

C1-10436435-2878



STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION

November 22, 2011



INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DEC 1 2011



KENSINGTON, CT

File #: 2011-2566
Re: NISSAN MOTOR CORPORATION

Dear

I wish to acknowledge receipt of your correspondence concerning the
above referenced company and to thank you for thinking of this office in
connection with this matter. However, the nature of your complaint
appears to fall under the jurisdiction of:

National Highway Traffic Safety Administration
Office of Public Affairs and Consumer Services
400 Seventh Street, S.W.
Washington, DC 20590
(800) 424-9393

By copy of this letter, I have taken the liberty of forwarding your
correspondence to the above agency. Please contact that agency directly if
you have any questions or concerns regarding your complaint, and again,
thank you for contacting this office.

Sincerely,
Sonia Stewart
Sonia Stewart
Consumer Information Representative
Trade Practices Division
Fax# (860) 706-1380

CC: Ref./File

165 Capitol Avenue, Hartford, Connecticut 06106-1630
General Information (860) 713-6100
TDD (Telecommunications Device for the Deaf): (860) 713-7240
Internet Web Site: <http://www.ct.gov/dcp>
An Affirmative Action/Equal Opportunity Employer

NH
12-1-11
TDW



Berlin CT

To whom it may concern: 10-13-11

I am writing in regards to my 1994 Nissan truck. Recently my mechanic has informed me it is unsafe to drive my vehicle due to the frame rotting out. I have contacted Nissan Consumer Affairs to file a report and to find out if any recalls have been made for this. I was told to go to a Nissan Dealership for a diagnostic report and a repair cost. On 9-23-11 this was being looked into. A week later I get a call stating there is nothing that can be done on their part. Dealership is trying to dismiss this blaming stuff put on the roads in the winter. This is a Nissan
a safety issue. I don't think

they should be dismissing
this. Why should I be
out totally on this truck?
It runs great otherwise.

Thank you,



File # 7269950

Nissan Consumer Affairs

Kristin

1800-343-6913

ext. 458111



Preliminary Estimat

Customer: XXXXXXXXXX

Vehicle: 1994 NISS KING CAB 4X4 XE 2D P/U 6-3.0L-FI

Line	Operation	Description	Qty	Extended Price \$	Labor	Paint
1		FRAME				
2	Repl	Frame assy King Cab	1	3,801.20	30.0	
3	#	Shop Supplies & Hardware	1	75.00		
SUBTOTALS				3,876.20	30.0	0.0

NOTES

Estimate Notes:

VEHICLE MAY HAVE HIDDEN RUST DAMAGE UPON DISASSEMBLY...VISIBLE DAMAGE ESTIMATE AT THIS TIME...

ESTIMATE TOTALS

Category	Base	Rate	Cost \$
Parts			3,876.20
Body Labor	30.0 hrs @	\$ 75.00 /hr	2,250.00
Subtotal			6,126.20
Sales Tax	\$ 6,126.20 @	6.3500 %	389.01
Grand Total			6,515.21
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			6,515.21

This estimate is based on our visual inspection and does not cover additional parts and/or labor which may be required. Worn and/or damaged parts not evident on first inspection may be discovered and you and/or your insurance company will be contacted for authorization for additional work. Part prices subject to change without notice. Supplements not handled within thirty (30) days are subject to a service charge. This estimate is valid for thirty (30) days. **NOTICE: YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL BE REPAIRED.**

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CUSTOMER #: 8298815

232308

MIDDLETOWN NISSAN

1153 Newfield Street
MIDDLETOWN, CT 06457
(860) 632-6550
Fax (860) 632-6509

INVOICE



PAGE 1

KENSINGTON, CT

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 2539 WILLIAM PELLETIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	94	NISSAN PICKUP	1N6HD16YXRC		151673/151673	T2940	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 DD			WAIT 26SEP11		98.00	CASH	26SEP11
R.O. OPENED	READY	OPTIONS: DLR:3355					
10:12 26SEP11	10:33 26SEP11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER STATES INSPECT CORROSION ON FRAME							(N/C)
MISC FRAME IS RUSTED THROUGH/SEE ESTIMATE							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

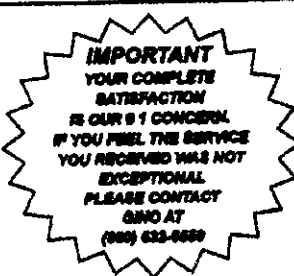
EST: 98.00 26SEP11 10:12 SA: 2539

 MIDDLETOWN NISSAN WOULD LIKE TO THANK YOU
 FOR YOUR PATRONAGE. AS ALWAYS IT IS OUR
 PLEASURE TO SERVE YOU. IF YOU ARE NOT 100%
 COMPLETELY SATISFIED, PLEASE CALL GINO AT
 (860) 632-6550.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER SIGNATURE



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE / DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

huge safety issue! I transport my 20 month old daughter in this vehicle. Toyota recalled their 1994 trucks with the same problem not too long ago (there were over 2,700 of them). I understand this is an older vehicle but frame rotting out is not acceptable to me. Book value is \$2500.00 to 3,000) to my understanding. I can't sell this for anything near what the value is, so I'm not sure what to do with it now? I have enclosed paperwork and pictures. Does this look safe to anyone? How many accidents are going to happen before there is a recall? This is all over the internet yet Nissan doesn't see this as a safety issue. I don't think





