

To Whom It May Concern <sup>NEF-D10</sup>

CI-10916619-1914

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

OCT 26 2016

I am writing this letter regardless my  
X-terra Nissan 2005 car. My car had stop suddenly  
working while I was driving on a Hard Bridge, I was  
in the car with my three children who were screaming  
and crying in a fear. I did not feel good either, I was  
pretty scared too. Because standing on a high bridge with  
only two lanes will make everyone scared, I was not able  
to move no-where. I called two times 911, to make  
police come and help us right away because we were in  
fear for our lifes. Children thought we are going to fall  
from the bridge. But we were very lucky that the traffic  
build up, and at this point no one could hit our car, what  
I am scared of the most, especially after reading on news  
that one car in our city broke down on the Buckman  
Bridge with more lanes and someone hit them, a whole  
family were not able to leave the car, and it got on fire,  
they all died. To die like this is horrible enough, but  
hearing your children scream in a pain will be the worst...  
This I do not wish to no one. So I took immediately  
my car to the shop near us. They could not find anything  
wrong, they thought it was something with the computer. (1)

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But we stuck again, and we were lucky this time too. And after this we took our car to the Nissan Shop on Atlantic Blvd. We believed they are a professionals and will know more about Nissan cars. They have been driven our car for two days, making our problem worse. They said they can not find anything wrong with the car. I mention to the lady, if you have a broken hand you should do an X-ray, not working with it. Should it have been similar with the car, you should not driven it but check everything with the computers. I told my husband that I will not drive this car without fixing it first. Because it was something wrong while it is stopping so suddenly. I had that feeling, bad feeling that the third time will be fatal, and I love my life and children. I do Not want to go thru this again standing somewhere on a busy road when someone can hit you because I will not have time to move, because my car could suddenly stop working. Standing on a high bridge was enough for me and my children. My husband started to do reseach what could possibly be wrong, and found out about manufacturing defect with transmission, and called again where our car was, Nissan Shop, and asked them if they can check a transmission and let him know. No one called us back, so we did go there, and the lady told that our car is driving, nothing is wrong, and nothing about transmission. We paid money to tow our car where it can be check

more, at the other shop. And it is cracked radiator that was leaking coolant into transmission. We started to read on the internet (thanks that we all can do research now), that this problem was listed as the 2<sup>nd</sup> worst problem on car [REDACTED] That a lot of people were complaining to NHTSA (notify the Center for Auto Safety Report). And it was a class-action lawsuit in October 2012. And nothing was done. Only Nissan did very good for themselves, they did not care about their customers, they only extended warranty, not offering to fix manufacturing defect in this cars, but warranty, and all these problems come after warranty. Not so many people got on warranty but after it. It was smart. They basically did not loose any money. And no one died yet. But this is Not suppose to be this way. They should not wait for someone to die. It could happen with us. Auto makers and repair shops can be and have to be liable for their failures to keep drivers, passengers, and pedestrians safe. This should not be happening. The car we bought, was a brand new Nissan 05, we did not know it was a manufacturing defect which should be fixed. We did not get any letters letting us know about this defect.

What about food, when someone get poison from it? They do recall a whole amount what was done in that time. They do not want other people get sick, because it is possible to die too. What about cars? Isn't it should be the same? It had a defect, they knew it, and not offering to fix, ②

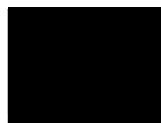
not recall, they did extend the warranty. But they did not fix the problem! And it is not enough, cars will eventually have this problem. Some before, and most of us after. We were taking good care of this car. We knew, we will not be able to buy another new car. The Nissan company did not prevent the accidents that possibly bring death. We were very lucky. The bridge is only two lanes, it is hard to imagine what could happen with us. This is still a very real problem. Nissan continues to sell cars and trucks with transmissions that stop working suddenly after the warranty expires. This is very dangerous!!!

No one should die, no one should go thru what I did with my children standing on the high bridge with two lanes. So many people had so many close calls. It should be prevented!!! Because to loose people whom you love, I believe, no one wants. Do not wait for it!!! We could be those people, but thanks God we still alive. Safety Should be a major issue for car buyers.

Thank you so much for your time. This case is very serious. I will put this on all media that even more people will come forward. Thank you again.

I believe that this organization will make a right decision, because they care about safety of every person.

Best regards,



[REDACTED]

Jacksonville, FL. [REDACTED]

[REDACTED]

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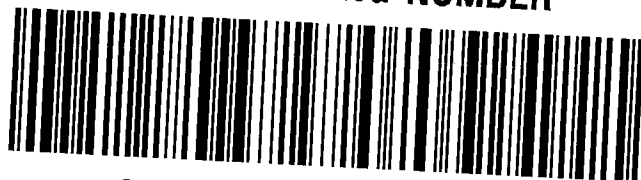
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