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General

Printed: 10/20/2005

NHTSA #: ES05-008369
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Delivery: CRT

2005 OCT 20 AM 7:51
Rec'd Date: 10/18/2005
Doc Type: GEN
Address To: NOA010

Referred By: NEC-110
Doc Date:
Due Date: 11/3/2005

S10 #:

DOT/ #:

RMP #:

Subject: CERTIFIED LTR RE COMPLAINTS AGAINST THE NEW NISSAN ALTIMA (MY) 2002 & 2003 INVOLVING ENGINE PROBLEMS, REQUESTING A DEFECT INVESTIGATION

Ack Date:
Sign Office: SENIOR AA
VEHICLE SAFETY

Ack By:
Signature: RONALD MEDFORD

Signed For:

Cleared Date:
File Loc:

Cleared By:
XREF File:
Modified By: NMOODY

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Added By: NMOODY x62544

Most Recent Comment: 10/20/2005 9:03AM ALL OF THE INCOMING WAS NOT IMAGED. THE COMPLETE INCOMING PKG HAS BEEN FWD TO NVS-200 FOR HANDLING ON 10/20.

Author:

10141015

GENERAL PUBLIC

JONESBORO, GA

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/20/2005	11/3/2005	
NVS-010	INFORMATION	10/20/2005		10/20/2005
NEC-110	INFORMATION	10/20/2005		10/20/2005

ODI

EXHIBIT 10141015

2005 OCT 20 A 9 48

EXECUTIVE SECRETARIAT

*Maria
10/20/05*

EXECUTIVE SECRETARIAT

2005 OCT 18 AM 10:14

Gonsboro, RFE

TRAVEL SECRETARIAT

To: Administrator of the National Highway Traffic Safety Administration

I'm writing this letter concerning several complaints by friends and colleagues, as well as my own complaints, of the new Nissan Altima, 2002 and 2003 models.

Not only have I heard complaints of major engine problems concerning this automobile, but I've visited the consumer affairs website and discovered a series of complaints from people across the nation. There are complaints of blown head gaskets, Engine stalls, oil leaks mixing with other fluids, radiator failures, starter failures, fuel flooding and antifreeze leaks.

My wife and I purchased our '02 Altima in December of 2001. We thought we'll hurry and get one of these new released Altimas before everyone else did. After about a year, my wife attempted to crank the car one morning, and it would not start. She let it sit for a while and tried again, then it started. We took our car to the Nissan dealer and they fixed it, at their expense, and sent us on our way.

For the next 2 years, we experienced problems with the Altima not starting and cutting off in the middle of starting. We took the car in to the dealer and complained. The dealer claimed they fixed the car, but this time, at our expense. According to them, our mileage had reached our warranty coverage.

In March of 2005, our Altima felt like it was losing power while maintaining acceleration. The dealer did a diagnosis and found cylinder #2 misfiring. According to my paperwork dated March 16, 2005, they checked the spark plugs, the plugs were good. They noticed the catalytic not working 100%, but refused to fix it according to national recall requirements. I paid for the service they did perform, but declined the 90,000 mile service, because the service representative said it would not fix my problem of the engine losing power.

Almost 2 months later, I took the car to them again, complaining of the same thing, engine losing power while maintaining acceleration. It was diagnosed again as cylinder #2 misfiring. According to my paper work dated May 5, 2005, they tied a plastic tie around the connector to the coil pack. I paid out of pocket again and they sent me on my way. The dealer also knew at this point that there had been a recall on engine sensors in which, if the crank position sensor fails, the car might stop running while being driven or it may cause a reduction in engine power.

ES05-008369

In July of 2005, I experienced the same thing, engine loosing power while driving. By this time, I had also experienced a couple of stalls. I took the car to Auto Zone and Firestone to get a second and third opinion of the diagnosis. Firestone's technician said the oxygen sensor reading from Auto Zone only showed up because of a bad catalytic converter. The tech turned off the 'engine soon light', and advised me to bring it back if the light comes back on, and he'll change the catalytic converter.

Two months later, the 'engine soon light' was on again. By this time, the car was experiencing a loss of power more frequently. I took it to the dealer and explained that 'this is my third time, in 6 months, bringing the car here for a loss of power'. The dealer's technician did a diagnosis and, according to my paper work dated September 23, 2005, found a blown head gasket caused by a faulty converter. The service tech admitted that the initial diagnosis on the vehicle was wrong, but still insisted that I pay for the cost of repairs that are estimated at \$1,997.00.

