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March 2, 2005

Daniel A. Gaudette
Senior Vice President, Manufacturing and Quality, NNA
18501 S. Figueroa St
P.O. Box 191
Gardena, CA 90248-0191

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Reference your letters dated 2/8/05 and 2/14/05
File [REDACTED]

Dear Mr. Gaudette:

I have called your "customer service" number several times this year due to a problem with my 2002 Altima. I took the car to the local Nissan service department after the headlight stopped working. I expected to have the bulb replaced and that would be the end of it. However, the outcome was far more serious than a burned out bulb.

In the words of the local dealer "your *entire* headlight assembly has 'Melted'".

The initial, verbal response from your "customer service" organization implied that my technologically sophisticated Nissan product suffers from electrical power surges which caused the entire headlight assembly to melt. This raised other safety concerns. If there are electrical surges causing the entire headlight assembly to melt, what other systems will be adversely affected?

A reasonable person would expect that the headlight assembly on a Nissan would easily last for the lifetime of the vehicle - at least 15 years. I purposefully sought out a Nissan product for what I expected to be a reliable vehicle. At the very least I expected a company with a reputation like Nissan to stand behind its products. Neither of these expectations has been fulfilled.

It is obvious that the headlight assembly has a *latent design defect*. This "melting" is a catastrophic failure and would be considered a serious quality or safety *defect*, making it unreasonably dangerous.

I have the defective headlight assembly in my possession.

I can only conclude from your form letters dated 2/8/05 and 2/14/05 that you do not take my concerns seriously. Your "customer service" even refused to address the nature of my complaint in the letters, despite my repeated requests to do so.

During the last discussion on 2/18/05, I was told by your customer service representative, Amber Lee, that I would be contacted by her supervisor, Mrs. Johnson, within 24 - 48 hours. To date this has not occurred.

I look forward to hearing from you regarding your business policy on defects. I would like to receive your response within 30 days, so that we are able to resolve this problem in a speedy fashion.

Sincerely,

[REDACTED]

Winter Park, FL [REDACTED]
[REDACTED]

CC: NHSTA
CC: Florida Attorney General

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3/21/05