

Summerfield FL

April 23, 2015

MAY - 6 2015

US Dept of Transportation
National Highway Traffic Safety Administration
Attn:
Office of Defects (NVS-210)
1200 New Jersey Ave SE
West Blvd.
Washington DC 20590

Gentlemen:

On December 31 2014, we purchased a lovely gunmetal grey 2015 Nissan Murano
VIN 5N1AZ2MG1FN

Shortly thereafter two areas of concern became apparent to us. As we used the vehicle more it became evident that these items were much more of a safety issue than just an annoyance.

The first item is a blinding glare that comes from the rear 3.5 in of the hood when the sun is high in the sky somewhere between 10am and 2pm. The rear 3.5in of the hood is slanted down at approximately a 30 degree angle which dependant in the location of the sun and direction driven reflects the sun directly into the driver and passengers eyes. Due to the fact that this area of the hood is a compound curve there are often multiple reflections of the sun at one time. It tires the eyes quickly and frequently obscures objects in the road. Pictures #2 of a 2014 Murano hood and picture #1 of the 2015 Murano hood.

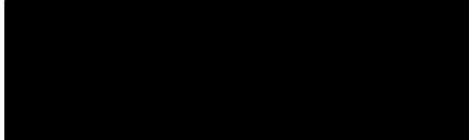
The second area of concern is the trim or more importantly the lack of it on the front of the driver and passengers seat. The side trim on both seats wraps around the front of each seat and is abruptly ended. See picture #3, #5, & #6 All previous Murano's had a trim piece that attached to the end of the side piece and ran across the front. See pictures #7 and 8. The ends of the current trim stop abruptly and are rough and unfinished rubbing against your leg as you sit in the seats. Worse, as you exit the vehicle the heel of your shoe will occasionally catches on the unfinished end of the trim tripping you as you exit the vehicle. I have stumbled three times so far and my wife has tripped once while exiting the vehicle. Worse yet the mechanical equipment that's operates the power seats is fully exposed, picture #3 #4 & #6. If a small child a pet or even an adult who was reaching for something they dropped should access this area and at the same time hit the adjacent controls for the memory seat or if someone activate the key FOB they could be seriously injured by the movement of the seat. Once in motion there is no way to stop the power seats until they have finished moving !

I have been in contact with our dealer Pearson Nissan of Ocala, their service writer, Brian, the service director, Matt, my salesman, JD, and the sales manager ,Pete. None of them with the exception of Matt could or would help me. Matt referred me to the district manager Wendy who listened to my story and politely told me Nissan was not interested in unsolicited comments from their customers. I emailed Nissan on both issues and received a case number on each. However, other than a follow up Email asking if the problem was resolved (NO) and was I was satisfied (NO) I have not heard any more from Nissan. I did talk to someone who's name eludes me who said something about referring my complaints to Nissan's legal

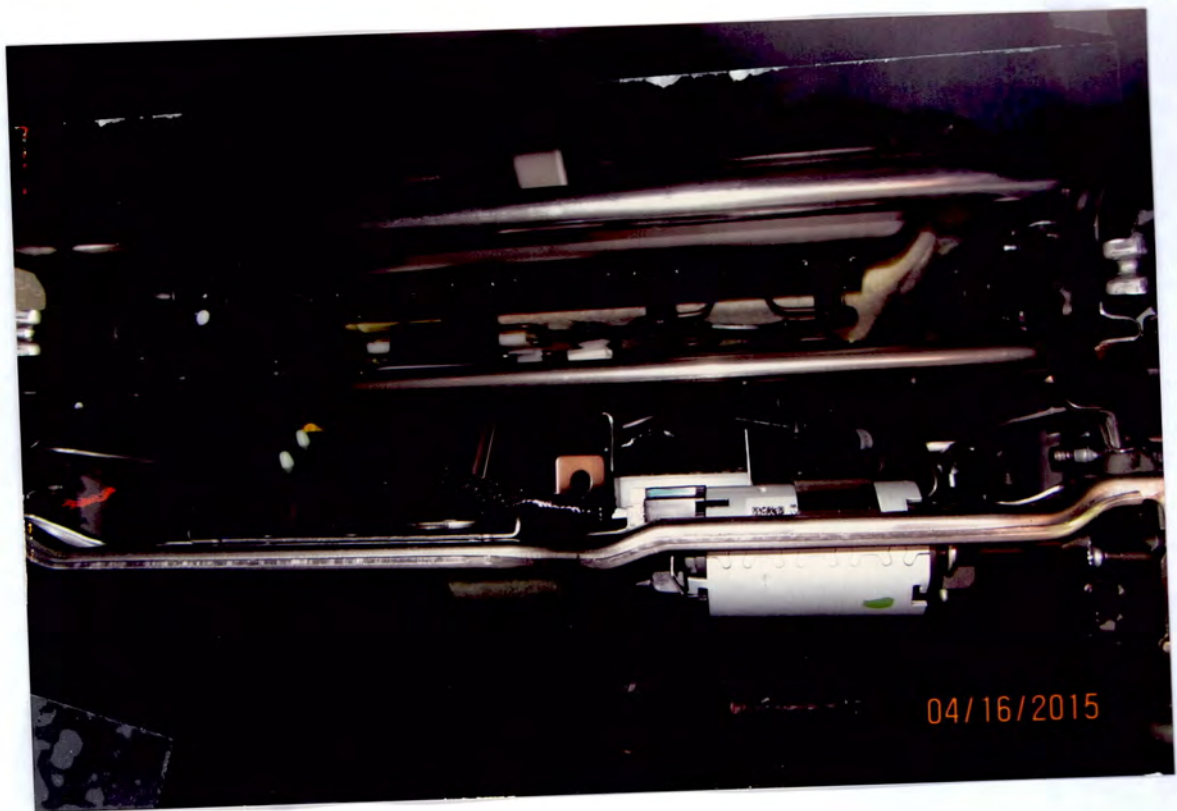
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department however there has been no response from that communication. On 4/20/2015 in a final attempt to allow Nissan to look into the problem I contacted Mr. Ted Lindsley, General Manager of Pearson Nissan. He listened to my concerns and even looked at a Murano he was driving. Ted said he would bring my concerns up to Nissan when he is next in contact with them. A ray of hope, more importantly finally someone who was interested enough to listen to my concerns. I hope Nissan can come up with a fix for both problems with a little prodding from my dealer and with the help of the US Dept of Transportation National Highway Traffic Safety Administration. It does not appear either problem should be very difficult to resolve however I will keep my suggestions to myself unless asked.

Thanking you in advance for your assistance
We are respectfully











VIN

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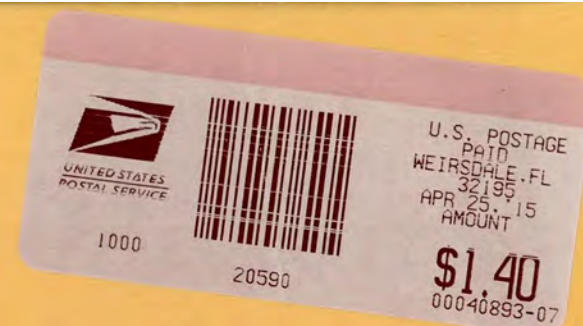
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Summerfield, FL



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NATIONAL HGT TRAFFIC SAFETY ADM.

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