

CL-10231194-5473

2008 OCT 21 PM 4:40

[REDACTED]
[REDACTED]
Jersey City, N.J. [REDACTED]
September 10, 2008

COM # 102-311 94

Copy To: National Highway Traffic Safety Administration,
NJ Office of the Attorney General, Nissan
North American Inc. Consumer Affairs

To Whom It May Concern,

I'm writing to inform you, that my 1997 Nissan Quest Mini Van caught a fire on June 13, 2008. I drove my van a short distance from my house to the store. I parked the van, turned it off and took the key out the ignition, got out and left my thirteen year old son in the van. While in the store my son got out the van and came to tell me the van was smoking. I went out to see the van was smoking. As I approached the van, a man standing on the side told me there were flames under the hood of my van. The firemen came and put the flames out and had to cut the wires.

ET
4:41
10/21/08
NJ

The next day I reported it to my insurance company.

On Monday June 16, 2008 I received in the mail a recall for my van. I called the number and they referred me to the website where I got more detailed information about the recall. They also referred me to the Nissan Manufacturer, the National Highway Traffic Safety Administration, the Federal Trade Commission and the NJ Office of the Attorney General. I called the Nissan Consumer Affairs who took a report of the incident. Then they referred me to the Regional Specialist whose name is Emma Landcaster who told me that the recall was not my vin number and I should take the matter up with my Insurance Company. She didn't care that what happened to my van might be a safety problem for other Nissan Quest Mini Vans with the same vin number. She kept insisting I should take it up with my Insurance Company.

I'm asking for intervention in this matter for I believe it is a Nissan

matter and safety matter for other mini vans with my same van number. I would like an investigation into why my van would just catch on fire for no apparent reason. And am asking that my van be fixed or replaced.

Thank you,

