Work performed by Ernest Garcia (716) Work performed by Alec Elder (956) Kit: PK65FS: 5QT OIL CHANGE Installed 11026-JA00A :WASHER DRAIN Installed 15208-65F0E :OIL FILTER Installed 999BK-05W30NW :GENUINE NISSAN Sub Total: 39.95	8.37 8.37 23.21 Included Included Included
#2 - 503: TIRE ROTATION 1ST SERVICE FREE Work performed by Ernest Garcia (716) Work performed by Alec Elder (956) Sub Total: 24.95	12.48 12.47
#3 - MPI: EXPRESS MULTI POINT INSPECTION ****CHECK BRAKES*** Sub Total: .00	
#4 - 010GTIRE: TIRES MEASURED AT 6/32 OR GREATER Sub Total: .00	
#5 - 800000: THANKS FOR TRUSTING US TO KEEP YOUR NISSAN SAFE &TROUBLE FREE !!! Sub Total: .00	

<b>SEE BACK OF DOCUMENT FOR FUTHER IMPORTANT INFORMATION.</b>	LABOR	
	PARTS	
	DEDUCTIBLE	
	SUBLET	
	SHOP SUPPLIES	
	HAZARDOUS MATERIALS	
	SALES TAX OR TAX I.D.	
	SPECIAL ORDER DEPOSIT	
	DISCOUNTS	
	TOTAL DUE	

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**



**GUNN NISSAN, LTD**

750 Northeast Loop 410  
 San Antonio, TX 78209  
 (210) 496-0806

**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 7:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
4/18/15	[REDACTED]
R/O Close Date	Status
4/18/15	Pre-Invoice
Mileage In	Mileage Out
5953	5953
Service Advisor / Tag #	
Eleazar Guerrer/R072	
Vehicle Identification Number	
3N1CE2CP5FL [REDACTED]	
Delivery Date	In-Service Date
9/27/14	9/27/14
Color	License Number
BLUE	

[REDACTED]  
 SAN ANTONIO, TX [REDACTED]

Work Phone [REDACTED]  
 Home Phone [REDACTED]

Year	Make	Model
2015	NISSAN	VERSA NOTE

Body SV CVT

Color	License Number
BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#6 - RECALL: THE CUSTOMER HAS DECLINED A SAFETY RECALL ON THIS VEHICLE DURING THIS VISIT. THIS NOTICE IS IN ACCORDANCE WITH THE NATL TRAFFIC MTR VEH SAFETY ACT. NISSAN NORTH AMERICA HAS DETERMINED THAT A DEFECT WHICH RELATES TO THIS VEHICLE SAFETY EXISTS. AS A RESULT NISSAN NORTH AMERICA IS CONDUCTING A SAFETY RECALL. WE ARE CONCERNED ABOUT YOUR SAFETY AS WELL AS YOUR CONTINUED SATISFACTION. CUSTOMER HAS DECLINED A SAFETY RECALL ON THE VEHICLE DURING THIS VISIT. Sub Total: .00	

**SEE BACK OF DOCUMENT FOR FURTHER IMPORTANT INFORMATION.**

LABOR	41.69
PARTS	23.21
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.91
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	66.81



**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**  
(C) 2011 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1026





**GUNN NISSAN, LTD**

750 Northeast Loop 410  
 San Antonio, TX 78209  
 (210) 496-0806

**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 7:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
10/06/14	[REDACTED]
R/O Close Date	Status
10/06/14	Pre-Invoice
Mileage In	Mileage Out
235	237
Service Advisor / Tag #	
John Hernandez/W801	
Vehicle Identification Number	
3N1CE2CP5FL [REDACTED]	
Delivery Date	In-Service Date
9/27/14	9/27/14
Color	License Number
BLUE	

[REDACTED]  
 SAN ANTONIO, TX [REDACTED]

Work Phone [REDACTED]  
 Home Phone [REDACTED]

