

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [DataQuality](#), [DataQuality \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint -11520401
Date: Wednesday, September 13, 2023 12:41:14 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

I have added additional information to the Questionnaire and also included an Invoice from 8/11/2023.

Please let me know if anything else is needed. Also keep me informed as to how Nissan is handling what seems to be an issue with these vehicles.

Thank you,

[REDACTED]

On Wednesday, May 24, 2023 at 11:41:44 AM EDT, EVOQ (NHTSA) <evoq@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to 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 TransportationNational 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

04-MAY-2023

Repository ☐Reference No.
11520401**OWNER INFORMATION (Type or Print)**

Name

Address

City

Marville

State

NJ

ZIP Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
SN1AR1BW47CGMAKE
NISSANModel
PATHFINDERModel Year
2007

Date Purchased

05/07/07

Dealer's Name and Telephone Number
Grieco Ford of Delray Beach 5612831099

Dealer's City: Delray

North Plainfield Nissan
545 Route 22 West
North Plainfield, NJ 07060

Engine:
No. Cylinders

Fuel Type:

Original Owner
☐STATE
FLZIP Code
33483

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

27-APR-2023

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 062100 ENGINE AND ENGINE COOLING; COOLING SYSTEM; RADIATOR ASSEMBLY. 100000 POWER TRAIN

Failure Mileage
125000.0

Failure Speed

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: DOTM1AL 9ABC036)

☐ 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 2007 Nissan Pathfinder. The contact noticed that there was unknown fluid leaking underneath the vehicle onto the ground. The contact stated no warning light was illuminated. The contact checked the radiator and noticed that the coolant was leaking from the radiator. An independent mechanic was contacted and stated that it sounded as if the transmission might have cracked; however, the vehicle was not diagnosed. The dealer was not contacted. The manufacturer was not contacted. The failure mileage was 125,000.

8/11/2023 - Vehicle was taken to Bridgewater Nissan for diagnosis.
(See attached Invoice.)
I was told the cost for repairs would be around \$10,000. I declined repairs at that time.

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.



**BRIDGEWATER
NISSAN**

1400 ROUTE 22 EAST
& FINDERNE AVENUE
BRIDGEWATER, NJ 08807

PHONE: (800)236-6802
BRIDGEWATERNISSAN.COM

I consent to receive autodialed, pre-recorded and artificial voice telemarketing and text messages from or on behalf of dealer at the telephone number(s) provided.

Initial to consent here _____

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL:
	ERICK	2494 4053	08/11/23	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	150.00		128,911	
	YEAR / MAKE / MODEL	07/NISSAN TRUCK/PATHEFINDER/		
	VEHICLE I.D. NO.	5 N 1 A R 1 8 W 4 7 C		
	F.T.E. NO.	F.O. DATE		
		08/11/23		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO:		

JOB# 1 CHARGES-----

LABOR-----

1 02NIZFLUIDLEAK CHECK FOR FLUID LEAK TECH(S):126010 150.00

CUSTOMER REQUESTS CHECKING FOR FLUID LEAK FROM UNDER ENGINE

AREA blue color

TECH INSPECTED VEHICLE AND FOUND INTERNAL LEAK FROM RADIATOR

MIXING IN WITH TRANS FLUID. WILL NEED TO REPLACE RADIATOR

AND TRANS TO START.

CUSTOMER DECLINED REPAIRS

JOB# 1 TOTALS-----

LABOR 150.00

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 150.00

JOB# 2 CHARGES-----

LABOR-----

2+55NIZZDECLINE DECLINED REPAIR TECH(S):126010 INTERNAL

INSPECTED AND FOUND RECOMMENDATIONS TO CUSTOMER VEHICLE

CUSTOMER DECLINED ADDITIONAL REPAIRS AT THIS TIME

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

COMMENTS-----

DELETED OPERATION(S)-----

55NIZINSP MULTI POINT INSPECT

RECOMMENDATIONS-----

RADIATOR AND TRANS REPLACEMENT TO START

TOTALS-----

CIRCLE ONE: CASH CHECK VISA/MC AMEX DISCOVER

TOTAL LABOR.... 150.00

TOTAL PARTS.... 0.00

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 9.94

TOTAL INVOICE \$ 159.94

CUSTOMER SIGNATURE