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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FEB - 8 2013

Date: February 2, 2013

To: NHTSA Headquarters

From: [REDACTED], 2005 Nissan Pathfinder owner

Subject: Defect: Radiator leak into transmission

I have enclosed the letter I sent to Nissan concerning the radiator leak defect, where the radiator can leak into the transmission and thereby stop the vehicle from operating. All I received was a response saying that they will not cover any repairs until the leak develops, and damages occur to the transmission. And then they only cover fully for 8 years or 80,000 miles. Then they will cover up to \$2500 for 10 years or 100,000 miles.

The leak hasn't occurred yet in our car but, after exploring this situation on-line, I find that if it happens while driving, the car will come to a sudden halt, leaving a person helpless in the middle of the highway. And if it's a high-speed highway, such as an interstate highway, a person would be trapped and easily subjected to a collision from the rear, or injured when trying to move away from the vehicle.

Because of this potentially very dangerous situation, I'm very reluctant to drive my Pathfinder now on the highway, especially with my grandchildren in it.

Please force them to fix all of these defective vehicles before people are killed.

Thanks,

[REDACTED]

[REDACTED]

/

[REDACTED]

Saint Helena, CA [REDACTED]

Phone: [REDACTED]

e-mail: [REDACTED]

NH
2/11/13
PMD

Mr. Carlos Ghosn, Chairman
Nissan of North America
One Nissan Way
Franklin TN 37067

Dear Mr. Ghosn:

After being a very strong supporter of Nissan automobiles for 23 years, I am now for the first time very disappointed with your company. We have purchased and owned four new Nissans in a row. A 1990 Maxima, and 2000 Maxima, a 2005 Pathfinder and a 2009 Altima. We have been EXTREMELY pleased with all of these vehicles UNTIL NOW. When you sent me the extended warranty on our Pathfinder concerning a radiator leak problem I wasn't too concerned. I appreciated your concern and since it was only the radiator, I thought it would be a minor fix if it happened to our 2005 Pathfinder. But now when you sent the letter providing an extended 10 year warranty for 100,000 miles, my alarm flag went off, especially when you said that it might involve a leak into the transmission and that you would pay \$2500 of the cost after 80,000 miles.

So this triggered me to go online and investigate the problem further. What I found out was EXTREMELY ALARMING. I found out that some owners who developed the problem had their vehicle stop immediately, not even allowing them to get to the side of the road. Leaving someone stranded in the middle of the road COULD BE VERY DANGEROUS!

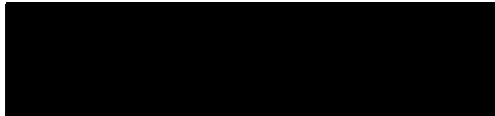
The fact that you weren't willing to cover the full replacement cost after 80,000 miles was very disturbing, especially because the vehicles have an obvious design/manufacturing flaw. But what disturbs me the most is that I could be put into a dangerous situation with not being able to get to the side of the road. THAT IS A SERIOUS SAFETY PROBLEM especially for us because we mainly use our Pathfinder for trips and are frequently carrying little children. I won't risk our childrens' lives in that kind of a situation!

We have had nothing but praise for our Nissan vehicles and have praised them many times to many people. But the fact that money is more important to you, in this situation, than the safety of my family, is enough to cause me to quit the Nissan family and also to tell others what is apparently most important to you.

I hope you will agree to install the fix to my Pathfinder at no cost to me so that I can feel that I can safely drive my vehicle in the future. I don't understand why you are not willing to fix an obvious design/manufacturing flaw that would show your loyal customers how much you value their business. I know you will respond by telling me that the problem doesn't happen very often and that I probably have nothing to worry about. But that's not going to work for me this time. I won't dare take my vehicle on another trip for fear of the problem occurring on a major highway, possibly causing a collision from behind or not being able to exit the vehicle safely. Instead, either you fix the problem or I'll try to sell the vehicle (if I can get anything for it) and buy another car. And you can be sure it won't be another Nissan.

Copy to: North Bay Nissan, Petaluma, CA

Saint Helen, CA

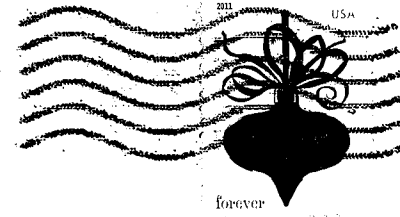


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