

NVS-200

NOV 20 2009

CL-10293830-7164

Chelsea, MI

(ph.fax/mess)

EXECUTIVE SECRETARIAT

2009 NOV 16 P 3:17

Re: Nissan Recall / Vehicle ID JN8AZ08W14W

November 3rd, 2009

I received the Nissan Murano recall notification for the ***"air intake system of the engine, which may separate from the resonator with engine movement which could cause minor idle fluctuation or poor acceleration. If this occurs, and the vehicle continues to be driven without being serviced, the engine may stall while driving increasing the risk of a crash."***

On April 12th, 2009 at 11:30 pm our two children were leaving a concert at The Palace, in Auburn Hills, MI, (almost two hours from our home in Chelsea, MI). We are very particular with the care and maintenance of our vehicles and our Nissan has been serviced on schedule since the time of purchase and had been running fine, except for the door latches and hatch, which have been a frustrating and recurring problem. After the concert the children were driving out of the busy parking lot and the car would not accelerate properly. They slowly tried to make their way to the exit and it became apparent that there was something definitely wrong, they carefully pulled off to the shoulder, (thankfully, before getting on the main road), and called home. I told them to call AAA (again, thankfully we are members). **At 1:00am the tow truck arrived and towed them to the Ann Arbor Nissan dealership because it is the closest to our home. AAA paid for the first five miles of towing; the \$193.75 balance was at our cost.** I picked up my children at the Dealership at 2:45 in the morning. The AAA technician was unable to get the car to move, therefore, we left it locked outside the entrance and we thanked him for getting our children back safe. That night I spent a few hours on the internet and found a multitude of "similar incidents" that were documented by unhappy Murano owners. I also noted the reoccurring problems with the doors and rear hatch - which, as earlier mentioned, we also have paid to have "fixed" on more than one occasion.

On Monday morning I called Ann Arbor Nissan and let them know what happened. I asked the service Manager at that time about the number of complaints on the internet that sounded exactly like our car "failure to accelerate" incident. He dismissed the information, saying that "I should know how many Murano's are sold, compared to the incidents I had read". The service department towed it in and later that morning I was told my transmission had failed and that I needed a new one, our cost would be **over \$6,000, but, it would be impossible to even sell the car if it was not working.**

After a lot of angst my husband and I decided that the only feasible solution would be to fix the car as we couldn't replace the vehicle for \$6,000 and the dealership offered us an extremely low offer (and/or) trade for the vehicle "because it needed a new transmission". We decided we would have to pay the **\$5,953.00 fee to salvage our 2004 Murano.** We actually have really enjoyed our Murano. It has been great in the Michigan winters and all five of our family comfortably fit in the "SUV". We drove to Montreal three winters ago and even the space for luggage is unbeatable to comparable vehicles. We have also recommended the Murano to friends before April 12th, with confidence. Therefore, we remain hopeful that our experience with the vehicle failure on April 12th and subsequent costs and frustrations will be corrected.

MC
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Upon receiving the "Recall Notice" last week, we are once again disappointed with our experience with The Nissan Dealership. The \$6,000 transmission and the \$194 towing charge our family had to pay occurred as described in the *recall description* and should not have been a cost we have had to incur. We feel lucky our children were leaving the parking lot and not on the interstate and seriously injured.

Today I took the car back to the Ann Arbor dealership and had the "intake and clamps replaced". I wanted the correction; **(if it hadn't been corrected while charging us for a new transmission)**, made before this were to happen again. At the end of my "free recall service" I was informed **that the mid and rear muffler assemblies are badly rusted and in need of replacement for \$950**, and was asked if I wanted the parts ordered. I declined and drove to a trusted mechanic that we know to ask him to inspect the problem. Amazingly, we do not have a badly needed replacement. At this time, we are unhappy and disillusioned Nissan owners. We are hoping that because of the Recall and the integrity of Nissan we will be able to reestablish our satisfaction and confidence as Nissan Murano owners.

We await your earliest response to help us resolve this matter. Thank you for your time and attention.

