

Newport, PA

May 23, 2005

Office of Defects Investigation
400 Seventh St. SW
Washington, DC 20590

10125815

Dear Sir, Madam

In July of 1999 I purchased a new Nissan Frontier pickup truck from Faulkner Nissan of 2650 Paxton St., Harrisburg, PA 17111. Soon thereafter it began a chunking sound when shifting gears of the five speed manual transmission and also became progressively more difficult to shift. I complained to the dealer service department numerous times and was always assured that there was no problem, even when it became dangerous to drive in traffic such as entering a highway and being unable to change gears.

On more than one occasion I called attention to the problem on Nissan North America Customer Surveys but never received a reply.

The vehicle is now out of warranty with twenty-one thousand miles on the odometer and the dealer acknowledges the problem but will not correct it.

I telephoned Nissan Customer Service and explained that this problem was first addressed soon after purchase and not corrected so I believe Nissan should make some adjustment. A representative named "Ray" said he would look into it. One week later (May 8, 2005) Ray called to say he decided nothing would be done for me because it is out of warranty. The warranty period was for five years or sixty thousand miles.

It is my opinion that I was deliberately stalled until expiration of the warranty and am now obliged to drive a dangerous vehicle or pay for repairs, which should be the responsibility of Nissan.

Any assistance your office can provide will be very greatly appreciated.

Respectfully,

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