

National Highway Traffic Safety Administration
U. S. Department of Transportation
Washington D. C. 20590

10/53025

[REDACTED]
Bridgeton, New Jersey [REDACTED]

February 27, 2006

To Whom it May Concern,

I have enclosed a copy of the letter sent to Nissan North America, Inc. in California regarding the incident which took place on January 31, 2006. I hope you can advise me as to what recourse I have in this matter, since thus far I am getting no satisfaction from the Nissan Company. I look forward to hearing from you and trust this matter can be settled amicably.

Sincerely,

[REDACTED]

Maria
3/19/06

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

[REDACTED]
Bridgeton, New Jersey [REDACTED]

February 27, 2006

To Whom it May Concern,

I purchased a Nissan Quest in August of 2005 from Team Nissan on Delsea Drive, in Vineland, New Jersey. On Tuesday, January 31, 2006, I left my home traveling to the Fitness Connection. I pulled left out of the Stop street on Gershel Avenue and on to Sherman Avenue. I immediately noticed the vehicle was accelerating on its own. I pressed on the brake but the vehicle kept accelerating without depressing the gas. I managed to go down the road and turn around, come back down Sherman Avenue, turn right back onto Gershel Avenue. The brake would not stop the vehicle. I now was in a panicked state, so I pushed the shift control into Park position, then turned the key to off. The engine was racing loudly before I turned the key to off. I sat to calm myself because my heart felt as if it would pump out of my chest. I then tried to start the vehicle, but the engine still raced wildly. I shut it off and waited again. It started and still raced. I shut it off the second time. On my third try I pumped the accelerator two or three times, then started the engine. This time it started normally; I put the shift into drive, and made my way to my driveway at about 10 miles an hour. I was afraid to drive at a normal speed for fear the process might start again. This was by far the most frightening driving experience I've had in over 30 years.

The next day, February 1, 2006, my husband started the van without incident. He then drove it to the dealer to have them try to locate the problem so it could be corrected. He left the vehicle there for the day. The service manager, Bob Lewis, took the van on a test drive. He could not cause the vehicle to accelerate on its own and determined that no problem exists. (See copy of his examination on February 1.) My husband drove the vehicle each day until February 9th without a recurrence of the problem. On February 10th he took the van back to the dealer and asked the service manager to use his analyzer to see if any problem could be found. He said the evaluation showed that no problem exists.

Still dissatisfied, my husband went back to the dealer and asked if the module that controls the acceleration could be replaced. The service manager stated to my husband that he would not replace a good part.

My husband then took the van to his auto mechanic and asked him to use his analyzer to determine if he could find a problem with the module. His evaluation was inconclusive. However, he was not comfortable with the results and felt that this problem could and probably

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