

San Marcos, CA

**National Consumer Affairs Office
Nissan North America, Inc.
P.O. Box 191
Gardena, Ca 92048-0191**

Wednesday, February 15th, 2006

**Re: Case File [REDACTED]
2000 Nissan Frontier V6 Crew Cab Truck**

TRAFFIC SAFETY DIV.

2006 MAR 31 A 9 18

EXECUTIVE SECRETARIAT

Dear Sir or Madame,

My name is [REDACTED] I am a single, in between jobs, mother of two teenage young men. I am also, the proud original owner, of a 2000 Nissan Frontier V6 Crew Cab truck, traded in for my previous, my being the original owner, 1998 Nissan Frontier Extended Cab Nissan Truck.

I am writing in regards to a possible transmission defect that is not only pertinent to Nissan transmissions, but to a few other prominent manufacturer's in the automobile and truck industry, which were built in or around the same time frame as my Nissan truck. I have recently had the unfortunate experience of having my trucks' transmission and radiator replaced, due to what professional mechanics and service repair technicians are referring to the cause of such, as quote, "a manufacture's defect" and "extremely odd". The cause for my trucks' transmission failure, being determined, after a complete disassembly of my trucks' transmission, was that one of the two, internal bushing's had managed to move, cutting off the supply of transmission fluid into the transmission, causing it to overheat, seize, and fracture the gears in the planetary system. According to many, in the auto service industry, from the dealer in Fort Walton Beach, FL to local car specialist, this should not have happened, especially with the low mileage and the fact that there has never been any strenuous weight bearing abuse placed upon my trucks' transmission.

I have always been confident in the performance of my Nissan V6 truck. I have maintained my truck within the guidelines of the Nissan Owners Manual, by having it serviced at Nissan Dealers Service Centers and/or reputable auto repair chains, when Nissan Dealers Service Centers were unavailable at the necessary time of service. I have the original receipts of all service/maintenance work applied to my truck, that can be provided to you upon your request if needed. Throughout my ownership and maintenance of my truck, I have overheard comments and observed

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disappointed service technicians, in their dismay of how "cheaply" the parts are made and are installed by both US and Foreign automobile manufacturers, these days.

The following pages provide a more accurate account of the days prior to my Nissan trucks' transmission failure, and the reasoning of my writing. It is in my humble quest to find the truth as if this was just my "dumb blind luck" or was there in deed, a faulty design from the manufacturer of the transmissions, installed in your Nissan trucks at the time of build, and is Nissan willing to "right a wrong"?

The first suspecting incident that occurred was noticed on Wednesday, February 1st, 2006. While sitting idle at a local electronically operated traffic light, my truck made a sudden leap forward, while my foot was applied to the breaking pedal. It was a curious motion and I made a mental note to call a service department and schedule a check up, thinking that it may be the brakes. There was no warning light or "service engine soon" light or any other indication that something was wrong, but I kept my attention attuned to any strange noise and performance of my truck.

It was late afternoon, on Friday, February 3rd, 2006; I had an interview with the City of Coronado, in San Diego, 43 miles away from my house. Once on the island, while on a cut through street, I came to a complete stop, awaiting clearance from the non-stopping, one-way oncoming traffic. While stopped, my truck made a startling, more intense leap forward than previously described, out into oncoming traffic! Becoming extremely nervous, I cautiously proceeded to my destination. Again, there was no warning light or "service engine soon" alert from the display panel. I immediately located, in the Yellow Pages, the name of a mechanic on Coronado Island, just in case, and began praying to get home safely and with out incident!

My prayers were answered, for on my way back home, from the City of Coronado, there was no incident on the Freeways and no warning lights or unusual performance from my truck, in the heavy Friday afternoon rush hour traffic. It was well after business hours and too late in the day for me to make arrangements with the service department at the Nissan Dealership, so I continued, and made it home safely.

