

10161556

Pacifica, CA

Gardena, CA

May 30, 2006

2006 JUN 20 PM 1:34

Dear [REDACTED]

I am writing regarding claim [REDACTED]

Saturday afternoon, May 13, 2006, my daughter opened the sliding door of my 2000 Quest intending to climb inside. The heavy door fell down and outward towards her coming within millimeters of crushing her feet. Her brother sprang to her aid and tried to lift the door back in place. Little balls from the broken track scattered over the driveway. He rested the door in the opening, but the hinge had severed and the door couldn't close. I gingerly pulled the van into the garage, turned off the interior lights, and called Serramonte Nissan's service department. It then struck me that opening the door of the family car could have seriously injured my daughter!

It was too late Saturday to act on the situation. I had the use of the family's Infinity for a week. So, Monday morning, May 15, a AAA guy helped me wrap and secure the door to the car with a climbing rope so I could drive over to Nissan. The following morning I learned that they could fix the door, but that it wasn't covered under a warranty. I was advised to call Nissan's customer service.

My experience from then on was frustrating. Over that week daily calls and/or repeated e-mails to reach a customer service specialist from me and the Serramonte Nissan service manager, Erwin Mulimbayan, were not returned. I needed my van by the weekend. Thursday I authorized the \$642 repair. The work was completed Friday, May 19.

Tuesday, May 23, I finally spoke with Chris the customer service representative. He said he had tried hard to help me, but that because my van has been driven over 100,000 miles there was nothing Nissan would do.

When safety is involved, especially a child's, Nissan should be rushing to spend its time and money to solve the problem. Instead I hit a bureaucratic roadblock: don't waste our time and money fixing a vehicle with over 100,000 miles on it.

NAR
aaf
6/22/06

Mileage has no bearing on wear and tear of doors. Chris told me that parts wear out. Parts do in fact wear. However, normal wear should not create complete failure that creates a dangerous situation. In speaking with owners of other minivans, many of my friends own 2000 and newer Honda Odysseys, they have not experienced any problems with their doors. If this is truly Nissan's position, then Nissan has failed to engineer a safe car. Doors don't just fall off cars.

I have grave concerns that normal wear on my car door created such failure that could be potentially harmful. I am concerned that the door on the other side of the van will also fail and create a safety hazard for any passenger especially a child.

I would like to know how many Nissan minivans have experienced door failure.

I would like Nissan to resolve this situation by paying \$642.00 for the repair of the door and to inspect and repair as necessary the other door. It is important that I know my car is safe for my children and other passengers.

I have owned and loved my Quest since I purchased it brand new in 2000. When I am in the market for a new car I will be looking to find a car that wears well and is safely engineered, because keeping my family and passengers safe is a top priority.

I appreciate your prompt attention in resolving this matter. I value my relationship with Serramonte Nissan and all the fine employees I have contact with there. It saddens me that my experience with your customer service system did not meet the excellence that I'm used to.

Sincerely,

[REDACTED]
Pacifica, CA [REDACTED]
[REDACTED]

Cc: The National Highway Traffic and Safety Administration
ABC's Michael Finney On Your Side
Serramonte Nissan

Dear NHTSA

I am sending you a copy of
the letter I sent to the president
of Nissan America, Mr. Carlos Ghosn.

I do not think Nissan took any
situation seriously.

I'll keep you posted.

Sincerely,

[REDACTED]

[REDACTED]

Pasadena, CA [REDACTED]

[REDACTED]