

C1-10427388  
5238

Bethpage N.Y.

August 22, 2011

AUG 31 2011

NVS-200

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.,  
Washington, DC 20590

To Whom It May Concern:

I have owned two Nissan SE Pathfinders. I purchased my first Pathfinder in 1998 and I turned that one in and bought a new Nissan Pathfinder SE in 2003.

I live in New York where there are concentrations of road salt in the winter. **In 2009 I experienced problems with the steering wheel column.** I am a teacher and have to drive over 30 minutes on the major highways to travel to and from work. I like driving my Pathfinder because when I am on the road with many trucks and large vehicles around me I feel safe in my Nissan Pathfinder, which until then had proved solid and reliable,

In the spring of 2009, I experienced problems with the steering wheel and heard noises. I brought the car in to be serviced. After the mechanics performed a wheel alignment, in addition to other work totaling over \$660.00, **I still experienced steering problems** (See attached bill dated 5/16/09).

Nervous about my safety, I went back to the mechanics to **repair the steering problem.** They checked the vibrations, and installed new pads and front rotors. This cost me over \$200.00 (See attached bill dated 6/30/09). **My steering column STILL was not feeling right** so I brought my Pathfinder in again to be inspected. See Invoice dated 7/10/09.

Finally I went to yet another mechanic at Firestone who was able to ascertain and fix the problem (See attached bills dated 07/23/09 and 7/28/09).

Since Nissan only sent me this **interim notice dated August 2011**, I did not know to bring my vehicle in for a free service at Nissan, nor did I know to inform the mechanics about the strut tower housing damage to the steering column. Luckily, I was not injured as a result of this malfunction.

**I except monetary compensation for my time, duress and time lost form work.**  
**My expenses for this repair exceeded \$1000.00.** This is a high price for a NYC school teacher to absorb. In addition, I have been loyal to Nissan and hope to receive monetary compensation.

At the advice of my attorney, I am sending this letter and hope that Nissan values me as a loyal customer for over 13 years.

cc: National Consumer Affairs Department  
Nissan North America, Inc.  
P.O. Box 685003, Franklin, TN  
37068-5003

HC  
09/20/11  
JW



**NISSAN NORTH AMERICA, INC.**

National Headquarters  
Consumer Affairs Department  
P.O. Box 685003  
Franklin, Tennessee 37068-5003

[Redacted]  
Bethpage, NY [Redacted]

**INTERIM OWNER NOTIFICATION**

Dear Nissan Pathfinder owner:

This interim notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect that relates to motor vehicle safety exists in some 1996-2004 model year Nissan Pathfinder vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the cover of this notice.

**Reason for Recall**

Nissan recently discovered that, in certain rare instances, in states where heavy concentrations of road salt are used in the winter (listed below), the front driver's side strut tower housing on certain vehicles can develop corrosion that may cause strut tower housing damage. This may allow the strut tower housing to contact the steering column. We expect this would create noise and a noticeable difference in steering effort. In an extreme case, this may lead to steering system damage, which could increase the likelihood of a crash.

Connecticut	Iowa	Minnesota	Ohio	Wisconsin
Delaware	Maine	Missouri	Pennsylvania	
District of Columbia	Maryland	New Hampshire	Rhode Island	
Illinois	Massachusetts	New Jersey	Vermont	
Indiana	Michigan	New York	West Virginia	

According to our records, your vehicle is currently registered in one of the states listed above.

**What Nissan Will Do**

Nissan is currently developing the remedy for this condition. When the remedy is available, Nissan will send you a second letter asking you to bring your vehicle to a Nissan dealer for an inspection and a remedy (free of charge for parts and labor). In the meantime, if you have concerns about corrosion in the front driver's side strut tower housing in the front wheel well area of your vehicle or you have noticed an unusual noise coming from that area of the vehicle, or a change in the steering effort, we urge you to bring your vehicle into the nearest Nissan dealer for an immediate inspection.

