



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received

2003  
13-NOV-2003

Repository

2003 DEC 24 11:33  
Reference No. 33  
10047885

OWNER INFORMATION (Type or Print)

Name

Address

City

HAMBURG

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/2/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3N1C B51D92L

Make

NISSAN

Model

SENTRA  
GXE

Model Year

2002

Date Purchased  
01-28-JUN-02

Dealer's Name and Telephone Number

Auto Place Nissan 716-633-9900

Engine:

No. Cylinders  
4

Fuel Type:

Reg  
unleaded

Original Owner

Dealer's City  
Williamsville

State NY

Zip Code  
14221

Transmission Type

auto.

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING: ENGINE

Multiple Failure: \$3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

04-SEP-2002  
10-11-03

Failure Mileage

88952  
11,900

Failure Speed

stopped

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident, failure(s), crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING AT ANY SPEED AND WITHOUT AND PRIOR WARNING VEHICLE STALLED INTERMITTENTLY. \*AK

while driving between 35-45 mph car "jerks" when trying to shift gears.

while stopped at red light car has stalled out on 3 different occasions. One time it stalled 4 times with 1 mile (stopped at 2 different traffic lights)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Hamburg, NY

November 25, 2003

Nissan Consumer Affairs  
PO Box 191  
Gardena, CA 90248

Dear Sir or Madam:

I am writing to express my extreme dissatisfaction with my Nissan experience. I leased a brand new Nissan Sentra in June 2002. Within weeks of getting it I noticed that the car would "jerk" between 35-40mph, as if the car was having difficulty shifting gears. At that time I did not think anything of it. In September 2002, while stopped at a red light, my car started to shake, my dash board indicator lights came on and the car just shut down. I did manage to start the car back up and drive it home but of course I became nervous driving it anywhere and actually avoided driving if possible. I took it to the dealership from which I leased the car. The salesman had originally told me, prior to my agreeing to the lease, that any time I needed to bring my car in for servicing, I could get a loaner vehicle. After some minor hassle I did get a car. The dealership called to let me know that after having my car for a week and driving it around, the mechanic could not get the car to "act up" and "no codes came up in the system" when the car was hooked up to the computer. So, I took the car and it was fine all winter. When the weather got warmer in June 2003 (high 60 to low 70's) the car once again stalled out while I was stopped at a red light. Since then, the car has periodically "jerked" while attempting to shift gears. The final straw came in October of 2003 when the day before a trip I planned months in advance, my car stalled out FOUR times while at a single stop light. Each successive time, it was harder for the engine to turn over to start the car. Once I started it and gave it some gas, it would stall out again. At this point I was so afraid to stop the car that I would purposely speed up to make the traffic lights, less I have to stop again. Since there was a Nissan dealer on the way home I decided to stop there before something else happened. I turned into the parking lot and the car shut down and coasted into the dealer lot. Once there I was told that there was nothing that could be done at the time but I could leave the car to be looked at by the mechanic "better than chance having something else happen to it". I was so upset that I just took the car home. In the interim I decided to rent a car if possible. After all, there was no reason why I should not have been able to take my car on this trip like previously planned. I mean, it is a 2002 and at the time had less than 12,000 miles on it. The day of my trip I proceeded to drop my car off at the dealership for the extended weekend and told them to keep the car until it was fixed. When I returned from out to town, I was notified that yet again after having my car for four days, the mechanics could not get the car to "act up". My options were to leave the car until it acted up or drive it until it acted up again and then take it back in to the shop. I left the car there as the service shop said they provided local shuttle service. Much to my dismay, the first day I booked the shuttle to work, I found out that the shuttle would not do pick ups after 4:30pm! So now, in order to get home, I lost time at work because I

had no other ride home! I immediately retrieved my car and have had it since. I am scared to drive it and cannot trust it to get me from point A to point B.

As a paying customer that is supposedly "valued" I should be receiving a reliable car. I do not have that. My question is

1. What will be done to rectify this situation so that I can be confident in the Nissan name again? I do not think I am asking too much that my car run smoothly, especially since it is still relatively new and in otherwise great condition. Also, as stated, these problems began shortly after getting the car.
2. I am asking for full reimbursement for the car I rented because my car was unable to perform its general duties. The rental receipt is enclosed.

In closing, I find it unacceptable to be told that my only plausible option is to drive my car around in hopes that it will "act up" so that it may be fixed properly. Next time I may not be fortunate enough to start the car back up or the car may even be in motion the next time this happens! I have no way of knowing. Of course I am still expected to pay my lease every month even when the car is inoperable in the shop!

I hope I have your cooperation in this matter. This is very distressing issue for me and if you value your customers as much as you say you do, you will go out of your way to rectify the situation.

Sincerely,

A large black rectangular redaction box covering the signature area.

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**