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SIMI VALLEY, CA
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June 8, 2005

National Consumer Affairs Office
Nissan North America, Inc.
P.O. Box 191
Gardena, California 90248-0191

**Re: Veh. ID. #1N4BA41E64C [REDACTED] - Case [REDACTED]
SkyView Roof Glass Recalls for 2004 Maximas**

To Whom It May Concern:

I received a "Recall" notice in 2004 in which I immediately responded. However, when I took my vehicle in to First Nissan in October 2004 to be inspected, I was told that the recall did not apply to my vehicle. Therefore, the glass was not changed. Since I have always known Nissan to be reputable, I did not feel the need to pursue any further action.

As I was driving in to work on June 2, 2005 at approximately 7:40a.m., I heard an extremely loud popping noise. Due to California experiencing a rash of freeway shootings, at first, I thought it was a gunshot. Out of fear, I immediately swerved my vehicle but was able to maintain control without causing an accident. When I realized I had not been shot, and it appeared no other drivers had been shot, I happened to look up where I noticed the entire SkyView roof had completely shattered.

When I contacted First Nissan in Simi Valley and explained the problem, I was told by Jarrod to bring the vehicle in and a new glass would be installed (at my expense) for approximately \$265.00. I explained to him that I would not pay for a new glass because nothing hit my car and the glass must have simply been defective. When Jarrod very politely responded that he had no

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way of knowing if something hit my car, I asked for the Nissan Consumer Affairs number. Veronica, at ext. 8475 explained to me that my SkyView glass should have been replaced when I took it in after receiving the Recall notice. Since it was not replaced, she instructed me to take the vehicle in to First Nissan and the SkyView glass would be replaced free of charge. I had to take a day off work to have this done. Veronica also gave me the name of Mr. Yang, Regional Specialist, at ext. 8461 whom I have yet to hear from.

My question to you is how Nissan can allow something like this to happen. I was placed in a potentially dangerous situation which could have been prevented if handled properly in the beginning.

Respectfully,



cc: Administrator, National Highway Traffic Safety Administration