

9/24/05

To whom it may concern,

A copy of this letter was sent to this agency because there are large safety issues with this vehicle and have been since I've owned it. Even if there is nothing your agency can do to help me I thank you in advance for ~~to~~ just reading my letter.

Respectfully,



2005 OCT -5 AM 4:44

9/18/05

10138875

To: Mr. Mark McNabb Vice president
Re: Customer dissatisfaction

File # 4802248

Mr. McNabb,

On July 3, 2003 I purchased a brand new Nissan Altima 2.5 S. Vin # 1N4AL11D83C [redacted] The vehicle was purchased in my home town, Albany, NY from a dealership by the name of Lia Nissan (Liacars.com, Lia Motor Group). I'm sure you probably have access to my vehicles records through my vin#. I drove the car off the lot 7/3/03, brought it in on 8/21/03, less than 2 months, approximately 6 weeks old and it already needed a recall part. This began what turned out to be the biggest vehicle nightmare of my life. Enclosed you will find documentation of my problems with this car and as stated above you can probably access my vehicle records by my vin#. I'm a single female who has no mechanical skills, thus the reason I purchased a brand new car w/ an extended warranty. I researched several vehicle options before purchasing and consumer reports rated this car to be one of the all around best regarding performance, safety and manufacturer (standing behind their product). At this point, in my opinion that is not the case. In reviewing my records (if this complaint is even taken seriously) you will find the performance of this car is not what was promised. The main problem I've had w/ this vehicle is it just "dies" while traveling down the road. The road being anything from a side st to a major highway. Dying at speeds of 30 mph to speeds of 85 mph. On dry road conditions to snow covered, blizzard conditions, and at any given moment from high noon in broad daylight to 3 in the morning in the dark. That to me is a serious safety issue. By the records that I've enclosed you will see I did everything in my power to try to resolve these problems. Between you, the manufacturer, and the dealership nothing has been accomplished. In the 26 months I've owned this vehicle, not including routine oil changes and maintenance the car has been in and out of the dealership over a dozen times, have been placed in rental vehicles 7-8 times (huge inconvenience) and parts replaced - some part of the exhaust (recall) ENGINE !!!!! (veh was 13 mos old and 26,000 miles on it and the engine has to be replaced, car has NEVER run right since) Battery (which I was charged for), starter, alternator, throttle, belts, radiator cap, cd player, etc. etc. etc. again as stated above all in the vehicle records. In all fairness, the service dept at this dealership has been pretty good in trying to help me. Lisa Stepnowski and Dan Haines are the 2 employees that know what I've been through with this car. These 2 people have done what they can to accommodate my needs, but I feel they can only go so far and their hands are tied. Countless hours of my personal time have been wasted on this mess, time I don't have, shouldn't have to spend, and can't get back! This is not what I purchased a new vehicle for. I personally believe this car is just a bad lemon. I also believe certain parts of this mess are the responsibility of you as the manufacturer and certain parts are the responsibility of the dealership. I've also sent back surveys which have been sent to me, clearly stating my dissatisfaction. No one contacted me. ALL your paperwork and letters claim that customer satisfaction is your "primary goal" "No.1 concern" addressed to "valued customer". None of this is true, not this customer anyway. Yet you have the nerve to ask me to take more of my personal time to fill out surveys, which are ignored anyway.

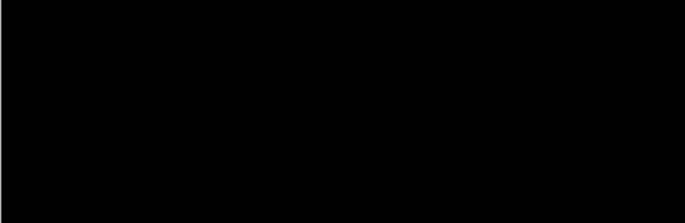
To date: vehicle runs rough, still "dies" when driving down the road and gears still "slam" into place. I am a little consumer out here just trying to get by and it is obvious that both you and the dealership, monster companies, are more concerned with whatever money you might lose than doing whatever it takes to rectify this mess and doing what you claim, customer

Heather
10/05/05
[Signature]

satisfaction No. 1 concern ! I will never purchase another nissan again. There are also 5 different people close to me that have watched me go through this, that will also never purchase a nissan.

I think it is pretty clear what my opinion of nissan is, so please in the future DO NOT send me one more survey asking me "how we did". This letter will be the last correspondence you get and the LAST of MY personal time you will waste!

