

June 7, 2005

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Attn: Consumer Relations
Nissan Motor Acceptance
18501 South Figueroa Street
Gardena, CA 90248-0191

10128063

Dear Sir/Madam:

I am writing to inform you of a series of events that require your urgent attention.

I purchased a 2002 Nissan Sentra from your Bayridge Nissan dealership in November 2001. I have serviced the car as required by the service and maintenance manual received at the time of purchase.

In April 2002 the car was serviced for the 7,500-mile service. I informed them the car kept shutting off. They were unable to find the cause. I took the car in several times still they were unable to find out what the problem was, until there was a factory recall on the sensor it then was determined as the cause.

In January 2003 the car was serviced for the 15,000-mile premium maintenance. Subsequently the car was due for NYS Inspection in February of 2003. The car failed the inspection due to faulty and dysfunctional brakes. I find it inconceivable that within two months the car could have consumed brakes, which had been recently serviced. The car was again taken to Bay ridge dealership for repair costing me a lot of money.

In December 2004 the car was taken in for the 30,000-mile service. There was a problem with the battery, which had to be replaced because it was leaking and would not keep the charge. The car had to be left overnight. Once again upon the NYS Inspection in February 2005 the car failed the inspection due to crystallization of the fan belt. I continue to find these circumstances inconceivable that within a short time the fan belt could crystallize. Again I had to take the car in for the fan belt to be replaced, on two occasions I had to take back the car because the belt was not properly fitted.

On April 30, 2005, the check engine light illuminated prompting me to return the car to find out what was wrong I also told them about a noise in the engine. It was discovered that the radiator had to be replaced. Also I was told there was a malfunction of the computer causing the engine to flood with gas. The engine required flushing and the computer had to be reprogrammed costing me \$593.13.

On May 6, 2005 there was a noise in the engine and the car was again taken to Bayridge dealership for service. I was told that the technicians were unable to find a direct cause for the sound.

NAR
QAS
6/30/05

I called and spoke with one of your Consumer Affairs Representatives who took the information and was very courteous. She told me someone would call me back and someone did call but unfortunately she did not advise me what steps would be taken to resolve the problem. I bought this car new because I did not want to keep going back and forth to the dealer to have my car service and am now doing that. I am of the opinion you want your customers to be satisfied and pleased with their purchase unfortunately I cannot say I am.

I would like to bring to your attention that the service writer is very helpful and courteous also the service manager, both of them are aware of the problems I am having and both have tried to address the problem.

These series of events have led me to the conclusion that the car should be traded. My contention is why should I be spending so much money and time on this car. The cost associated with these repairs has become prohibitive. I would like to trade this car for a new model and would like to discuss an advantageous trade-in value towards the cost of a new vehicle. Now I want to know if my satisfaction is your primary goal?

cc: The National Highway Safety Administration
400 7th Street S.W.
Washington, DC 20590

cc: BBB of Metropolitan New York
257 Park Avenue South
New York, NY 10010-7384