

National Highway Traffic Safety Administration (NHTSA) Office of Defects Investigation (ODI)
1200 New Jersey Avenue SE
Washington, D.C. 20590

Vehicle Safety Complaint - 2024 Nissan Titan / Battery Failures, Electrical Risks, and Mishandled Repairs

Dear NHTSA Office of Defects Investigation,

I am writing to formally report safety-related concerns regarding my 2024 Nissan Titan, purchased brand new on September 14, 2023 from Twin City Nissan in Alcoa, Tennessee. Since the first week of ownership, this vehicle has presented serious electrical, battery, and service-related safety issues that remain unresolved. I believe these issues pose not only a personal risk to me as the vehicle owner but may affect other owners of this model as well.

Key Safety Concerns:

1. Repeated Electrical/Battery Failures Within First 3 Months:

- The vehicle battery failed only four days after purchase, leaving me stranded.
 - A tow truck driver sent by Nissan did not know how to tow the vehicle properly. A second service tech was eventually dispatched.
 - The replacement battery also failed, again stranding me over 40 miles from home.
 - During this second incident, the responding tow truck hit a parked vehicle.
 - A third battery was later installed, yet no explanation or root cause was ever provided.
- These repeated failures suggest a potential systemic electrical or charging issue that has not been investigated or addressed under warranty.

2. Excessive Jump-Starting and Potential Electrical Damage:

During a deer-related collision repair performed at Nissan's own collision center, I was informed that my vehicle had to be jump-started more than ten times per day. This level of repeated electrical strain may have further damaged onboard systems or battery integrity.

3. Unauthorized Fuel Loss Suggesting Potential Vehicle Use:

While undergoing service for rust repair, I observed that the vehicle had been driven only 10 miles, yet over 100 miles worth of fuel had been used in a single day. This raises serious concerns of unauthorized use or misuse, which could endanger both the owner and the public if a malfunction occurred.

4. Improper Factory Rust Repair - Materials and Safety Implications:

Rust developed on the roof of the vehicle. Nissan hired a third-party body shop to handle the repair without my approval. The shop used body filler instead of proper rust removal, and paint began peeling from the roof. Overspray entered the interior cabin, affecting visibility surfaces like the windshield edge, dashboard, and headliner. Interior parts are now damaged. According to another authorized dealer, this was the result of improper repair technique, not normal wear.

5. Manufacturer Refusal to Provide Documentation or Resolution:

Despite repeated complaints to Nissan Consumer Affairs, I have been refused written documentation about warranty work or safety-related repairs. I was instead passed between dealerships and denied even the most basic transparency about what was done to my vehicle.

Request for Action:

Given the pattern of mechanical failure, improper repairs, lack of documentation, and potential misuse, I respectfully request that the NHTSA investigate the 2024 Nissan Titan for electrical and safety defects. I also urge you to review Nissan's handling of warranty and repair responsibilities, particularly in cases where safety is compromised.

I appreciate your time and commitment to protecting consumers from unsafe vehicles.

Sincerely,

[REDACTED]

[REDACTED]

Maryville, TN, [REDACTED]

[REDACTED]

[REDACTED]

June 28, 2025



Maryville, TN

Retail



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