Saturday, February 4th, 2006, driving again on the Freeway, there was no unusual disturbance to my trucks performance, as I proceeded to my destination, 10.2 miles away. On the return drive, as I exited off of the freeway, 2 miles from my home and, coming to a complete stop, before entering a main service street, my truck made a terrifying forceful lunge forward and this time, it sounded like broken chains being tossed around the engine! Unbeknownst to me at the time, that it actually was metal upon metal chewing and grinding away. Ok..this was not good. Again, there was no flashing light, no warning light or "service engine soon" light on the display panel, alerting me that something was actually internally wrong! I did not know if it was a broken belt, a chain, a rod, or a solid object, being picked up from my tires and transported it, flying up

under my truck. I was totally clueless and upset. It was dark and after 6pm. I do not know how my truck and I made it home, but we did! Well, actually, the truck lost the last bit of "bite" from the gears, halfway up my driveway. I put on the emergency brake, turned my truck off and went inside my house and just cried.

Sunday morning, February 5th, 2006, I called two of the local Nissan dealerships. Both the Oceanside and the Encinitas Service Departments were closed and Service Personnel are off on Sundays. I was referred to "Rapid Transmissions" by several of my neighbors, and the fact that they offered free towing and rental car availability, in the emotional state that I was in, was very comforting, at the time. So needless to say, I called "Rapid Transmissions", and left a message on their shop's phone recorder. The manager of "Rapid Transmissions" returned my phone call within 10 minutes of my leaving the message. I described to him, as I have described to you in the above statements, exactly the incidents as they occurred. He had a service tech out at my house within a couple of hours, on a Sunday, to do a visual inspection and diagnoses. I started the truck, with the gearshift in the "park" position, and it engaged itself into "drive"! I immediately turned off the engine. They proceeded to load my truck onto the towing bed by allowing my truck to roll down into the street and then roll down onto the tow truck's bed, then pull my truck up on it.

The next morning, Monday, February 6th, 2006, the manager from "Rapid Transmissions" called and asked me if I had towed or hauled any extremely heavy objects lately and if any alerting lights had been visible on the display panel. I answered in a somewhat frazzled comical sense, "only myself" and there had been no warning lights displayed on the display panel nor any incident, other than in the past 2 days! "For the last 4 years, I only drove it back n forth to a cubical administrative position, 20 miles round trip and a couple of local small interior paint jobs in the past couple of months." He asked if I had noticed if my truck had been running hot and I told him that I always keep an eye on the temperature needle and it has never been any higher than mid range." He sounded a little perplexed and then informed me of the cost of what he described as an "RDI", in order to accurately diagnose the problem and the repair of such. This needed to be done, before any quotes could be established and the cost of the "RDI", being \$629.00, would go towards the actual cost of the total repair. I was already extremely emotionally upset and agreed to the procedure of what needed to be done at that point.

In the meantime, while online, searching for some type of troubleshooting website, I found Nissan's website, and printed the information on recent "Recalls". I then called your toll free number and spoke with Amy Shaw, ext 1952, in India. She was an excellent customer service representative. She was very polite, calming and professional. I, once again, shared the above-described situation and my very recent Internet discovery of a "Recall" on the 2000 Frontier/Xterra Automatic Transmission Shift Cable Lock Plate. I was inquiring as to see if my truck might possibly fall within the parameters of that "Recall" notice, even though the built date, on my truck, was a month earlier than the "Recall" built dates listed. She created

a case file [REDACTED] and then forwarded me to Veronica, who said that she would forward my file for consideration but I would have to have my truck RETOWED to a Nissan Dealer.

I then called the Mossy Nissan Dealer Service and spoke with the Senior Service Advisor, Cecil. Again, the Nissan courtesy was extended, with compassion and professionalism. I talked with Cecil, explaining everything, as stated as it happened. He seemed to be perplexed that this happened to my truck; with the low mileage it has on it and the fact that I have not towed nor hauled heavy amounts of anything and no warning or signs of my truck running hot. He suggested that I find out if I had purchased an "Extended Warranty", when I financed the truck. I frantically looked through my records and found nothing. I called Hampton Automotive, in Fort Walton Beach, FL, where I purchased the truck, new, and spoke with both Bill Down and a more in-depth conversation with a lady named Rita. Both were very helpful, polite and showed a true interest in helping me. Needless to say, I had not purchased the "Extended Warranty". Each showed a sincere strong concern and commented to the "oddness" of this happening, referring to the low mileage on my truck, no strenuous use on the truck and no signs of overheating.

