

CL-1020 8254-3035

October 22, 2007

2007 OCT 22 PM 1:57

Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

Subject: Seeking your justified attention & advice towards my unsafe vehicle

Dear Sir/Madam,

With due respect I would like state my serious concern regarding my new vehicle:

Since the day I purchased the new vehicle "Nissan Pathfinder Armada 2004, VIN: 5N1AA08B14N [REDACTED]" (cost: around US [REDACTED]), I started having minor & major problems and have been suffering with these which I never expected with a new vehicle and rather it has been always a major safety concern for me. The total number of major problems in the car was 9 in last 3 years (please see the attached). The recent problem was "break failure" (in around 30K miles) when my wife was driving with my kids in the car. She was lucky enough to survive with that incident. All the problems seen were not expected in 3 years. I would conclude this is a faulty vehicle from the manufacturer.

In this situation, the possible option for me is to trade in this car, but in the humanitarian ground & as a responsible citizen in the United States, I should not do that since it will be again a safety concern for other person who will buy this. Also I am scared to drive this car with my family & kids. Any person driving this car can have any potential risk at anytime and hence this vehicle should not used by any person.

I expressed my concern to the NISSAN NORTH AMERICA and they did not have an intention resolving my issue and also when I called NISSAN, the customer representative was NOT respectful and NOT cooperative at all. Finding no other possible avenues, I am expressing my concern to you in an anticipation to get the right advice, direction & action from you. I hope you take this concern seriously and help me resolving this matter. I appreciate your help.

Thanks and with regards,

Sincerely

[REDACTED]
Oklahoma City, OK [REDACTED]

Tel: [REDACTED] (cell)
[REDACTED] (cell)

MC
10/22/07
KB

October 22, 2007

Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

Subject: Seeking your justified attention & advice towards my unsafe vehicle

Dear Sir/Madam,

With due respect I would like state my serious concern regarding my new vehicle:

Since the day I purchased the new vehicle "Nissan Pathfinder Armada 2004, VIN: 5N1AA08B14N [REDACTED]" (cost: around US [REDACTED]) I started having minor & major problems and have been suffering with these which I never expected with a new vehicle and rather it has been always a major safety concern for me. The total number of major problems in the car was 9 in last 3 years (please see the attached). The recent problem was "break failure" (in around 30K miles) when my wife was driving with my kids in the car. She was lucky enough to survive with that incident. All the problems seen were not expected in 3 years. I would conclude this is a faulty vehicle from the manufacturer.

In this situation, the possible option for me is to trade in this car, but in the humanitarian ground & as a responsible citizen in the United States, I should not do that since it will be again a safety concern for other person who will buy this. Also I am scared to drive this car with my family & kids. Any person driving this car can have any potential risk at anytime and hence this vehicle should not used by any person.

I expressed my concern to the NISSAN NORTH AMERICA and they did not have an intention resolving my issue and also when I called NISSAN, the customer representative was NOT respectful and NOT cooperative at all. Finding no other possible avenues, I am expressing my concern to you in an anticipation to get the right advice, direction & action from you. I hope you take this concern seriously and help me resolving this matter. I appreciate your help.

Thanks and with regards,

Sincerely

[REDACTED]

Oklahoma City, OK [REDACTED]

Tel: [REDACTED] (cell)
[REDACTED] (cell)

CHRONOLOGY

DESCRIPTION OF THE VEHICLE

COLOR	YEAR	MAKE/MODEL	VIN	TAG
SILVER LIG	2004	NISSAN ARMADA	5N1AA08B14N [REDACTED]	[REDACTED]

OWNER'S NAME AND ADDRESS

[REDACTED]
OKLAHOMA CITY, OK [REDACTED]

1. The vehicle was purchased on July 27, 2004 from the dealership of BOB HOWARD NISSAN, located at 13241 North Broadway Extension, Oklahoma City, OK 73114; Tel: (405) 478-5380
2. Brought in July 29, 2004 delivered on July 30, 2004
PROBLEM DIAGNOSED: Poor installation of Washer Tank/Motor/Level Sensor (see Invoice No. 122381)
REPAIR ACTIVITIES: Removed sensor and properly installed
3. Brought in November 17, 2004 delivered on December 03, 2004
INCIDENT: While driving on city road, suddenly the engine of the vehicle shut down completely. Even though I switched off the engine by taking the key from the ignition, the wipers, the horn and other electrical instruments kept on working and the headlights were on too. I was pretty much annoyed and towed the vehicle home at about 9 pm. Next morning when I checked the vehicle and it worked fine. I took the vehicle to the dealership to check it out. The dealer checked the vehicle and told me that there was nothing wrong with car. I described them about the incident happened the previous night. They would not believe it and kept on saying that the vehicle was fine. After rigorous argument they at last agreed to keep the vehicle for a diagnosis test. I kept the vehicle with them and returned home with a rental car. After a few days I received a call from the dealership that the vehicle was ready and accordingly, I went there to pick it up. When I went to their office, they told me that Nissan Motor Company informed them to repair the vehicle as per their request. The vehicle was delivered on December 3, 2006.
PROBLEM DIAGNOSED: see invoice No. 127530
4. Brought in April 16, 2005 delivered on April 18, 2005
Passenger side Front Window did not raise.
PROBLEM DIAGNOSED & REPAIRED: see invoice No.134068

5. Brought in December 10, 2005 delivered December 12, 2005
PROBLEM DIAGNOSED AND REPAIRED:
see Invoice 144135
6. Brought in April 20, 2006 delivered April 20, 2006
A shudder in steering wheel when stopping and isolated problem to front rotors warped
PROBLEM DIAGNOSED AND REPAIRED:
See Invoice No. 149390
7. Brought in August 4, delivered August 5, 2006
INCIDENT: While driving car one of the rear tire blew out (only 18,000 miles driven). Went to dealership and argued with them that it was un-usual for a tire to blow out driving only 18,000 miles. After intense argument, they agreed to replace the tire.
PROBLEM DIAGNOSED AND REPAIRED: see Invoice No. 154067
8. Brought in August 16, 2006 deliveed August 17, 2006
INCIDENT: The carpet on the front passenger side was wet, water leaked from the air conditioner unit. Took the vehicle to the dealership.
PROBLEM DIAGNOSED AND REPAIRED: see invoice no. 154610
9. Brought in February 7, 2007 delivered on February 7, 2007
The rear tires which were replaced in August 2006, but the driver side tires are still be wearing unevenly.
DIAGNOSED, ADVISED and RELEASED.
10. Brought in May 17, 2007 delivered on May 18, 2007
INCIDENT: My wife was driving the vehicle, she turned the vehicle to the left to enter to a parking lot of SUBWAY very cautiously in a very low speed and pushed the break pedal to stop the vehicle. The brake failed, she became extremely nervous and pushed the gear to parking and took the key from the ignition. The vehicle somehow stopped almost hitting the store wall. She called me from there. I came and towed the vehicle to my business and towed again to the dealership. It was the worst incident happened with this vehicle.
PROBLEM DIAGNOSED and REPAIRED.

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).