**What You Should Do**

- If your vehicle is operating normally and there is no noticeable corrosion in the driver's side strut tower housing in the front wheel well area, you do not need to take any immediate action until you receive a second notification from Nissan with further instructions.
- If you have concerns about corrosion in the front driver's side strut tower housing in the front wheel well area of your vehicle or you have noticed unusual noise coming from that area of the vehicle, or a change in the steering effort, please contact your Nissan dealer for an immediate inspection.

If you have paid to have your strut housing repaired due to corrosion prior to this campaign, you may be eligible for reimbursement of the related expense. If you have additional questions you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.



**CHANGE OF INFORMATION POSTCARD**

VEHICLE IDENTIFICATION NUMBER **J N 8 D R 0 9 Y 6 3 W** [Redacted]

If you have moved or no longer own this vehicle, please check the appropriate box.

- 1)  Name or address has changed      2)  Never owned this vehicle
- I no longer own this vehicle. It was:
- 3)  Sold (print name and address of new owner below, if known)      4)  Destroyed      5)  Stolen

[Redacted] 

Bethpage, NY [Redacted]

LAST NAME      FIRST NAME      MIDDLE

ADDRESS

CITY

STATE      ZIP

11V-244 R1101

RETURN THIS POSTAGE PAID CARD TO NISSAN IF ANY INFORMATION (NAME OR ADDRESS) HAS CHANGED. DETACH CARD AT PERFORATIONS.



# JOHN'S SOUTHBAY SERVICE, INC.

## INVOICE

295 CENTRAL AVENUE  
BETHPAGE, N.Y. 11714  
(516) 681-2068 or 937-5140  
NYS REG. # R7045151

Date: 5/16/09  
Job number: 86.805  
License plate: [REDACTED]  
Year/Make: '03 NISSAN  
Model: PATHFINDER  
Mileage: In: 74,031 Out: 74,033  
Technician: MARK J

[REDACTED]  
BETHPAGE N.Y.  
[REDACTED]

TIRE TAX 5.00  
AS IMPOSED BY N.Y.S.A TAX OF \$2.50 PER TIRE PURCHASED  
AFTER 10/12/2003 WILL BE COLLECTED AND PAID TO THE STATE

NYS INSPECTION 37.00  
PERFORM NEW YORK STATE SAFETY AND EMISSIONS INSPECTION.CHECK  
ALL NECESSARY COMPONENTS. ( ) PASSED ( ) FAILED  
EMISSIONS OR SAFETY FAILURE ITEMS LISTED BELOW  
> > >  
> > >  
STICKER#

WHEEL ALIGNMENT 85.00  
PERFORM WHEEL ALIGNMENT. CHECK FRONT END.SET CAMBER SET  
CASTER SET TOE IN AND TOE OUT PERFORM CENTER LINE STEERING

WORK PERFORMED (Labor @ 91.95)  
FRONT BRAKE SERVICE REPLACE BRAKE  
PADS ONLY 1.0 hrs 91.95  
MOUNT & BALANCE NEW TIRES INCL.  
REPLACE L/S HEADLIGHT 0.1 hrs 9.20

PARTS  
1 1872 WHEEL ALIGH  
2 255/65HR16 GEN GRABBER UHP TIRE 271.80  
1 105.06910 CERAMIC DISC PADS 85.89  
1 H9003 HALOGEN BULB 17.95

JOHN'S SOUTH BAY SVC  
29 CENTRAL AVE  
BETHPAGE N.Y. 11714  
TELE: 937-5140 067608  
MERC: 27460803013501  
VISA [REDACTED]  
SALE  
BATCH: 080803 INVOICE: 080803  
DATE: MAY 16, 09 TIME: 16:03  
RPH: 08330893 AUTO NO: 04277C

TOTAL \$660.96

MENDY BRISS

TOTAL COSTS  
Packages (flat rate) 127.00  
Labor 101.15  
Parts 375.64  
EARTH FEE 8.00  
Subtotal 611.79  
Non taxable 42.00  
Sales tax (8.63%) 49.17  
Invoice total 660.96  
Amount due 660.96

Payment:  Cash,  Credit Card,  Check #

AUTHORIZED BY( ) ON( / / ) AT( : am/pm) IN PERSON( ) BY PHONE ( )  
Our Guarantee Policy!!!...ALL WORK IS GUARANTEED FOR 90 DAYS OR 5,000 MILES  
WHICH EVER COMES FIRST WHEN MANUFACTURES WARRENTY APPLIES. ANY TAMPERING OR  
MISUSE VOIDS ANY GUARANTEE. THANK YOU & DRIVE SAFELY.....