Tuesday morning, February 7th, 2006, the manager of "Rapid Transmissions" telephoned and quoted me 2 prices, one being an option, for the repair of the total damage to my truck's internal mechanisms and installing a separate cooling system for the transmission, to insure proper cooling, and a separate price for a rebuilt transmission alone. I went into "price shock", and listened carefully to the breakdown of what the mechanic found when he took the transmission apart, and what it would take to repair the damage to my transmission. I took mental and written notes, trying to comprehend what he was actually telling me. I needed to give him a verbal approval to go forth with the repairs. I thought to myself, "They dissected the heart of my truck and want my "ok" to bring it back to life"? I was numb. My truck, that has been a big part of my life, that brought me across country safely, that carried me to and from work, taking me to interviews, that is always there to taxi my son's to and from school events and to be with friends, that provides me the convenience of providing pick ups and drop offs of my son's friends from school and social functions, the last minute provision of pick up dinners or home made recipes that needs that "off the shelf" ingredient. My truck that has always been there for those emergency runs to the school or hospital for sporting casualties or to run to the aid of a friend or family member. OF COURSE I would agree to anything it would take to make me mobile again! DUH!!

Rapid Transmission, did live up to their name and my trucks' transmission was repaired and a new radiator, due to the metal shrapnel being flushed through my original radiator, installed within 3 days, after my consent for the repairs to be done. The mechanic informed me that I had a very strong engine and it was running great. He proceeded to show me the parts from the transmission; upon my request they kept them for me, and showed me exactly what had happened to cause this breakdown of

my transmission. He also mentioned that this was the 3rd transmission of that model, which has been in that shop, within that week. Noting that the other two transmissions repaired were of two other make and model car types but also were installed with the same year and make transmission.

This experience has given me a lot of insight and information on how a transmission is built, it's function and it's purpose. If I had been abusive to my truck's performance ability or neglectful to my truck's maintenance scheduling, I would not be writing this letter, for I would accept all responsibility as to my truck's transmission failure. But I do maintain my truck by having the oil and oil filter changed every 3-5 months, the air filter changed every 6 months, the tires rotated every 6 months and new tires purchased when needed, all other fluids checked and replaced as needed, the belts checked and replaced as needed, the brakes checked and replaced as needed, the signaling/brake lights changed out when needed and when I was employed, I had my truck detailed once a week.

I am asking, respectfully, for 2 actions to be taken. One (1), is that some consideration be given as to the cause and failure of my trucks transmission, and as to why there was no alert light to such problem on the display panel. Allow me to also bring to your attention, that due to the faulty transmission, it has not only affected my family, and me, but too many other owners of this faulty model transmission. This could have been a lot worse if I had not been an experienced driver, able to respond correctly and maintain control, both physically and emotionally. These incidents put my family, others on the road in proximity around my truck, and myself in very dangerous situations. I am very thankful that no one was hurt, and only nerves were jolted. Two (2), is there is any possibility of a full, or partial reimbursement, of the total cost of the replacement of my trucks transmission and radiator? Any consideration given upon my request is greatly appreciated! Both of my son's are at driving ages and are very patient in their desire to have a car of their own, fully aware of my financial position at this time. Again, I emphasize, with some embarrassment, of my being in between jobs. I had to borrow the money, so that we would have transportation to assist my immediate situation of obtaining work and with all the other hardships of being a single mother, this has been like putting salt in a deep wound. I appreciate your taking to the time to read my detailed letter and I await anxiously for any correspondence back from Nissan or a Nissan representative, hoping that your company will take into consideration the actual cause to the failure of the transmission.

Respectfully,

[REDACTED]

Cc: Raymond & Barbara Leinart, Bill Dorn @ Hampton Auto Group, Rapid Transmissions, and the NHTSA.

I hereby authorize the repair work listed herein, including assist work, to be done along with necessary maintenance. You and your employees may operate the described vehicle for purposes of testing, inspection or delivery of my car. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney's fees in the event default is made in any payment due. If vehicle is returned to customer without repair work being performed, a diagnostic and handling fee (including transportation) may be charged. I have read and understand the above and acknowledge receipt of an estimate.



