

# 10187902

[REDACTED]  
Clinton, Maryland [REDACTED]

March 14, 2007

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-211)  
400 7th Street, SW  
Washington, DC 20590

Dear Dept of Transportation,

I filed an initial claim via phone. Included with this fax is additional information in regards to my claim. This is a brief summary of my claim against Nissan USA & Sheehy Nissan Waldorf. You will find more detailed information in the accompanying documents that have so far been sent to Nissan USA, Sheehy Nissan and the Better Business Bureau.

## Summary:

- Misinformed of a serious vehicle recall
- Drove an unsafe car for nearly a year unknowingly
- Not offered a rental car while recall work was done to the car
- Being charged for an extended warranty on a car that now has an extended warranty do to the recall
- Still have an unsafe car and will always feel that way no matter what patch work they do to the engine

Thanks for your time. I look forward to hearing from you.

Sincerely,  
[REDACTED]

VIN # 1N4AL11D66C [REDACTED] (2006 Nissan Altima)

day phone [REDACTED] evening phone [REDACTED]

email [REDACTED] or [REDACTED]

mC  
3/30/07  
cc

Clinton, MD

March 11, 2007

Nissan North America, Inc.  
Nissan Extended Service Corp., Inc.  
License #60062  
P.O. Box 680  
Gardena, CA 90247-0680

NMAC:

I wish to be refunded the full amount I paid (\$1,186.00) for the security plus extended warranty on my 2006 Nissan Altima. It was not revealed to me at the time that I bought the car that it was under an "engine fire" recall. Nissan had full knowledge of this issue but failed to reveal it to me for nearly a year later. Had I known about the recall, I would have never bought the car. Once the recall was made known to me in the form of a letter, it was also stated in the letter that the car would be repaired and an extended warranty would be added for *precautionary* measures. I immediately had Nissan pick up the Nissan and take it to the shop for repair. It has been repaired so they say and an extended warranty added. I think it is obvious that I never needed to pay for an extended warranty and should be refunded its full amount.

I hope to hear from you soon. If this can not be resolved via check to me, I wish to have the right to examine other options prior to a final decision being made. I do not think the current lien holder/NMAC should be refunded the money that was a part of my loan and it's their fault that I wasted money on an extended warranty by not revealing the issues associated with the car.

Sincerely,

VIN # 1N4AL11D65  
(Mileage as of today: 13,434)

Encl:

Letter sent to the Better Business Bureau in regards to the car recall  
Cancellation Form checklist & Cancellation Request  
Service Agreement  
Certificate of Title

Clinton, Maryland

February 25, 2007

Dear Nissan North America, Inc.:

I bought a 2006 Nissan Altima from Sheehy Nissan of Waldorf on March 11, 2006. A few weeks after buying the car, a friend/co-worker told me she saw my car on tv as part of a recall. I immediately contacted the NHTSA via email and phone. I also contacted Sheehy Nissan and HQ Nissan to determine if the recall was factual and applied to my car. Once given them my vin number, on each call, I was told by all parties, "NO, your car is not a part of the recall." On February 23, 2007, almost a year later, I received a recall letter from Nissan North America, Inc. (Nissan HQ) to say that my car is in fact a part of a major and serious recall. After reading it entirely, I kept going back to ... "there is a possibility of an engine compartment fire." My thought was Nissan allowed me and my child to drive this death trap for nearly a year knowing it could catch fire!

On February 24, the day after receiving the notice, I called Sheehy Nissan and told them I will not drive this car. A salesman came to my house and drove the car to Nissan and I drove one of their other vehicles. After sitting there with sporadic assistance on the matter, I was brushed off and the situation was explained as if it were minor. Things like "the likelihood of this (fire) happening to your car is very minute. The other part to this is that have no sense of urgency to do at least the minimum that was recommended in the recall notice by Nissan HQ. The earliest they may be able to get to my car "patch" is Tuesday (3 days later). I told them again I will not drive the car again under these circumstances. I left the car there on Saturday. I thought the least Nissan could do was get me a rental until they could fix the little death trap they have had me driving for nearly a year. By the time conversations were finished, Nissan claimed that Enterprise Rental Car company was closed for the day. Nissan also said that they do not give out loaner vehicles. So now I was without transportation. The only thing Nissan

offered and I accepted was a ride home via their shuttle van. I currently have a rental car but it's because I rented and not Sheehy Nissan.

I no longer feel the car is or ever will be safe no matter how much patching they do to the car. I will constantly be worried every time I drive it even after it's patched up on Tuesday.

I am very disappointed and unhappy with my vehicle and services provided by Nissan as a whole. I had a 1995 Nissan Altima that I traded in for the 2006 Nissan Altima that in hindsight, I wish I had never traded in my car or bought the then new Altima. I have already invested a lot of money into the new car and I do not feel I should have to literally pay out more money to get a car that I do not feel is safe to drive. I think Nissan should be held responsible for its actions and neglect. That being said, the remedy I think is fair is to get to pick any Sheehy car of my choice at the same price as I paid for mine at the time it was bought (\$26,800). Nissan gave me an estimated depreciation value while I was there on half of my Saturday afternoon. It came out to about \$17,000 and they would have me pay the difference/roll it into a 2007 Nissan Altima. A second option would be for Nissan to just buy back their car/pay it off and refund my deposit of \$5,000. I still would have paid a year's worth of car payments that I would not be refunded since I did drive it unknowingly.

I hope to hear from you very soon. Thanks for your time and efforts in these matters.

Sincerely,  
[REDACTED]

[REDACTED] HOME #  
[REDACTED]

VIN # 1N4AL11D66C [REDACTED]

P.S. Why isn't this recall listed under recalls on your website (nissanusa.com)?

March 12, 2007

New Note:

Once I got the car home from the shop for the recall repair, I parked the car in my driveway. Upon daylight, I noticed a deep scratch on the front bumper of the car. I took pictures and notified Sheehy Nissan Waldorf about it. Of course they denied any such incident to the car but agreed to touch it up regardless upon my earliest convenience.