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.

CUSTOMER SIGNATURE X



# JOHN'S SOUTH BAY SERVICE, INC.

## INVOICE

295 CENTRAL AVENUE  
BETHPAGE, N.Y. 11714  
(516) 681-2068 or 937-5140  
NYS REG. # R7045151

Date: 6/30/09  
Job number: 97,275  
License plate: [REDACTED]  
Year/Make: '03 NISSAN  
Model: PATHFINDER  
Mileage: In: 75,564 Out: 75,565  
Technician: MARK J



BETHPAGE N.Y. [REDACTED]  
H [REDACTED] B

WORK PERFORMED (Labor @ 91.95)  
CHECK WHEEL VIBRATES INSTALL NEW PADS  
& FRONT ROTORS NO LABOR TO INSTALL  
ROTORS

PARTS			
2	4885720	MMW ROTORS QP.	220.98
1	105.06910	CERR PADS QP.	

JOHN'S SOUTH BAY SVC  
295 CENTRAL AVE  
BETHPAGE, NY 11714

TERMINAL I.D.: 067600  
MERCHANT #: 3746000013501  
SALE  
BATCH: 000074 INVOICE: 000001  
DATE: JUL 01, 09 TIME: 12:13  
RMI: 00740001 RPH NO: 577977

TOTAL \$240.05

METHOD OF PAYMENT

CUSTOMER COPY

TOTAL COSTS	
Parts	220.98
Subtotal	220.98
Sales tax (8.63%)	19.07
Invoice total	240.05
Amount due	240.05

*[Signature]*

Payment:  Cash,  Credit Card,  Check #

AUTHORIZED BY( ) ON( / / ) AT( : am/pm) IN PERSON( ) BY PHONE ( )  
Our Guarantee Policy!!!...ALL WORK IS GUARANTEED FOR 90 DAYS OR 5,000 MILES  
WHICH EVER COMES FIRST WHEN MANUFACTURES WARRENTY APPLIES, ANY TAMPERING OR  
MISUSE VOIDS ANY GUARANTEE. THANK YOU & DRIVE SAFELY.....



# AMITYVILLE FIRESTONE

*A Leader In Auto Service*  
258 BROADWAY  
AMITYVILLE, NY 11701  
(631) 789-3373 Reg # 1521737

Invoice	
Invoice #	44278
Date	07/24/2009
Customer #	10417
Technician #	41881

Customer

[REDACTED]  
AMITYVILLE, NY [REDACTED]

[REDACTED]

Vehicle 2003 NISSAN PATHFINDER LE  
BLACK  
Plate # [REDACTED]  
Vin # JN8DR09Y63W [REDACTED]  
Mileage In 54,084 Mileage Out 54,084

Date In 07/23/2009  
Time In 8:37am  
Date Due 07/23/2009  
Time Out 8:37am

## Services

DESCRIPTION	PRICE	TAX
CHECK STEERING WHEEL AT 60 MPH AND 70 AND ROAD TEST AND STEERING WHEEL DOESNT RETURN AND FOUND RACK AND PINION VERY TIGHT AND ADJUST STEERING GEAR AND ROAD TEST AND FOUND NO SHAKE	HS1	90.00

## SERVICE REMINDERS:

FAMILY OWNED AND OPERATED SINCE 1949

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, silicon, rags, and misc. hardware.

GOD BLESS AMERICA!

