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NISSAN NORTH AMERICA, INC.

Consumer Affairs

18801 S. Figueroa St.

Gardena, CA 90248

Mailing Address: P.O. Box 181

Gardena, CA 90248-0181

Telephone: 1.800.547.7261

December 6, 2004

Yorba Linda, Ca

RE: 2004 Nissan Armada VIN: 5N1AA08B54N

Dear

Thank you for allowing Nissan North America, Inc. the opportunity to review the circumstances regarding your Armada. Please be assured that Nissan North America, Inc. has taken every step necessary to fully investigate this matter.

Per your request, a Nissan technical specialist conducted an inspection of the subject vehicle and found no evidence of product defects, failures, or malfunctions.

Thank you for contacting Nissan North America, Inc. and allowing us the opportunity to review your concern.

Sincerely,

Kent Bell

Escalations

Nissan Consumer Affairs

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Escalations

2004 DEC 23 A 3:34

RECEIVED

NAR
228
1/11/05

DEAR MS. BELL AND HER SUPERVISOR,

RE: 2004 NISSAN ARMADA

VIN: 5N1AA08B54N

FILE#: 4713908

FRANKLY I AM TOTALLY DISAPPOINTED BY THE RESPONSE AND ATTITUDE OF YOUR CUSTOMER SERVICES DEPARTMENT. THEY MUST BE TRAINED TO NOT HELP THE CUSTOMER BUT TO FRUSTRATE THEM AT EVERY TURN TO ENSURE THAT THEY ARE FORCED TO KEEP PAYING FOR A VEHICLE THAT IS NOT ONLY INADEQUATELY DESIGNED BUT A DANGER ON THE ROAD.

BY YOUR OWN ADMISSION YOU, MEANING NISSAN AND THE CUSTOMER SERVICES DEPARTMENT, WERE AWARE OF THE PROBLEMS ASSOCIATED WITH THE VEHICLE IN QUESTION. IT APPEARS THE ACTUARIES EMPLOYED BY NISSAN HAVE ADVISED YOU AGAINST PURCHASING BACK OR RECALLING THE VEHICLES. INSTEAD THEY ARE ALLOWED TO BE USED ON THE ROADS WITH THEIR DEFECTIVE AND DANGEROUS BRAKES PUTTING LIVES AND PROPERTY AT RISK. WHAT DOES IT TAKE FOR NISSAN TO ADMIT THEIR FAILURE AND DESIGN FLAWS AND CORRECT THEIR MISTAKES?

AS YOU AWARE I HAVE REQUESTED YOU TO TAKE ME SERIOUSLY AND SINCE YOU HAVE NOT, I HAVE TAKEN THE STEPS TO ENSURE THAT MY VEHICLE IS PURCHASED BACK. THIS INCLUDES CALLING THE BETTER BUSINESS BUREAU (BBB), THE NATIONAL HIGHWAY TRANSPORTATION SAFETY AUTHORITY (NHTSA), THE NATIONAL TRANSPORTATION SAFETY BOARD (NTSB), THE CALIFORNIA CONSUMERS ASSOCIATION, THE BUREAU OF AUTO MOTIVE REPAIR AND THE TRIPLE A. THE REPORTERS AT THE ORANGE COUNTY Y REGISTER ARE ALSO INTERESTED IN THE STORY AND WILL NO DOUBT CONTACT YOU FOR YOUR COMMENTS.

THE LITANY OF COMPLAINTS SHOULD HAVE PROMPTED YOU TO PURCHASE THIS LEMON BACK BUT INSTEAD YOU HAVE TAKEN A HARSH AND INTRANSIGENT STANCE WHICH IS UNJUSTIFIABLE. THE COMPLAINTS INCLUDE:-

