

NHTSA ccmMercury Routing Slip



Printed: 8/31/2005

NHTSA #: ES05-007260

XREF #:

Delivery: CRT

Rec'd Date: 8/31/2005

Doc Type: GEN

Address To:

Referred By: NEC-110

Doc Date: 8/19/2005

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: COPY OF LTR ADDRESSED TO NISSAN REQUESTING REIMBURSEMENT FOR TOWING CHARGES INCURRED DUE TO RECALLED ALTERNATOR ON HIS 2003 NISSAN MURANO; CERT. MAIL# 7004 0750 0002 3562 0373

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc: PROG OFC

Added By: SHARRIS x62534

Ack By:

Signature: NRN *Parley G. Hester*

Cleared By:

XREF File:

Modified By: SHARRIS

Signed For:

Cleared For:

Closed Date: 8/31/2005

Most Recent Comment:

Author:

MANSFIELD, MA

Tel: Fax: E-mail:

10135657

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	8/31/2005		8/31/2005
NVS-010	INFORMATION	8/31/2005		8/31/2005

2005 SEP 7 AM 2:33

RECEIVED
SEP 21 10 30 AM '05

Armani
W/Hubb
9/16/05

SDH

[REDACTED]
Mansfield, MA [REDACTED]

AUGUST 19, 2005

NISSAN NORTH AMERICA, INC.

National Headquarters
Consumer Affairs Department
P. O. Box 191
Gardena, CA 90248-0191

**ADMINISTRATOR, NATIONAL HIGHWAY
TRAFFIC SAFETY ADMINISTRATION**

400 Seventh Street, S.W.
Washington, DC 20590

NISSAN NORTH AMERICA, INC.

P. O. Box 4417
Bridgeton, MO 63044-9730

RE: 2003 Nissan Murano VIN JN8AZ08W03 [REDACTED]

RECALL - ALTERNATOR

Owner: [REDACTED]

Dear Sirs:

This letter is in connection with the recent RECALL NOTICE I received on or about Thursday, August 11, 2005. See attached copy.

Unfortunately, on Sunday, August 14, 2005, while 75 miles away from my home, my vehicle exhibited all of the "warnings" as listed in the Recall Notice. I immediately pulled off the road and made several attempts to contact local Nissan Dealerships, but was unsuccessful. I had to make arrangements for myself, my wife and our two young grandchildren for an overnight stay in West Yarmouth where the vehicle was disabled.

On Monday, August 15, 2005, at about 8:00 A.M., I made a call to the local Nissan Dealership in Hyannis, MA. I spoke with the service manager, Nicholas Milione, and was informed that he would not be able to assist me in replacing the alternator until, at best, maybe Wednesday, August 17, 2005, or Thursday, August 18, 2005, but made no guarantee that the part was in or that my automobile would be repaired in a timely manner.

100-100-100-100-100

2005 AUG 31 A 9 18

EXECUTIVE SECRETARIAT

ES05-CC7260

Page Two. NISSAN NORTH AMERICA, INC.

Nissan Murano - Recall Alternator

Owner: [REDACTED]

2003 Nissan Murano VIN JN8AZ08W0 [REDACTED]

I made a second call to a Nissan Dealership in Bourne, MA and spoke with the service manager, Shawn Alden, and he informed me that he would not be able to replace the alternator until possibly Tuesday, August 16, 2005, if not later, and he also stated that there was no guarantee that the part was in or that my automobile would be repaired in a timely manner.

Due to the fact that I was 75 miles away from my home, family and work place, I was forced to call a Dealership closer to my home. I ultimately contacted the FIRESIDE NISSAN DEALERSHIP in North Attleboro, MA and spoke with John Tanzi. I informed Mr. Tanzi of my predicament and he was extremely helpful. It was decided that I would get the Murano to North Attleboro and he would do his best to repair my automobile as soon as possible. Buckler's Towing Service, Inc. of Hyannis was contacted and the automobile was towed to North Attleboro from West Yarmouth, MA. See enclosed invoice for road service in the amount of \$231.00. My vehicle arrived at Fireside Nissan at about 1:00 p.m. on Monday, August 15, 2005. Mr. Tanzi arranged for our safe transportation back to our residence in Mansfield, MA. My vehicle was repaired by 12:00 noon the very next day. I cannot say enough about Mr. Tanzi and the Fireside Nissan staff, they were extremely sympathetic and helpful with respect to our unfortunate situation. My family and I cannot thank them enough.

This letter is intended as a request for reimbursement of the towing charges we incurred due to the recall. I requested assistance from several local dealerships in the Cape Cod area as suggested in the Recall Notice, but was unsuccessful in obtaining the repair in a timely manner. My family and I were forced to find lodging 75 miles away from our home, my wife and I lost wages for Monday, August 15, 2005 and we were extremely inconvenienced. I had no alternative but to tow my vehicle to North Attleboro, MA in order to not incur any further lodging expenses and loss of wages. Please consider this request and respond as soon as possible.

Very truly yours,
[REDACTED]

cc: Hyannis Nissan, 268 Stevens St., Hyannis, MA 02601
cc: Showcase Nissan, 60 MacArthur Blvd., Bourne, MA 02532
cc: Fireside Nissan, P. O. Box 128, No. Attleboro, MA 02761

J/Nissan

certified mail
[REDACTED]

**NISSAN NORTH AMERICA, INC.**

National Headquarters
Consumer Affairs Department
P.O. Box 191
Gardena, California 90248

[REDACTED]
Mansfield, MA [REDACTED]

Dear Nissan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect that relates to motor vehicle safety exists in some 2003-2005 model year Nissan Murano vehicles.

Reason for Recall

On some 2003-2005 Nissan Murano vehicles, there is a possibility that a wire breaking inside the alternator could stop the battery from charging. If this happens, the charge warning and brake warning lamps will immediately come on and the battery will begin to discharge. After a short time, the engine will go into a "fail safe" condition which will limit vehicle speed. Very shortly after this, the engine will stop running. This could result in a crash.

What Nissan Will Do

In order to prevent this condition from occurring, your Nissan dealer will inspect and, if necessary, replace the alternator. This free service should take about two hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. If the charge warning and brake warning lamps come on while you are driving, you should pull off the road to a safe location and arrange to have your vehicle towed to a Nissan dealer. Instructions have been sent to your Nissan dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is (800) 647-7261.

If you have paid to have your alternator replaced prior to this campaign, you may be eligible for reimbursement of the related expense. You will still need to contact your Nissan dealer to arrange an appointment to have your vehicle inspected. You may also contact Nissan Consumer Affairs at the numbers listed above for additional information. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are I feel sorry for any inconvenience this may cause you.



RETURN THIS POSTAGE
PAID CARD TO NISSAN
IF ANY INFORMATION
(NAME OR ADDRESS)
HAS CHANGED.
DETACH CARD AT
PERFORATIONS.

CHANGE OF INFORMATION POSTCARD

VEHICLE
IDENTIFICATION
NUMBER

JN8AZ08W0 [REDACTED]

If you have moved or no longer own this vehicle, please check the appropriate box.

1) ☐ Name or address has changed

2) ☐ Never owned this vehicle

If no longer own this vehicle, it was:

3) ☐ Sold (print name and address of
new owner below, if known)

4) ☐ Destroyed

5) ☐ Stolen

[REDACTED]
Mansfield, MA [REDACTED]

LAST NAME										FIRST NAME										MIDDLE									
ADDRESS																													
CITY																													
STATE ZIP																													

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).