

Honorable Thomas Reilly
Attorney General
1 Ashburton Place 20th Floor
Boston, Ma 02102

Dec. 16, 2004

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Falmouth, Ma

Dear Mr. Reilly,

We are in need of your help. The problem is with our 2002 (ex Nissan Sentra.

Periodically, when starting off and gradually depressing the accelerator pedal, nothing happens. At the point of increasing accelerator pedal pressure the car lurches forward. Obviously, this is bad. The potential is that we could rear end the vehicle in front if we're in traffic, and, if we haven't moved when expected to, the vehicle behind could rear-end us.

The problem began late in 2003 (We bought the car late in 2002 with just over 15,000 miles on it) and was corrected at 31,524 miles on 11-12-03 and we were charged for a 'DECARB SERVICE'. After recurring, the problem has again been corrected, at 50,042 miles, on 12-13-04, and this time listed as 'THROTTLE INJECTION SERVICE'. Each time (we were fortunate) \$99. was the special price for the service.

The explanation last year from our servicer (where we purchased the car...Showcase Nissan, 60 MacArthur Blvd., Bourne, Ma 02532) is that the problem is caused by a carbon build-up on an oval cage on the back of the accelerator and the cage also picks up dirt because it is low to the ground. It was also stated that it is a common problem with both the Sentra and Altima models.

Not being satisfied with the above I then contacted Nissan Motor Corp., P.O. Box 191, Gardena, Calif. 90248. To the above they added that it happens to all cars and specifically made reference to salt used in our area:

All of the above is verbal, nothing in writing.

1. We have another Sentra which we've had for 11 years without this problem.
2. We also owned another Sentra and when traded in for the GXE it had 112,000 miles on it and never had the problem.
3. Not covered by warrenty so we pay each time.
4. None of our friends (with different model cars) are aware of the problem.
5. Most important...the safety factor...before someone gets hurt or killed... shouldn't there be a permanent corrective action taken? I'm not especially mechanical but it seems like a shield or protective covering might take care of it.

All three of our Sentras were purchased from Showcase Nissan.

We'd appreciate it if you or someone in your office could check this out and either take some action or advise us what we could do.

Thank you,

Hi,
This has now
been turned over to
CONSUMER ASSISTANCE COUNCIL
149 MAIN ST.
HYANNIS, MA 02601
(508-771-0700)
and they recommended I
sent a copy to you.

Maria
4/9/05