



Branson, Missouri

July 1, 2005

2005 AUG -5 AM 11:

Nissan Customer Service
To Whom it May Concern:

10133467

In August of 2003 we purchased a 03 Murano from Youngblood Nissan in Springfield, Missouri. All maintenance & service work required has been done there. This includes all oil changes at 3,000 mile intervals, installation of the tow hitch, repair of the back power plug, replacement of a bad alternator after lights came on & under warranty, new tires, radiator flush, transmission fluid change & removal of the air scoop intake (non replaceable part) which Service said caused the transmission to malfunction & not covered by extended service warranty. Complaint was it started idling at 3-4 thousand RPM and shifting out of sequence & hard, jumping in/out of gears (this transmission doesn't shift) Service said it had gotten bent and was rubbing on the frame and caused the brain to send the wrong message for the idle, which in turn caused the shifting problems. The grill is peeling causing an unsightly discoloration, looking cheap. Not covered because it is out of warranty at 47000 miles. None of these had anything to do with safety in my opinion at the time.

This item does have a valid safety concern:

On Monday June 27, the car started having what can only be described as slipping of the CVT transmission. When passing with hard acceleration the rpm would race up but the speed would decrease rapidly. The only way to make it uphill or around cars was to very slowly attempt to accelerate. For a while on this return trip from a camp out in Illinois the cruise control seemed the only way to slowly make uphill headway. This went on for about 80 miles, 92 degrees, air on, cruise control at times. All the time I am trying to make it to Springfield to Youngblood Nissan. Then we got to a red signal light, we felt the car shift down 3 times and then when the signal light turned green, I pushed the accelerator, the car clanked, cranked, clanked with the RPMs going up but nothing happening in the acceleration except just enough to get us out of the four lanes of

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