Respectfully,



cc: Lia Nissan - Michael Lia/Michael Castren
Nation Highway Traffic Safety Administration

12/26/04

Contacted customer care 800 647 7261 spk w/Peter x 3781. Explained my issues and concerns w/my 2003 Nissan Altima. He explained this is the first they have heard anything regarding my car and the protocol is for Nissan to assist the dealership in attempting to repair the veh first. He opened a file on me #4802248 and he will be contacting the dealership and looking into this. He also advd someone from cust svc would be in contact w/in the next 2 business days.

Also contacted the dealership to advise the General mgr so he/she was not taken by surprise. Spoke w/Jenna, was informed GM was Greg Gercman 518 370 7110, gave a condensed version of my situation and advd her the purpose of my call was to just to give the dealership that sold me the car the "heads up".

12/27 or 12/28

Rcvd a call from GM Lia Nissan Greg Gercman, told my story and stated that I just wanted to make him aware so he was not taken by surprise if he got a call from Nissan, he appreciated the "heads up" and would familiarize himself w/my case.

12/30/04

Rcvd a msg from Vicki Clayton from Nissan 800 647 7261 x3809 6am-3pm Pacific time advng me she is my "case mgr". Returned her call later that day 5:20 eastern time 2:20 pm her time. Got her voice mail lt msg, no call back til 1st or 2nd week in Jan 2005.

1/3/05

Reporting for the 2nd time several different issues w/car since engine change
10/04 (see history)

1/22/05

Veh In for starter and belt replacement to try to rectify some of the complaints

1/26 or 1/27

Rcvd call from Vicki (case mgr) advd her so far so good..seems to start ok still
occasional chemical smell but will wait and see.

1/27/05

Traveling on hwy at approx speed of 65 mph, 6:30-7:30 pm (dark), the road I
was on had no shoulder, all of sudden veh starts to lose power, my foot is to the floor on gas
pedal and speed is declining rapidly. I went from 65 mph down to 30-35 mph, never removing foot
from gas pedal....In the particular area this occurred it was a VERY DANGEROUS area, as I stated
above no shoulder, traffic was medium to heavy and there was a veh travelling directly behind me.
That veh had to slam on the brakes and jerk to the left to avoid hitting me. They had no warning
as too dark to see and I was not applying my brakes but car was slowing down. Also on inside the
veh was the heat -fan was at highest setting of 4...fan seemed to slow down or also lose power
when this occurred. I hit the hazard lights immediately and drifted to the nearest exit ramp as
again no shoulder. Went approx 1-2 miles in this situation jsut before exiting the car let loose and
shot back up to speed. Almost as if I had ran into a big rubberband and then the rubberband
snapped. The heat fan also went back up to speed. Earlier that day the veh hesitated 2-3 times.
**** veh had a full tank of gas.

1/30/05

Veh hesitated 2 diff times during the day

1/31/05

old dealership svc center advd Lisa (asst svc mgr) of happenings, requested
that she document the call, she asked several questions and then suggested that I bring the car
in, told her could not too many appointments that I could not break and I was fed up w/this.
old Nissan Left msg w/case mgr (voice mail)

2/3/05

While accelerating from a red light, when I reached 25 mph the transmission

"slipped" or "wound out" of gear (or sounded like it did), the rpm's shot from 2 up to 3 then back to 2. This occurred 4 diff times over the next week and a half to 2 wks. also reported to svc center.

2/15/05

The problem that occurred in Jan of 2004 then again on 1/27/05 occurred several more times.... 2/13/05 -2 times, 2/14/05 -once, and today's date 2/15 -3 separate times. In all these incidents the veh had no less than 1/2 tank of gas. Last spk w/Lisa @ Lia Nissan on 1/31, I had yet to notify them of the incidents on 2/3/05, to date (2/15/05) until today as yet another problem came up. At approx 4:00 pm this date I returned to work from driving the car for 30-40 minutes, parked the car shut it off went into the bldg. Came back out 5 min later veh would not start. It just made a repeated "ticking" noise. Tried several times, same thing. Had a co-worker try it he suggested battery.