7710 Opportunity Road
San Diego, CA 92111
Phone (619) 580-4074
B.A.R. #AB215022
E.P.A. #CAL00021770

200 North Juniper Street
Escondido, CA 92025
Phone (760) 746-2828
B.A.R. #AB190157
E.P.A. #CAL000613678

CUSTOMER SIGNATURE **X** DATE

CUSTOMER NAME [Redacted] 12/06

8861 La Mesa Blvd.
La Mesa, CA 91941
Phone (619) 484-3004
B.A.R. #AH224152
E.P.A. #CAL000270162

2000 HONDA CIVIC EX
LICENSE NUMBER [Redacted] STATE CA
VIN [Redacted]
SOURCE [Redacted] TITLE [Redacted]
ENGINE 1.8L
INVOICE # 11213
DATE/TIME 2/26/06 10:58 AM
WRITTEN BY [Redacted]
TYPE CUSTOMER

QTY	UNIT	DESCRIPTION	PRICE	TOTAL
1.00	N	SS 18K/7500/REA	ASSEMBLY KEY-KEY	
1.00	N	SS 54/148	2-4 BAND	
1.00	N	SS 91389	STEEL KIT	
1.00	N	L 9	LEAF SPRING	
1.00	N	DN9	TRAP SPRING	
1.00	N	TER 67806	PLANET ASSEMBLY	
1.00	N	HF 2475282304	ROLEND PACK	
1.00	N	WIP 1064	FILTER	
1.00	N	SS 00465	WASHER KIT	
1.00	N	SS 816	WASHING KIT	
1.00	N	SS 8244	WEARING KIT	
1.00	N	HCV 8215292	RVE FLUID	
1.00	N	TC-BOLT-6UN	TONGUE COMP.WEEL(1000.23)	
1.00	N	AAA 10-563	RADIATOR	

ESTIMATE OF REPAIRS includes parts, labor, handling, and disposal. For Motor Vehicle Repair Shop Agreement (MVSA) form, please refer to the back of this estimate. The customer shall be responsible for the payment of the estimated amount of repairs. The customer shall be responsible for the payment of the estimated amount of repairs. The customer shall be responsible for the payment of the estimated amount of repairs.

QTY	UNIT	LABOR DESCRIPTION	PRICE	TOTAL
0.00	*	CHECK TRANSMISSION INCLUDES FLUID CHECK, MOUNT NO., DIAGNOSTIC, ROAD TEST, PAN EXAMINATION		
0.00	*	REMOVE TRANSMISSION		
0.00	*	REBUILD TRANSMISSION (REMOVED)		
1.00	*	INSTALL TRANSMISSION		
1.00	*	WARRANTY: 12-MONTH/12,000 MILE LOCAL WARRANTY-THESE TERMS ONLY. RETURN FOR 500 MILE RECHECK - MTC - ONLY REQUIRED. WARRANTY EXCLUDES TOWING/RENTAL AND EXPENSES		

1.00 * WASHING KIT
1.00 * WEARING KIT
1.00 * RVE FLUID
1.00 * TONGUE COMP.WEEL(1000.23)
1.00 * RADIATOR

TENDOWN ESTIMATE
The customer shall be responsible for the payment of the estimated amount of repairs. The customer shall be responsible for the payment of the estimated amount of repairs. The customer shall be responsible for the payment of the estimated amount of repairs.

WORKING FOR SERVICE / PROBLEM SOLVING

[Redacted]

WORKING FOR SERVICE / PROBLEM SOLVING

ATTACHMENT 11
TOTAL [Redacted]

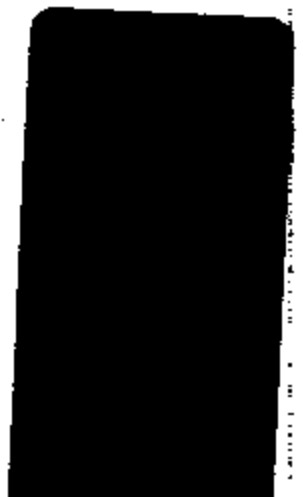


BERNARDOS, CA

PLEASE SHOW UP ON THE TOP OF THE PAGE
OF THE RETURN ADDRESS FOR MAIL CERTIFICATION
CERTIFIED MAIL



**RETURN RECEIPT
REQUESTED**



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Administrator of the National Highway
Traffic Safety Administration
400 Seventh Street SW
Washington, D.C. 20590

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PT