

Dear Sir,

Re: Nissan Pathfinder 2006

I have owned this vehicle since 2006 (purchased at 3700km).

The present mileage is 87 911 km.

All services have been carried out timeously:

7642km. Worcester Nissan
14301km Knysna Nissan. Where it was found that the Turbo Charger was non-functional.
29086 Riversdal Nissan (as we live at Malgas on Breede River)
41201 Riversdal
58414 Riversdal
71611 Riversdal. All 4 A/C vents had to be replaced as the adjusting knobs broke off! The left hand rear passenger door handle replaced as it came off in my hand !
84375 Riversdal. Full service. No problems reported by Workshop.
87911 = PRESENT MILEAGE

The petrol guage suddenly collapsed and shortly thereafter the Trip Meters stopped functioning fully.

I discussed this at length telephonically with Johan King, Milnerton Nissan and Nissan S.A.(customer service).

Made a booking with Milnerton to rectify the guage problem, some four weeks in advance for 19 Dec.2011. Result: Yes, it is the sending unit in the petrol pump that requires replacing and if they ordered one on 19th it should arrive (with luck) on 21st Dec.! Mr.King knew this was going to be the problem when we discussed it on the phone.

Checking on Internet I find that this is a very common problem with Pathfinder world wide at about 80 000km there are dozens of complaints ! Conclusion: most definitely a manufacturing weakness and should be replaced at no cost to the owner. On 19 Dec. I also asked Milnerton to adjust the handbrake. Result: Hand brake cannot be adjusted as new discs were required on the rear wheels.

I then had the brakes examined by Tri Toro, Strand, who confirmed that the discs required replacing AND also the front discs, which are worse than the Rear. Remember: the vehicle was service by Riversdal only 3000km previously and all brakes, discs and pads OK ..no problems reported !!!

2.

All of the above is totally unacceptable. I cannot rely on Nissan agents to keep my vehicle safely on the road and NOW another manufacturing weakness. (I have paid for all the others).

I treated the Pathfinder with the utmost care, respect and attention to all requirements. It is now up to Nissan SA to come to the party, in haste.

I do not want to again hear from a placating customer service employee, I require communication from 'someone' at the Top with a decision to rectify the sending unit at no cost and whilst I am now driving a vehicle with potential brake failure, I suggest that discs be replaced at factory cost (no labour).

Please be so good as to respond to the above by 20 January, 2012 and trust that we can come to an amicable conclusion to these serious problems.

Yours sincerely,

Sue Gurney (ID; 4403010041087)

028 5421949

petersue@telkomsa.net

vehicle details: reg. Knysna5 WP. VIN. V5KJVNR5120067863