

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 <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:50%;">Date Received</td> <td style="width:50%;">Repository ☐</td> </tr> <tr> <td style="text-align: center;">21-MAR-2023 AUG 17 2023</td> <td>Reference No. 11512982</td> </tr> </table>		Date Received	Repository ☐	21-MAR-2023 AUG 17 2023	Reference No. 11512982																				
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OWNER INFORMATION (Type or Print) <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td colspan="2">Name</td> <td colspan="2">Daytime Telephone Number</td> <td colspan="2">E-mail Address</td> </tr> <tr> <td colspan="2">Address</td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td>City</td> <td>State</td> <td>ZIP Code</td> <td colspan="3">Evening Telephone Number</td> </tr> <tr> <td>Fayetteville</td> <td>NC</td> <td></td> <td colspan="3"></td> </tr> </table> 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).				Name		Daytime Telephone Number		E-mail Address		Address						City	State	ZIP Code	Evening Telephone Number			Fayetteville	NC				
Name		Daytime Telephone Number		E-mail Address																							
Address																											
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VEHICLE INFORMATION																											
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model																							
1N4AA6CV8N0		NISSAN		MAXIMA																							
Date Purchased		Dealer's Name and Telephone Number		Engine No: Cylinders																							
Original Owner ☐		Dealer's City: SOUTHERN PINES		Fuel Type:																							
		STATE: NC																									
Transmission Type		Powertrain		Incident Date(s)																							
☐ Antilock Brakes ☐ Cruise Control				13-FEB-2023																							
FAILED COMPONENT(S)/PART(S) INFORMATION																											
Vehicle Components Codes: 121000 EXTERIOR LIGHTING-HEADLIGHTS				Failure Mileage 2700.0																							
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: DOTM1 9ABC035)		☐ Original Requirement ☐ 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), Injury(ies).)																											
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured																							
				Number of Deaths																							
				Reported to Police N																							
Narrative Description of Incident(s), Crash(es), 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). The contact owns a 2022 Nissan Maxima. The contact stated that while operating the vehicle at night with the headlights illuminated, the driver's side light beam had a dark shaded spot in the illuminated light field and the light field was directed approximately 35 degrees to the left creating both visibility hazard for the driver and a blinding hazard for oncoming traffic. The vehicle was taken to the local dealer who replaced the driver side headlight assembly, but the failure persisted. The manufacturer was not notified of the failure. The failure mileage was 2,700.																											
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 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.																											

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigations, NEF-100
12000 New Jersey Ave SE
Washington, D.C. 20077-9382

April 24, 2023

Subject: Vehicle Owner's Questionnaire, Reference # 11512982

OWNER INFORMATION No changes

VEHICLE INFORMATION VIN 1N4AA6CV8NC [REDACTED] Nissan, Maxima SV, 2022; Date Purchased: 2/13/23; CARMAX (910) 778-7862; Engine: 6 cylinder, Fuel Type: 93 Oct; Original Owner: NO; Dealer City: Fayetteville, NC 28303; Transmission: CVT; Anti-Lock Brakes: YES; Cruise Control: YES; Powertrain: Front Wheel Drive; Multiple Failure: NO; Incident Date(s): 2/23/23, 3/8/23, 3/15/23

FAILED COMPONENT(S)/PART(S) INFORMATION Vehicle Component Codes: 1210000
Exterior Lighting Headlights; Failure Mileage: 4000; Failure Speed: N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE:
N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE: N/A

APPLICABLE INCIDENT INFORMATION: Crash: NO; Fire: NO; Number of Persons Injured: N/A; Number of Deaths: N/A; Reported to Police: N/A; Narrative Description: Vehicle delivered from mfg to Nissan dealer in California—July 2022, Used as Dealer Demo, Sold at auction in late Dec 2022/Early 2023, Purchased by Carmax—Santa Barbara, California, listed for sale on Carmax website 1/25/23, buyer paid \$1999 shipping fee to Carmax—Fayetteville, NC on 1/25/23, vehicle arrived Carmax—Fayetteville, NC on 2/10/23, buyer purchased vehicle on 2/13/23 with 2735 miles on odometer, owner driving at night is limited due to age related eyesight and is normally done in town with street light coverage, first noticed defect on 2/23/23