- 1) NON-FUNCTIONING OF THE HOME-LINK SYSTEM.
- 2) NON-FUNCTIONING OF THE MEMORY SEATS FOR THE DRIVER.
- 3) VIBRATING NOISE FROM THE HEAT SHIELD FOR THE EXHAUST MANIFOLD.
- 4) VIBRATING NOISE FROM THE INTERIOR COURTESY LIGHT LENS.
- 5) SEPARATION OF THE PASSENGER LINER FROM THE ROOF REQUIRING RE-APPLICATION OF GLUE.
- 6) MALFUNCTION OF THE TIRE PRESSURE SENSOR WHICH WAS RESPONSIBLE FOR THE LOSS OF TIRE PRESSURE MAKING THE VEHICLE DANGEROUS ON THE ROAD
- 7) WARPING OF THE ROTORS ON THE FRONT BRAKES AS A RESULT OF INADEQUATE SIZE FOR THE VEHICLE AND INADEQUATE VENTING WHICH RESULTED IN OVERHEATING. THE REPAIR PRESCRIBED DOES NOT RESOLVE THE ISSUE AND INSTEAD OF REPLACING THE ROTORS THEY WERE MACHINED. I STILL CANNOT CONTROL THE VEHICLE WHEN BRAKING FROM HIGH SPEED AND INSPITE OF SEVERAL CALLS TO YOU THERE HAS BEEN NO RESPONSE. I CALLED NISSAN OF CERRITOS TO HAVE THE VEHICLE REPAIRED AND THEY SAY THAT THEY DO NOT HAVE THE PARTS TO REPAIR THE VEHICLE AND HAVE SUGGESTED THAT I KEEP IT OFF THE ROADS. OVER 120 VEHICLES HAVE HAD WARPED ROTORS AND OVER SIXTY HAVE BEEN NOW REFERRED BACK FOR THEIR SECOND REPAIR JUST FROM NISSAN OF CERRITOS. FIVE VEHICLES HAVE BEEN PURCHASED BACK.
- 8) THERE IS A BOOMING NOISE FROM THE PASSENGER COMPARTMENT AS A RESULT OF A DESIGN FLAW AND INSPITE OF YOUR NISSAN REGIONAL REPRESENTATIVES ASSURANCE THAT THE CAR IS PERFORMING ACCORDING TO DESIGN SPECIFICATIONS THAT FACT THE DESIGN IS FLAWED DOES NOT MAKE THE CAR ACCEPTABLE.

- 9) THERE IS NOW A PROBLEM WITH THE RADIO RECEPTION AS WELL AND IT KEEPS CUTTING OUT AT VARIOUS TIMES
- 10) THE HEAT SHIELD FROM THE ENGINE COMPARTMENT IS ALSO DEVELOPING CRACKS
- 11) I WAS INITIALLY NOT PROVIDED WITH THE HEADPHONES FOR THE DVD SYSTEM
- 12) I HAVE NOT BEEN RE-IMBURSED FOR LOSS OF USE OF THE VEHICLE.
- 13) I HAVE NOT BEEN RE-IMBURSED THE \$127.00 THAT I HAD TO PAY TO ENTERPRISE FOR A FORD ESCAPE THAT WAS OFFERED TO ME AS A COMPARABLE VEHICLE.

OVERALL THIS HAS BEEN BY FAR THE WORST EXPERIENCE OF MY LIFE REGARDING BUYING A NEW VEHICLE. THE QUALITY CONTROL SUCKS. THE CUSTOMER SERVICES SUCKS AND NISSAN SUCKS.

I HAVE ALSO TAKEN THE OPPORTUNITY OF INFORMING THE LADY WHO WROTE THE LEMON LAW FOR CALIFORNIA AND SHE WILL BRING UP THIS MATTER AT A MEETING OF ALL THE CEOs OF ALL THE CAR MANUFACTURERS IN USA WHERE THE NATIONAL PRESS WILL BE REPRESENTED. I WILL BE ALSO INITIATING A LAWSUIT AGAINST NISSAN FOR LOSS OF USE AND MY TIME AT A RATE OF \$700.00/ HOUR FOR ALL THE AGGRAVATION YOU HAVE PUT ME THROUGH. LET ME ASSURE YOU THAT I HAVE NO INTEREST IN EVER PURCHASING OR OWNING A NISSAN PRODUCT EVER AGAIN.

YORBA LINDA,
CA

CC: NISSAN OF CERRITOS
CC: ORANGE COUNTY REGISTER
CC: NHTSA
CC: NTSB
CC:AAA
CC:BAR