

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

Toms River, NJ

April 11, 2015

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067

APR 21 2015

Re: 2004 Nissan Quest VIN: 5N1BV28U94N

Dear Sir or Madam:

This letter is a follow-up to our April 2, 2015 letter regarding the above vehicle.

On April 10, 2015, spoke to Jennifer in your Consumer Affairs Department (615-725-7293) who assigned this matter Case #

Jennifer indicated that no recall was issued for the ECM corrosion problem. She also indicated that, if corrosion had caused the ECM to fail prior to the expiration of our vehicle's 5 year/60,000 mile manufacturer's warranty, Nissan would have made the repairs free of charge.

She advised that, since the ECM failure occurred at approximately 133,000 miles and was therefore no longer covered by the original manufacturer's warranty, Nissan would not reimburse us for our recent repair cost.

As indicated in our April 2, 2015 letter, it appears that ECM corrosion problems in 2004 Quests are fairly common due to a poor design resulting in the ECM's susceptibility to moisture. Online research appears to indicate that newer Quests have had their ECMs relocated/redesigned to avoid a moisture susceptibility problem.

Regardless of Jennifer's explanation, we believe that it would be a good will gesture to reimburse us for our repair cost due to a poor manufacturing design beyond our control. We also believe that Nissan Motor Corporation, with an annual operating profit of 605.7 billion yen (approximately \$5 billion USD) based on its 2014 Annual Report, would improve its public relations by reimbursing a consumer for an expense that they should not have incurred but for a design flaw in the vehicle they purchased. Absent a fair resolution of this matter, it would be unlikely that we would consider purchasing Nissan vehicles in the future.

NH
42215
SMD

Thank you in advance for any reconsideration that you can provide in this matter.

Sincerely,



Enclosure (1) April 2, 2015 letter

- c: National Highway Traffic Safety Administration (w/ enclosure)
- Better Business Bureau of New Jersey (w/ enclosure)
- New Jersey Department of Law and Public Safety, Division of Consumer Affairs (w/ enclosure)
- Ocean County Department of Consumer Affairs (w/ enclosure)
- Pine Belt Nissan (w/ enclosure)

[REDACTED]
Toms River, NJ [REDACTED]

April 2, 2015

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067

Re: 2004 Nissan Quest VIN: 5N1BV28U94N [REDACTED]

Dear Sir or Madam:

We are writing to express our dissatisfaction regarding a recent repair experience with our minivan referenced above.

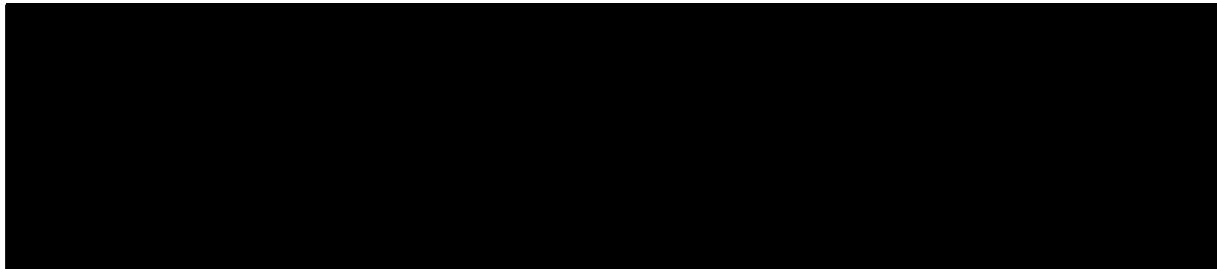
We purchased the van on January 9, 2010 from a dealership. At that time, it was 6 years old and had 18,535 miles on it. This was our third Nissan vehicle purchased.

On March 23, 2015, the van stalled while driving and would not start. We had it towed to Firestone in Toms River, New Jersey. Firestone indicated that it appeared the Engine Control Module (ECM) failed and that they were unable to perform the necessary repair work. The following day, we had it towed to Pine Belt Nissan in Toms River.

Their service department indicated that the ECM failed due to corrosion and needed to be replaced. We were advised that, once it was replaced, other components in the van would be checked to make sure they worked properly. We requested receipt of all original parts that were replaced. Please see attached photograph of the corroded ECM.

On March 27th the service department indicated that, once the ECM was replaced, the Intelligent Power Distribution Module (IPDM) would also need to be replaced so that the vehicle would run. We picked up the van after paying for the repair (see attached invoice).

Through our online research, including but not limited to the following sites, it appears that ECM corrosion problems in 2004 Nissan Quests are fairly common due to a poor design resulting in the ECM's susceptibility to moisture:



The above links indicate that the ECM corrosion problem was covered by an 8-year/80,000 mile warranty. Additionally, based on the National Highway Traffic Safety Administration (see attached), no recalls were issued for this problem. As indicated above, we purchased the van within this warranty period and never received notification of the corrosion problem. If this problem was subject of a recall or had we been notified of the problem, we certainly would have had the ECM checked for corrosion to avoid this costly repair.

Due to these circumstances, we are requesting that Nissan reimburse us for our cost incurred for this repair.

Sincerely,



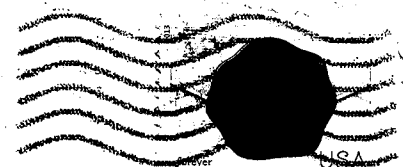
Enclosures (3)

- c: National Highway Traffic Safety Administration (w/ enclosures)
- Better Business Bureau of New Jersey (w/ enclosures)
- New Jersey Department of Law and Public Safety, Division of Consumer Affairs (w/ enclosures)
- Ocean County Department of Consumer Affairs (w/ enclosures)

oms River, NJ

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1200 New Jersey Avenue SE
West Building
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