while driving on unlit country roads to a meeting in Raeford, NC, owner noticed a deep "U" shaped dark area approximately 50-75 yards in front of vehicle centered on centerline markings of highway with oncoming lane and ditch area across the road being well lit by left headlamp, visited Southern Pines Nissan on 3/01/23 with approximately 3750-4000 miles on odometer for headlamp alignment, driver informed by dealership what headlamp alignment was "in spec", driver is retired Quality Engineer & Lead Auditor and telling said owner that something is "in spec" is wrong answer, owner proceeded to research headlamp alignment procedures via Internet and found nothing, owner returned to dealership on 3/8/23 and convinced service writer to drive vehicle overnight, owner returned loaner vehicle to dealership on 3/9/23 and service writer confirmed owner's observations that left headlamp appeared to be aimed approximately 15-20 degrees left of vehicle centerline, dealership ordered new headlamp assembly, new headlamp assembly installed by dealership on 3/13/23, owner drove vehicle same date at approximately 10:00 PM on darkened country road to check headlamp replacement and found that problem was worse with larger and deeper "U" shaped dark area centered on centerline of road with oncoming lane and ditch area across roadway more illuminate, owner estimated headlamp was now aimed 25-30 degrees left of vehicle centerline, owner returned vehicle to dealership on 3/15/23, convinced Service Manager (Tom Dean) to drive vehicle overnight to observe problem, contacted Service Manager on morning of 3/16/23 who confirmed that headlamp was definitely pointing well left of vehicle centerline, Service Manager informed owner that Nissan North America Technical Support was being contacted for further assistance, on 3/16/23 owner purchased 30-day online subscription to Nissan Electronic Service Manual MAXIMA (A36) OCTOBER 2023 SM22EA0A6U1 and found that manufacturer has a note in manual under DRIVER CONTROLS—EXTERIOR LIGHTING SYSTEM—LED HEADLAMP—PERIODIC MAINTENANCE—HEADLAMP AIMING ADJUSTMENT-- Inspection that states "By regulation, no means for horizontal aim adjustment is provided from the factory; only vertical aim is adjustable.", owner not able to reach dealership Service Manager until 3/28/23 and found that major conference calls had occurred between dealership service manager/Nissan Technical Support/Nissan Quality/Nissan Engineering departments and dealership was directed to take vehicle to a Nissan Certified Collision Repair Facility to have left headlamp mounts removed and reinstalled in line with centerline of vehicle, on 4/5/23 dealership called owner to inform owner that a loaner vehicle was finally available and that vehicle was being sent to Thornberry's Body Shop 405 N. Walnut St Pinebluff NC 28373, on 4/6/23 owner picked up loaner vehicle from dealership and then visited staff at Thornberry's to confirm problem briefing as conveyed by dealership and found Thornberry's was NOT fully informed of problem, Thornberry's was fully briefed by owner about problem history and actions to date, Thornberry's planned to put vehicle in paint booth and lower lighting so they could check headlamp alignment, Thornberry's was informed that this would NOT be sufficient to see problem as owner had already used same method at home and it was strongly suggested that they drive the vehicle at night to confirm observations of owner and dealership, owner contacted dealership on 4/18/23 to check vehicle status and found that Thornberry's had contacted dealership that very morning and informed dealership that vehicle frame as NOT bent and that they could not find anything wrong with headlamp alignment, dealership informed owner that a Nissan engineer was being called in to help determine problem and solution, dealership was informed that when Nissan engineer(s) arrive to contact owner so that he could discuss problem face-to-face with Nissan engineer as owner is retired Manufacturing/Quality Engineer & Lead Quality Systems Auditor with a background in ISO-9000, AS-9000, QS-9000, and AAR-1000!

Quality System, on 4/18/23 owner called Thornberry's to confirm whether or not vehicle had been driven at night to observe previously seen problem, Thornberry's confirmed to owner that vehicle had NOT been driven at night to observe current problem, owner received NHTSA Vehicle Owner's Questionnaire on 4/18/23, owner wrote this narrative update for questionnaire on 4/24/23 and mailed on same date.