Services	90.00
Sub-Total	90.00
Tax	7.76
<b>TOTAL</b>	<b>97.76</b>
Bal Due	97.76



IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS. IF NOT PLEASE TELL US



# AMITYVILLE, FIRESTONE

A Leader In Auto Service  
 258 BROADWAY  
 AMITYVILLE, NY 11701  
 (631) 789-3373 Reg # 1521737

Invoice	
Invoice #	4325
Invoice Date	07/28/2009
Customer #	14150
RC#	41970

Customer

BETHPAGE, NY

Vehicle 2003 NISSAN PATHFINDER

Plate # V

Vin # 63W

Mileage In 76,642

Mileage Out 76,642

Date In 07/28/2009

Time In 10:09am

Date Due 07/28/2009

Time Out 10:09am

## Services

DESCRIPTION	TECH	PRICE
CHECK SHAKE IN FRONT AT 60MPH	HS1	No Charge
HI SPEED BALANCE OF FOUR WHEELS.	HS1	40.00
CHECK TIRE WEAR & CHECK AIR PRESSURE.		
D/S FRONT OUT 1.75 OZ		
D/S FRONT TIRE HAS HOP IN TIRE		
P/S FRONT OUT 1.00 OZ		
D/S REAR OUT 1.00 OZ		
P/S REAR OUT .75 OZ		

AMITYVILLE FIRESTONE  
 258 BROADWAY  
 AMITYVILLE, NY, 11701  
 631-789-3373

Merchant ID: 8008226634  
 Term ID: 0017340000800822663400

### Sale

AMERICAN EXPRESS  
 AMEX Entry Method: Swiped  
 Total: \$ 43.45  
 07/28/09 11:16:57  
 Inv #: 044316 Appr Code: 533376  
 Apprvd: Online

Customer Copy  
 THANK YOU!

### SERVICE REMINDERS:

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GOD BLESS AMERICA!

Services	40.00
<b>Sub-Total</b>	<b>40.00</b>
Tax	3.45
<b>TOTAL</b>	<b>43.45</b>
<b>Total Amt Paid</b>	<b>43.45</b>
VISA,MC,AE,DIS CARD	43.45

Authorization #

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS, IF NOT PLEASE TELL US



# JOHN'S SOUTHBAY SERVICE, INC.

## INVOICE

295 CENTRAL AVENUE  
BETHPAGE, N.Y. 11714  
(516) 681-2068 or 937-5140  
NYS REG. # R7045151

Date: 7/10/09  
Job number: 97,375  
License plate: [REDACTED]  
Year/Make: '03 NISSAN  
Model: PATHFINDER  
Mileage: In: 75,760 Out: 75,795  
Technician: BRIAN

[REDACTED]  
BETHPAGE N.Y. [REDACTED]  
H [REDACTED] B

WORK PERFORMED (Labor @ 91.95)  
CHECK SHIMMY ADJUST STEERING RACK ROAD  
TEST NUMEROUS TIMES ON TUESDAY  
CUSTOMER STATES NO SHIMMY STEERING TO  
TIGHT READJUST STEERING RACK CHANGE  
FLUID

### TOTAL COSTS

Subtotal 0.00  
Invoice total 0.00

Payment:  Cash,  Credit Card,  Check # \_\_\_\_\_

AUTHORIZED BY( ) ON( / / ) AT( : am/pm) IN PERSON( ) BY PHONE ( )  
Our Guarantee Policy!!!...ALL WORK IS GUARANTEED FOR 90 DAYS OR 5,000 MILES  
WHICH EVER COMES FIRST WHEN MANUFACTURES WARRENTY APPLIES, ANY TAMPERING OR  
MISUSE VOIDS ANY GUARANTEE. THANK YOU & DRIVE SAFELY.....

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL, OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.

CUSTOMER SIGNATURE **X** \_\_\_\_\_



MID-ISLAND NY

MID-ISLAND NY 117



Bethpage Ny  
22 2011

PM

AUG

**FIRST CLASS MAIL**

PM

AUG

Attention:

Administrator - National Highway Traffic  
Safety Administration

1200 New Jersey Avenue, SE.

Washington D.C.

20590