4:25 pm

I contacted the dealership immediately, spk to svc mgr Pat Habeck, he was very professional and sympathetic, however, he said there was no way he could get the veh towed today as they close at 6pm (it was only 4:20 ???) and I need to come to them to get the rental. Advsd him that was impossible as I had no way to get there because not only was I working til 11pm that night but I didn't have a car!!!! Placed a call to case mgr Vicki @ Nissan advsd her what was going on and then cld back the dealership to spk to someone else. I had no way to get home or back to work in the morning much less get to them to get a rental. Spk w/Tony Merendo, id'd himself as a sales mgr, explained the mess to him, long and short of it he would do everything he could to assist me and he would call me back shortly. Upon call back he stated he would "work" with me to get me out from under this car and into a 2005 altima. Next, unfortunately was not having very much luck helping my present situation of being stranded. Finally, after going back and forth for the next 2 hours (while I'm at work) I just got fed up and said I would find my own way home (11:00 pm) and back in the morning (6:15 am). I requested a rental towed to me the following day and my nissan towed to them. He agreed. I also explained I was in no shape to talk #'s w/him at that point regarding a 2005. He stated he would spk to me the following day. Vicki @ nissan advsd as well.

2/16/05

Rental veh was towed to me and nissan was towed to dealership. Spoke w/asst svc mgr Lisa Stepnowski later that afternoon and she advsd me she saw it come in. I asked her at that time could they also do an oil change as it needed one, she stated yes. Spk w/Tony Merendo also that afternoon and he said he would "work" with me in getting me out of this veh and into a new one. He asked that I come and see him when I came in to pick up the car.

2/18/05

Rcvd a call late morning telling me the car was ready, went over to pick it up approx 3:00pm, checked out w/the svc cashier and proceeded to the sales area to introduce myself to Mr Merendo. He was advsd that I was there @ approx 3:25. 3:45 came and went, 4:00 came and went, by 4:05, I had yet again wasted enough of MY time, so I left. While I sat there waiting for Mr Merendo I read through the ppwrk given to me regarding what was done to the car I noticed there was nothing stating the oil had been changed. On my way out I inquired to a svc rep by the name of Dan if the oil change was done, he looked at the ppwrk and said no. Offered to do it right then as it was obviously forgotten and I said no, I had once again wasted enough of MY time on this veh. I also asked that he let Mr Merendo know that I waited 40 min for him. Got in the car to leave and it wouldn't start. The same ticking noise was present as 2 days prior. Went back inside and gave the keys back to Dan. He (very quickly) got a tech out there to look at it, then (very quickly) went and found Mr Merendo. Obviously upset Mr Merendo took me into his office apologizing repeatedly for making me wait. He proceeded to try to give me some figures to get me onto a 2005 altima. I advsd him I was in no shape to talk #'s w/him and had already AGAIN wasted too much time w/this mess, please find out what was going on with my car. I was told by Dan on the way out that they jumped the battery and it has been running ever since, beyond angry I left the dealership. Placed the 2nd call of the day to my Nissan acct mgr and advsd her of what had happened, requested to please call me back that day or the following Monday (2/21/05) (today is Sunday 2/27/05 no call to me all week from my acct mgr) I got 10 min down the road and decided that I could not take the chance the car would not start the next morning as I had to be to work, so I called the dealership back and spk to the svc mgr Pat Habeck. I stated I was turning around and bringing the car back, I wanted another rental and keep the car until it's fixed. I was given another rental and on my way I went, time was 6:40 pm..4 HOURS TOTAL OF MY TIME WASTED AGAIN!!! I picked up the car Monday afternoon and was charged \$69.25 for the oil change they forgot to do and a new battery + labor, parts, tax etc.....

2/28/05

Approx 5:15 pm was traveling about 15 miles per hour as just had made a right turn and car did the same thing as reported several times before, was attempting to accelerate and the car began losing power and for the very 1st time I actually had someone w/me to witness this...my foot was to the floor and the car just kept losing speed put hazards on, as worked once before, put the car in neutral and "revved" the engine, returned it to drive still nothing vehicle still losing speed, finally pulled off to side of the road, now put car in park, engine still running, "revved" it again put it back in drive, wouldn't move. Shut car off completely sat there for approx 2 min started car and accelerated normally. Pretty much same issue as reported through out lifetime of veh just attempting diff things to recover when this occurs. Will report to both the dealership and Nissan acct mgr on Monday 2/28/05.

3/1/05

Traveling approx 30-35 mph, same issue veh began to lose power and decelerate...it went down to approx 5-10 mph. I turned into parking lot, tried neutral nothingshut the car off for approx 2 min went to start it and the car was dead...all I got was the same "tick, tick, tick" noise...shut it off for another 5 mins this time it was rough starting but it did finally start and I proceeded the rest of the way home...car acted and accelerated normally the difference this time - the "service engine soon" light came on. Cld Lia Nissan spk w/Dan in service he said bring it in tomorrow 3/2/05. Advsd I would need another rental, he stated no problem.

