



HYPERMOTION WIRE

LA JOLLA, CA.

2006 APR -3 AM 11:44

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TRANSPORTATION SAFETY ADM.

March 23, 2006

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Copied*

10/55169

Nissan North America, Inc.
National Headquarters
Consumer Affairs Department
P.O. Box 191
Gardens, CA, 90248

Gentlemen:

Enclosed you will find my first letter written on February 23, 2006. I still have not heard from the dealership nor Nissan other than a phone call telling me I would "hear from someone by the end of the week". That was two weeks ago.

I called the dealership and was told once again "we do not have the part, contact Nissan". What has to happen for a new wire harness for the driver's seat to be delivered to the dealer so that it might be installed in my car?

Since this is a potentially dangerous situation as your recall notice explicitly details, is it not incumbent upon Nissan to correct this situation as soon as possible?

I would appreciate your immediate attention to this matter.

Cordially,

✓ CC: Administrator
National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, DC 20590

NAR
229
9/15/06

[REDACTED]
LA JOLLA, CA [REDACTED]

Nissan North America, Inc.
National Headquarters
Consumer Affairs Department
P.O. Box 191
Gardena, CA. 90248

February 23, 2006

Gentlemen:

For the past six years, I have owned an Altima and now own a Maxima. I purchased both these cars at Mossy Nissan, 4797 Convoy Street, San Diego, CA. 92111. After this morning's experience, I doubt that I will ever purchase a Nissan again, and certainly not from this dealership.

There were two major recalls for my 2004 Maxima, the skyview and now the incorrect wire harness in the driver's seat. On both occasions, I called and made appointments for these corrections, and twice I arrived for service, only to be told "We have to order these parts, we do not have them, we will put you on a list and call when they come in." As a result, I had to constantly call to see if the parts had arrived as no one ever called me. I was in the service department for an oil change and picked my car up, only to arrive home to find a message waiting for me that the skyview part had arrived. Now I had to return to take care of this when it all could have been accomplished on the same day.

This morning I arrived at the Convoy Street dealer only to be told that "Nissan had moved to 8118 Claremont Mesa Blvd". I was never advised of any move, I arrived late at the new address and then was told the same story, "No parts ...we will call you".

I also have had minor issues with the car with the same lack of consideration for the customer. As a matter of fact, with my last oil change, I asked to have my front tire checked, as it was losing air. After waiting for the car, I was told the tire is fine. Two days later as my car was parked in the garage after this oil change, the same tire was completely flat. Naturally I had the tire repaired at a local service station only to be told and shown the cause was a nail, which was easily spotted by spinning the tire. When I called the dealer and spoke to the manager, I was offered a free oil change next time.

This is not going to work for me any longer. The wear and tear on me as a result of all these unpleasant experiences, not to mention the wasteful costs of trips back and forth, has created too much stress and a free oil change doesn't do it. My time has to count as well. If the wire harness ever comes in, I will take care of it, and I am sorry to say, I hesitate servicing my car at the dealership any longer.

Cordially
[REDACTED]