

From:

[REDACTED]  
New York, NY [REDACTED]  
[REDACTED]

To: National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Subject: 2008 Nissan Quest 3.5 - VIN # 5N1BV28U18N [REDACTED] Defect

Date: 06/06/23

To Whom It May Concern:

I am bringing to your attention technical concerns I expressed to Nissan North American years ago regarding my Nissan I referenced above.

For over five years, Nissan North America ignored the issues I reported on my family van. We've used this car mainly for family road trips several times and the entire family failed in love with the comfort inside the car and the high performance on the roads. Our daughter attended college in Prescott, AZ, for five consecutive years. The entire family drove from NYC to Prescott several times, with during each trip, a swing to Disney World in Anaheim, CA, and back to NYC. It was during one of those cross country trips that we noticed, for the first time, fiber stuffs coming out from the exhaust pipe when we stopped for gas. What you see with this letter is exactly what came out from the exhaust pipe. I've sent this to Nissan North America years ago, unfortunately no actions was initiated. For peace of mind, I took the car for service in Peoria, AZ. I showed what came out of the exhaust pipe; the technicians said they don't know what that is. I contacted Nissan by phone, complained, until today, no reaction from Nissan. Over the years, the same stuffs continued to come out.

Beside the concerns regarding the exhaust pipe, the car started making extremely loud noise when starting the car. Again, I wrote to Nissan hoping for a resolution. Nissan North America never responded to me.

I am bringing this to your attention to assist hold Nissan North America accountable. No consumer should be abandoned by a car manufacturer with

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safety related concerns. At minimum, Nissan should have shown interest finding out what is going on with my car. They failed, adversely affected my love for Nissan vehicles. It is Nissan responsibility to conduct a diagnostic, free of charge here, and eventually replace the car if repairs are not possible. It is just the normal thing for Nissan North America to do.

I look forward to you, The National Highway Safety Administration, holding Nissan North America fully accountable.

Sincerely,



From [REDACTED]  
New York, NY [REDACTED]  
[REDACTED]

To: Nissan North America  
1 Nissan Way  
Franklin, TN 37067

Subject: 2008 Nissan Quest 3.5 - VIN # 5N1BV28U18N [REDACTED]

Date: 10/21/20

To Whom It May Concern:

I called Nissan North America few years ago and complained about stuff coming out from my car exhaust pipe. I received no follow up from Nissan North America regarding my complaint.

Years before I called Nissan North America, I complained to the Nissan Dealer located in Peoria, AZ and showed what came from my car exhaust pipe for the first time. The technicians were not able to explain the origin of those stuffs; they serviced the car, but never addressed my concerns regarding the exhaust pipe. Stuffs came out of the exhaust pipe three different times while on family road trips. We noticed the stuffs while getting gas, and one time at a WALMART parking slot.

Not only stuffs came out from the exhaust pipe, but also several times while turning the car on, a very loud noise sounds as if the car is going to explode, really explode. This happened countless times and is still happening from times to times. Every time it happened, I had to quickly turn the car off, wait a little bit, and turn the car back on again, sometimes unsuccessfully, and successfully only after a couple of tries. I took the car for repairs, but never saved the receipts. I thought the problem was resolved since we did not hear the noise for the past two years or so; but last week, while in the car with my son, the noise sounded again while my son in the car. My son, who is learning to drive, shouted at me: WHAT IS THAT, DAD??? I quickly intervened and turned

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the car off. We waited for few minutes. My son was scared to start the car again. We waited a little longer and I re-started the car.

We love our fully loaded Nissan and use it very often for family road trips, but as the main Driver, I sincerely no longer have the Peace of Mind with the whole family inside on road trips, something we do so often. This is not normal! This is not SAFE! I am hereby sending a sample and a picture of all that, so far, came out from the exhaust. I am still in possession of a good part of what came from the exhaust pipe and willing to share with the appropriate Service/Department/Person. Looking forward to hearing from Nissan North America, I hope, this time, my complaints are taken into consideration with an appropriate remediation.

Sincerely,



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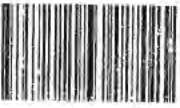
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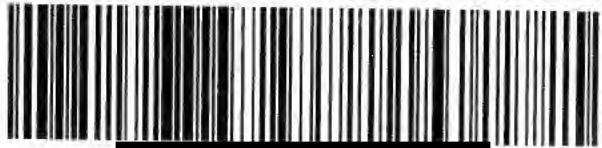
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FROM [Redacted]  
New York, NY [Redacted]

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TO:

National Highway Traffic  
Safety Administration  
1200 New Jersey Av., SE  
Washington, DC 20590

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