3/2/05

Brought veh in between 10:00-10:30, was advsd upon my arrival no rental til 4pm that day. (wasted trip) But since I was there they wanted to hook car up to computer and read the code from the engine light...did so was on my way by 10:45....

3/2/05

Returned to dealer approx 4:30 pm ..was picked up by enterprise and driven to thr ofc to do thr ppwrk...was on my way by 5:30-5:45....Dan cld my later and said that alternator needed to be replaced and something w/transmission.

3/4/05

Picked veh up approx 4:00 pm.

3/7/05

Cld Lia to spk w/sales mgr Tony Merando, as saw a commercial on tv re 1% fin/1500 cash back ...he said no new deals interest rates he gave me couple weeks ago still apply and as a matter of fact they were going up... (lowest rate he gave me was 4. something) I didn't say anything re the tv add I saw. terminated call.

3/8/05

While traveling approx 25 mph in a snow storm veh again lost power/and speed, decelerating (sp?) down to about 10 mph. I continued to my destination (work) traveling 10 mph (approx 1-2 miles) parked veh shut it off and left it until the end of my work day. Drive home everything appeared normal.

4/16/05

While travelling 50 mph, veh once again began to lose power and decelerate, continued down to approx 10-15 mph, just as I placed my hazard lights on and began to pull off to side of rd (no breakdown lane) the car shot back up towards original speed. Forcing the car that was behind me (which had begun to go around me) to jerk into the oncoming lane to avoid me hitting him. Continued down the road w/o further incident.

4/18/05

Traveling approx 40 mph - same issue veh began to lose power and decelerate, again pulled veh to side of rd, this time shutting veh down, waited 5 min and started back up...continued w/o incident.

6/6/05

SAME ISSUE - 35 mph..lose p & d down to 15 mph - pulled to side of rd turned veh off waited approx 2 min..veh started and continued w/o incident.

8/14/05

Several diff occasions transmission has felt as if slipping (1st -> 2nd gear) today, made right turn from a stop sign, accelerated when veh went from 1st to 2nd gear it slammed into 2nd gear....no incident next gears up...

8/16/05

Transmission slamming from 1st gear to 2nd..dealership contacted for appt.

8/17/05

Veh into dealership, test drove veh, nothing found re: gear problem...other issues addressed (see records)

8/30/05

Veh back into dealer to replace cd player (see records)

9/16/05

Veh still slamming from 1st to 2nd gear....Intermittently...mostly when veh has been sitting.

Vilchinsky M.
P.O. Box 203
Guiderland, NY 12084-0203

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 2002-2003 model year Nissan Altima and 2002-2004 model year Sentra vehicles equipped with the 2.5 liter engine.

Reason for Recall

There is a possibility that certain engine operating conditions may cause damage to the pre-catalyst. Material from inside a damaged pre-catalyst could enter the engine and result in increased oil consumption. If the engine oil level is not checked on a periodic basis and drops below the low level, and the driver continues to operate the vehicle ignoring noticeable engine noise, engine damage may occur which could result in a fire.

What Nissan Will Do

In order to prevent this incident from occurring, your Nissan dealer will reprogram the electronic control module to prevent any future damage to the pre-catalyst. In addition, the dealer will install heat shields on certain components of the exhaust system on vehicles that do not already have them. This free service should take about three hours to complete, but your dealer may require your vehicle for a longer period of time based upon the dealer's work schedule.

The pre-catalyst will be tested to ensure it is working properly and replaced if necessary. If damage is found inside the pre-catalyst, it will be necessary to replace the engine. Nissan anticipates that few engines will need to be replaced. If the engine needs to be replaced, this also will be free of charge and will take several days. In this case, a car rental allowance is available from your Nissan dealer upon request.

NOTE : If the engine or exhaust system of your vehicle has been modified with non-Nissan parts or in a way not authorized by Nissan, you may be responsible for bringing the vehicle into a condition that allows the campaign diagnostic procedures to be followed and the repairs completed. If it is not possible to properly test the pre-catalyst and install all of the campaign parts, you will have to pay the cost to return the vehicle to an appropriate condition in order for the dealer to perform the campaign repairs. You may also have to pay to add any modifications back to your vehicle.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Until then, check engine oil regularly and fill as needed. If you notice excessive engine noise or an abnormal odor from the engine compartment, you should stop driving and contact your Nissan dealer to arrange to have the vehicle towed to the dealer for repair. Please bring this notice with you when you keep your service appointment. 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 1-800-333-0829. If you reside in Hawaii, please call 1-808-836-0888.

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

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 indeed sorry for any inconvenience this may cause you.

**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).**