Year	Make	Model	Body
2015	NISSAN	VERSA NOTE	SV CVT

N50300

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - 050: DRIVEABILITY-CONCERNS CUST STATES THE VEHICLE HAS A BURNING SMELL AND SMOKE COMING FROM UNDER VEHICLE. ALSO STATED THAT IT FEELS LIKE ITS IN A LOW GEAR. Corrected by Work performed by Mario Gonzalez (695) FOUND UNDER COATING OVERSPRAY ON EXHAUST. CLEANED EXCESS OVER SPRAY. SCANED COMPUTER FOR FAULT CODES, AND TEST DROVE. ALL OK AT THIS TIME	SRV POLICY
#2 - 010000: PERFORM MULTI POINT INSPECTION (CUSTOMER ADVISED OF FACTORY RECOMMENDED MAINTENANCE) Corrected by Work performed by Mario Gonzalez (695)	SRV POLICY
#3 - 010GTIRE: TIRES MEASURED AT 6/32 OR GREATER Corrected by Work performed by Mario Gonzalez (695)	SRV POLICY

<b>SEE BACK OF DOCUMENT FOR FUTHER IMPORTANT INFORMATION.</b>	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00



**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

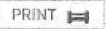


LIVE CHAT

Search



Your message has been sent.



Thank you. We will respond to your question as soon as possible. The details of your message are below. Please print this page for your records.

Your Contact Information



Your Message

Message: I AM HAVING ROTOR AND BRAKE PAD ISSUES WITH MY 2015 VERSA NOTE, I HAVE TAKEN IT BACK TO THE DEALER 4 TIMES SINCE I BOUGHT THE CAR BRAND NEW SEPTEMBER 2014, I HAVE LESS THAN 11,000 MILES ON THE CAR THE DEALER HAS REPLACED A WHEEL BEARING, RESURFACED MY ROTORS AND STRAIGHTEN TWICE, I AM VERY UNHAPPY WITH MY CAR AND HOW THE I AM TREATED AT THE DEALER SHIP. I HAVE ASKED THE DEALERSHIP TO REPLACE MY ROTORS AND BRAKE PADS WITH BRAND NEW ROTORS AND BRAKE PADS AND THEY SAID THEY CAN NOT BECAUSE YOU NISSAN WILL NOT COVER IT. I HAVE SUBMITTED A CASE TO THE US DEPT. OF HIGHWAY TRAFFIC SAFETY DUE TO THE BRAKE AND ROTOR PROBLEM. I HAVE TO TAKE MY CAR IN AGAIN THE BRAKES AND ROTORS ARE GRINDING AND I JUST BROUGHT THE CAR IN AUG 8TH 2015 AND THE ROTORS WERE RESURFACED AND BRAKE PADS I FIND THAT HARD TO BELIEVE. I WANT NISSAN TO EITHER REPLACE ANY PART THAT IS DEFECTIVE WITH NEW PARTS NOT USED OR REFINISHED, REPLACE MY VEHICLE WITH A NON DEFECTIVE NISSAN CAR OTHER THAN A VERSA NOTE OR PURCHASE MY CAR. SINCERELY REYNEE STEFFENS, A VERY UNHAPPY NISSAN OWNER

[Go to Nissan Homepage](#)

*10:30am  
10/2/2015 Called to make appt and talk to Service Manager -  
- Luis - @ Gunn Nissan  
Adrian or Reynolds Service Manager to call me back and set appt.*

LEARN

- See All Vehicles
- Build Your Nissan
- Get a Brochure
- Estimate Credit Score
- Customer Promise
- Compare Competitors
- Snug Kids
- NMAC Payment Options
- Finance Customer Support
- Investor Relations

SHOP

- Local Nissan Offers
- Get an Internet Quote
- Search Inventory
- Estimate Payments
- Get Pre-Approved
- Book a Test Drive
- Certified Pre-Owned
- College Grad Program
- Nissan Mobility Assist
- Military Program

EXPERIENCE NISSAN

- News & Events
- Future & Concept
- Nissan Blog
- NissanConnect
- Performance
- GT Academy
- Habitat For Humanity
- Red Thumb

FOR OWNERS

- Owners Portal
- LEAF® Owners Portal
- Manuals & Guides
- Nissan Finance Portal
- Express Service
- One to One Rewards
- Collision Assistance
- Nissan Navigation Store
- Parts & Accessories eStore
- NissanConnect Support



NISSAN USA

Follow 5.5M

JOIN MAILING LIST

Enter Email

