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To Whom it may Concern:

2005 NOV 18 PM 9:52

I Bought my 2004 Nissan Quest in July of 2004. It now has between 4000 and 5000 miles on the odometer, so I do not drive it very often. I drive it to take my daughter to school and pick her up everyday, this is less then a mile. I am extremely careful with my vehicle and try not to park it to close to other vehicles. Even with three kids ages 10 weeks to 4 years I will park out in the outskirts of a shopping center just to ensure the safety of my vehicle. I am very scared to drive my vehicle after what happened on Saturday evening at about 8:30 on interstate 15 at Carroll Canyon Road, in the carpool lane. I was driving back from taking my two year old son to the doctors office for an urgent care appointment down in San Diego and I heard a thump and it sounded like I had a flat tire, so I pulled over and my mother got out and looked around the vehicle and all four tires were inflated just like the maintenance gauge stated. So she got down on her knees and looked under the van and then called me out of the drivers seat to come take a look. Somehow the Rock plate, which guards the engine had almost completely detached, it was only held on by one plastic screw. We had no tools to take it off and nothing to tie up the kick plate with so I drove for the next hour at about 15 MPH till I was able to make it to my Mother in laws house at Ted Williams Parkway where my husband met me and helped me tie up the rock plate.

I am extremely dissatisfied with my vehicle. There is no reason that this should have happened. Like I said before I am extremely scared to drive it, for fear I will put my babies in danger, even if your repair team does anchor the plate once again.

I am without a car and have no access to a vehicle considering my husband works from 9 to 6 in Poway at Geico Insurance.

Heather
3/15/05

I would like to know what Nissan plans to do about this defect in my vehicle and a possible design flaw and defect in other Nissan Quests.

The customer service guy made it very clear that this defect was not covered under warranty and that it happens all the time. If I would have known this I would have never bought a Nissan. I bought our Nissan Van and happily paid 100% Cash for the vehicle because of Nissan's wonderful reputation. The vans that I looked at were all very similar and all supposedly rated 5 stars. WE feel very blessed that none of our family got hurt on Saturday and that we were not involved in an accident. Luckily with all the construction on interstate 15 and all the emergency lanes closed we were able to break down in the carpool lane, where emergency lanes were available.

Please contact me and advise me as to what steps to take concerning my vehicle

Sincerely

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Escondido, CA [REDACTED]

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EXECUTIVE SECRETARIAT
2005 MAR 11 P 1:21
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.