



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814

(916) 445-1888 (916) 323-1631 Fax nmvp@pacbell.net

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State of California

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Business, Transportation & Housing Agency

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10138817

September 7, 2005

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

2005 SEP 13 11 33 AM

Enclosed please find a copy of the complaint we received from [REDACTED]
concerning her 2004 Nissan Armada.

We are referring the complaint to you since the facts appear to raise a matter within
your jurisdiction. We are continuing our efforts on behalf of the complainant and have
suggested that the complainant contact you for additional assistance.

Sincerely,

Dawn K. Knobel EOA

Katee James

Mediation Services Representative

KJ:jg

Enclosure

cc: [REDACTED]

Hester
9/20/05


NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program

 1507 - 21st Street, Suite 330
 Sacramento, California 95814
 (916) 445-1888 (916) 323-1631 Fax
 E-Mail: nmvb@pacbell.net
 Website: nmvb.ca.gov

AUG 30 2005

MEDIATION REQUEST FORM

CASE NO.

C 0090-2006

COMPLAINANT NAME

FIRST [REDACTED] MI [REDACTED] CITY murrieta STATE CA ZIP CODE [REDACTED]
 ADDRESS [REDACTED] TELEPHONE # [REDACTED]

Please fill out all sections completely.

If address is unknown, leave blank.

Selling Dealer**Servicing Dealer****Manufacturer/Distributor**

NAME <u>Quality Nissan</u>	NAME <u>Quality Nissan</u>	NAME <u>Nissan</u>
ADDRESS <u>41895 Motor Car Pkwy</u> <u>Temecula CA 92591</u>	ADDRESS <u>41895 Motor Car Pkwy</u> <u>Temecula, CA 92591</u>	ADDRESS
TELEPHONE # <u>951 694-1826</u>	TELEPHONE # <u>951 694-1826</u>	TELEPHONE #

VEHICLE (Make) <u>Nissan</u>	(Model) <u>Armada LE</u>	(Year) <u>2004</u>
DATE OF PURCHASE / LEASE <u>5-5-04</u>	V [REDACTED]	CURRENT MILEAGE <u>31823</u>
☒ Purchase ☐ Lease	MILEAGE AT PURCHASE / LEASE <u>32 miles</u>	VEHICLE I.D. NO. <u>5N1AA08A34N</u>
☒ New ☐ Used	TYPE OF WARRANTY ON VEHICLE ☒ Manufacturer's ☒ Extended Warranty ☐ No Warranty	

Have you given written notice of defects to manufacturer? ☐ Yes ☒ NoHas manufacturer (or designated agent) attempted repairs? ☒ Yes ☐ NoIf yes, list repair dates: See Attached Form 3**COMPLAINT**

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor.

Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature

Date

8/24/05

BASIS OF COMPLAINT

Mechanical Defects:

- | | |
|---|--|
| ☐ Frame and Body | ☐ Suspension system |
| ☐ Engine | ☐ Tires |
| ☐ Transmission & drive shaft | ☐ Wheels |
| ☒ Brake system | ☐ Exhaust system |
| ☐ Steering | ☐ Inoperable accessories |
| ☐ Fuel system | ☒ Cooling system |
| ☐ Other _____ | ☐ Electrical system |

Sales:

- | |
|--|
| ☐ Contract |
| ☐ Financing |
| ☐ Fraud |
| ☐ Advertising |
| ☐ Damage by dealer during servicing |
| ☐ Extended service contract |

COMPLAINT- Explain the details of this complaint.

I just want to say that I love my car and I hesitated on doing this because it has a lot of sentimental value to me. My son bought my Armada for me on Mother's Day with his Bonus money he received when he was drafted into the NFL. Just a few months later I started having problems with the breaks and Air Conditioner. Since then I've had to take it in all the time, 4 or 5 times for breaks, 5 times for the Air Conditioner and then it takes weeks at a time to get it back cause they (dealership) have to order the parts which they said they are on back order for some Air Conditioning system.

Some of the other problems were the back strut was leaking and the Air shocks on the back window, soon roof leaked (that was a mess).

It has been awful, I've never experienced so many problems with a new vehicle in my life! It's been so hard to drive around town with no AC during the summer months while it's been 101-104 at times. I have my Grandbabies with all the time one is 5 months and the other 9 years old. I also can pool my daughter and friends to middle school and home daily. Please help us to replace this vehicle with another that my family and I can count on. One that is safe and reliable. Thank You Sincerely,

Murrieta CA



May 10, 2004

[REDACTED]
Murrieta, CA [REDACTED]

Dear [REDACTED]

I would like to take this opportunity to congratulate you on the purchase of your new vehicle and to sincerely thank you for your business. It is very important to me that your car buying experience was a pleasurable one and that you were completely satisfied with every aspect of your experience.

Quality Nissan is a family owned and operated business and my family and I strongly believe in complete customer satisfaction. Thanks again for your business and I look forward to continuing to earn your business and developing a long-term business relationship.

Sincerely,

A handwritten signature in black ink, appearing to be "SN" or similar initials.

Steve Nicholson
General Manager

"Quality isn't expensive it's priceless"

(909) 676-6601 • Fax (909) 694-1826
41895 Motor Car Parkway • Temecula, CA 92591

JUL 23, 2005

COMMENTS R/O 81067

3651

1. WHEN CUSTOMER CAME TO PICK UP WE NOTICED RIGHT FRONT DOOR HAS
2. 2 DINGS AND PASSENGER REAR DOOR HAS A SMALL DENT. ALSO NOTICED A
3. SURFACE SCRATCH ON REAR HATCH. CUSTOMER TO TAKE VEHICLE HOME AND COM
4. E BACK AT A LATER DATE TO RESOLVE THESE ISSUES.

(E=ENTER) (A=ADD) (C=CHANGE) (D=DELETE) (P=PAGE)

14455 PENASQUITOS DRIVE, SAN DIEGO, CA 92129

**DOUBLETREE GOLF
RESORT SAN DIEGO****Fax**

RECEIVED

SEP 06 2005

New Motor Vehicle Board

To: KATTIE

From: [REDACTED]

Fax: 1-916-323-1631

Pages: 3

Phone:

Date: 09/05/05

Re: SERVICE PAPERS

CC:

☒ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

GOOD MORNING

I AM [REDACTED] MY WIFE IS [REDACTED] SHE HAS BEEN SPEAKING WITH YOU RE: OUR 2004 NISSIAN. HERE IS THE LAST SERVICE TICKET FROM WHEN I PICKED IT UP LAST WEEK, THEY SAID THEY REPAIRED THE A/C AGAIN. AND AS OF TODAY IT HAS ALREADY STOPPED WORKING IN THE REAR AND IS LEAKING FREON AND DYE FROM THE CONDENSER LINE UNDER THE CAR. AS YOU CAN SEE BY ALL THE PAPER WORK WE HAVE BEEN VERY PATIENT WITH THEM BUT WE ARE AT OUR WITS END OVER AND OVER IT JUST NOT WORKING PROPERLY AND THERE ARE NOT GETTING IT REPAIRED. WE PAID CASH FOR IT AND WE NEED SOME RESOLUTION TO THIS CAR. I CAN BE REACHED ON MY CELL AT [REDACTED] MOST ANYTIME.

THANK YOU FOR YOUR TIME

[REDACTED]

[REDACTED]

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).