

RICHARD BLUMENTHAL
ATTORNEY GENERAL



CL-10357531-2375

SEP - 8 2010

MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

August 31, 2010

[REDACTED]
New Haven, CT [REDACTED]

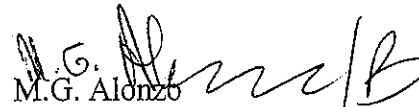
Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the National Highway Transportation Safety Administration, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,


M.G. Alonzo
Assistant Attorney General

MGA/pb
Enc.

NHTSA
Office of Objects Investigation/CRD
NVS - 216
1200 New Jersey Ave. SE
Washington, DC 20590

KB
092110
THW

362421
CAM

[REDACTED]
[REDACTED] New Haven, CT [REDACTED]
[REDACTED]

Friday, August 20, 2010

Office of Attorney General
55 Elm St.
Hartford, CT 06106

To Whom It May Concern:

On July 23rd, 2010 I notified the Consumer Affairs Department of Nissan North America that I have suffered significant property damage due to a premature breakdown of the catalytic converter the manufacturer installed on my 2002 Nissan. A problem that members of Nissan N.A. are well aware of and have been for some time. A copy of my letter and their response is enclosed.

I assume if an injury to an occupant of the vehicle had incurred, and Nissan knowing of the problem, never took any proactive steps to warn owners of the defect within the vehicles there would be some legal liability on their part. If so, I would anticipate a similar legal liability exists if the defect creates property damage because of the mute position Nissan N.A. has taken.

If your office can energize a reversal of the position taken by Nissan N.A., I would appreciate it.

It seems to me that damages should be reimbursed and future damages should be avoided by having Nissan N.A. notify their customers of the deficiency and potential harm to the vehicle as well as bodily injury to an occupant through a malfunction of the vehicle.

[REDACTED]

(387)

CUSTOMER NO. 4673288	ADVISOR JUSTIN ALEXANDER 399	TAG NO. 274	INVOICE DATE 07/22/10	INVOICE NO. NICS186
LABOR RATE	LICENSE NO.	MILEAGE 81,245	COLOR BLACK/	STOCK NO.
YEAR/MAKE/MODEL 02/NISSAN/ALTIMA/ALTIMA	DELIVERY DATE 02/03/06	DELIVERY MILES 30		
VEHICLE I.D. NO. IN 4 A L 1 1 D 9 2 C	SELLING DEALER NO.	PRODUCTION DA		
F.T.E. NO.	P.O. NO.	R.O. DATE 07/22/10		
BUSINESS PHONE	COMMENTS	MO: :		

LABOR 3 PARTS J# 1 05NIZ DIAG DRIVEABILITY TECH(S):910 120.00
VEHICLE BURNING ABOUT A QUART OF OIL EVERY FEW DAYS
OIL WAS TOPED OFF TWO DAYS AGO, CHECK OIL LEVEL... ALSO
CAR STALLS WHEN ACCELATING HEAVILY
TECH CONFIRMED, NEEDS LONG BLDCK AND CAT CONVERTER

JOB # 1 TOTAL LABOR & PARTS 120.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$120.00 (+TAX)

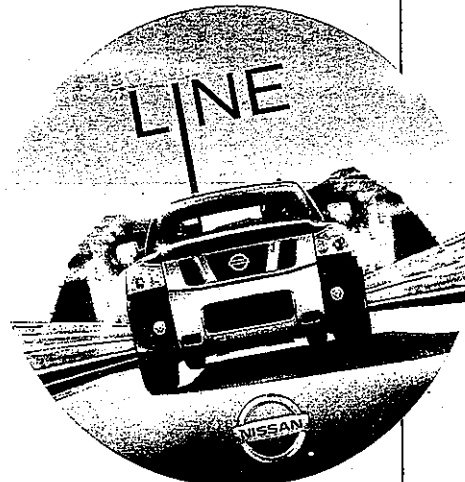
COMMENTS
WAIT-LARRY KNOWS LONG WAIT SET 7/21
DELETED OPERATION(S)
55NIZGTIR GREEN TIRE CHECK

RECOMMENDATIONS
NEEDS LONG BLOCK AND CAT CONVERTER \$4300.00

TOTALS

*****	TOTAL LABOR....	120.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	7.20
	TOTAL INVOICE \$	127.20

THANK YOU FOR TRUSTING US WITH YOUR SERVICE NEEDS.
IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE CONTACT
PAT LECLAIR, SERVICE MANAGER @ 1-203-389-5701
E-MAIL ADDRESS: PLECKA@HARTEAUTOGROUP.COM



[REDACTED]
[REDACTED] New Haven, CT [REDACTED]
[REDACTED]

Friday, July 23, 2010

Copy

Consumer Affairs Dept
P.O. Box 685003
Franklin, TN 37068-5003

To Whom It May Concern:

Within the last few days I have received grave news concerning my wife's 2002 Nissan Altima - 2.5S. Initially an independent mechanic told me that the car was probably consuming extraordinary amounts of oil because of a defective catalytic converter had been deteriorating and its particles were sucked into the engine destroying its ability to power the car. This was confirmed by a local Nissan dealer's service department. The cost to repair will be in excess of \$4,000.

Subsequently I learned that this problem, which it seems most Nissan service people have been aware of for years, has reoccurred through out the U.S. at a significant rate. Because Nissan USA remained mute about the circumstances I feel the company has a legal, or at a minimum, a goodwill obligation to fix the problem.

We have leased/and owned my wife's car since it was new. We anticipated the use of this car for 100,000+ miles and have maintained it so as to do so.

I find it incredible, and dishonest, that this problem has been experienced nationwide and no one from Nissan USA published a notice, or a recall, addressing the catalytic converter's ability to destroy an auto's engine.

I am looking to Nissan USA to "step up to the plate" and make the necessary repairs on my wife's vehicle (titled to me), promptly and at no cost to me.

I will wait a reasonable time to allow you to contact me without delay at [REDACTED] before deciding what I should do next.

With Warmest Regards,

[REDACTED]



NISSAN NORTH AMERICA, INC.

Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
Telephone: 1-800-647-7261

July 27, 2010

[REDACTED]
New Haven, CT [REDACTED]

COPI

File #6881439N

Dear [REDACTED]:

Thank you for contacting Nissan North America, Inc. regarding your 2002 Altima.

This letter is in response to your request for assistance with repairs to your vehicle.

Nissan carefully and completely reviewed all the information you provided, giving consideration to all the facts. Based on this review, Nissan North America, Inc. respectfully declines your request for assistance with repairs based on the following:

The vehicle is outside of the manufacturer's warranty.

Thank you for allowing us the opportunity to review this matter. We regret that a more favorable response is not possible.

Sincerely,

Nissan North America, Inc.

Jabriel Allah
Nissan Consumer Affairs
Phone: 615 725 7444
Fax: 615 967 3588



State of Conn.

ATTORNEY GENERAL
MACKENZIE HALL
110 SHERMAN STREET
HARTFORD, CONNECTICUT 06105-2294

ODI

NHTSA

Office of Objects Investigation/CRD
NVS - 216
1200 New Jersey Ave. SE
Washington, DC 20590



UNITED STATES POSTAGE
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