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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

(845) 485-3924

REGIONAL OFFICE DIVISION
POUGHKEEPSIE REGIONAL OFFICE

December 27, 2004

Hopewell Junction, NY

Our File Number: PGR04RD1869
Company: 2004 Nissan Quest

Dear

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Mark T. Hoops
Senior Consumer Frauds Representative
Bureau of Consumer Frauds
and Protection

cc: National Highway Traffic Safety Administration
400 7th Street SW
Washington, DC 20590

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C / Hopewell Jct., NY

RECEIVED
NY OFFICE OF THE ATTORNEY GENERAL
DEC 23 2004
CONSUMER FRAUDS
POUGHKEEPSIE DISTRICT

Nissan
PO Box 191
Gardena CA 90248-0191

December 21, 2004

To Whom It May Concern:

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In May of 2004 I purchased a 2004 Nissan Quest at Poughkeepsie Nissan in Poughkeepsie, NY. In 1997 I purchased a 1998 Nissan Maxima and was extremely satisfied with the car as well as the service, which lead to the purchase of the Quest. Since I purchased the Quest in May I have been in for service on this vehicle five (5) times. It has been in for the A/C, door handle feel off, and the tire pressure (front driver's side). It has been in two times for the tire pressure, but the problem has occurred three times. The reason I did not bring the vehicle in the third time is because we were on our way to the hospital in Peekskill to have our baby and my husband didn't want to take any chances so he filled the tire with air and the light went out. The light is now on again, making this the 4th time with the same problem. When the light went on, December 16, 2004 I contacted the dealership where I purchased the vehicle, spoke with Dave Nelson, and expressed my extreme disappointment. He directed me to the claims department. I called the claims department and spoke with a very arrogant representative named Chris, who was extremely unconcerned. He finally gave me a file # 4793335.

I'm sure you can understand my frustration, I spent \$31,000 on this vehicle, gave up my 4x4 for this and I've had nothing but problems. I have three little children I can certainly think of better things to spend my money on than a vehicle that's always in the shop.

I have an appointment on December 30, 2004 for the tire, console lights not coming on all the time (possible short), and the rear interior light hanging off. As if I haven't had enough problems with this vehicle. Every couple of months I am going in for service regarding more problems.

At this time I feel the need to clarify the tire issue. A tire is essential to make the vehicle move, it is not a cosmetic issue. I have three children, all under age 5, in the vehicle with me 90%, therefore if something happens to me or my family I will personal hold Nissan responsible since there seems to be no concern or urgency to rectify this issue.

Lastly I would like you to know that I will never purchase another Nissan again, and will tell everyone I know, because word of mouth is very powerful.

Sincerely,

Cc: Dave Nelson
Attorney General's Office-Poughkeepsie