Enclosed, is a copy of the recall items for the 2002 and 2003 Nissan Altima, which includes problems with the catalytic converter and the engine sensors. As a result of my car being misdiagnosed 3 times, which caused me to continue to drive with a bad catalytic converter, my engine's head gasket was blown. Nissan should assume the responsibility for the cost of repairs for my vehicle.

That following Monday, September 26, 2005, I called Nissan South and talked to Chad Morris, the manager. I explained my circumstances to him and he said that I was responsible for the cost of repairs to my vehicle. After brief disagreements between him and I, he basically blew me off, and insisted that I call their consumer affairs office. Well, that same day I called consumer affairs and spoke with a representative. After brief arguments with her, she felt the same as the manager of Nissan South.

According to National recall notices we, as consumers, are instructed to contact your office if a dealer fails to make necessary repairs free of charge. I'm pleading with your office to do an investigation on the number of complaints received by Nissan North America, Consumer Affairs Office.

I feel we, as consumers, have been 'taken for a ride' in cars that break down on us and stall during our trips. I also feel that the Nissan Corporation owes us reimbursement for monies spent on automobiles that were never fully tested before being released to the market.

In favor of the consumer and our complaints, I'm pleading with your office to take action against Nissan North America and it's affiliates. Thank you.

RSVJ v [REDACTED]



NISSAN OWING

Recall Info

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RECALLS

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Please choose a model and year:

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Select A Model

Year

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WE'RE OUR OWN TOUGHEST CRITICS

If you see your vehicle model and year listed below and you didn't receive an Owner's Letter in the mail, please take the time to review the appropriate recall information. Recalls often apply only to a very small number of vehicles within particular model line. Check with your Nissan dealer to see if your specific vehicle actually affected by the recall.

Altima 2002 Recalls

- > 2002-2003 Altima Exhaust Pipe Hanger Pin and Pre-Catalyst
- > 2002 Altima Driver's Air Bag Harness Connector Clip
- > 2002 Altima Engine Sensors
- > 2002-2003 Altima Fuel Pump Screen Recall

2002-2003 Altima Exhaust Pipe Hanger Pin and Pre-Catalyst

Applies to 2002 Altima models in the following Vehicle Identification Number ranges:

1N4AL11**2C100000 - 294952

1N4AL11**2C700001 - 719020

Applies to 2003 Altima models in the following Vehicle Identification Number ranges:

1N4AL11**3C100003 - 311983

Reason for Recall

There is a possibility that the exhaust pipe hanger pin may catch debris from the road that could be ignited by contact with the catalytic converter and cause a fire. In addition, 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 these incidents from occurring, your Nissan dealer will remove the exhaust pipe hanger pin. The dealer will also 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 Nissan 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 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 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 procedure 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 campaign repairs. You may also have to pay to add any modifications back to the 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.

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 (866) 327-4236.

▲ Back to Top

2002 Altima Driver's Air Bag Harness Connector Clip

Applies to 2002 Altima, the following Vehicle Identification Number Ranges:
1N4*LL1*2C100000 - 144063

The number of vehicles potentially affected is approximately 35,500 for Altima. Please review the disclaimer located at the bottom of this page for more information.

Reason for Recall

The electrical connector for the driver air bag may come loose. If the connector comes loose, the supplemental air bag warning light will flash on and off. If this occurs and the vehicle is not taken in for repair, the driver air bag will not inflate in the event of a crash, increasing the risk of injury.

What Nissan Will Do

In order to assure a proper connection, your Nissan dealer will check the electrical connector for the driver air bag to make sure it is secure and install a metal retaining clip on the connector. This free service should take about one hour 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. If you notice that the air bag

warning light is flashing, you should contact your Nissan dealer as soon as possible to have your vehicle repaired.

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-NISSAN1 (1-800-647-7261).

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call the toll free Safety Hotline at 1-888-327-4236.

[▲ Back to Top](#)

2002 Altima Engine Sensors

Applies to 2002 Altima with the following Vehicle Identification Number Ranges
1N4AL11**2C100030 - 718759
1N4BL11**2C100029 - 718752

The number of Altima vehicles potentially affected is approximately 192,066.
Please review the disclaimer located at the bottom of this page for more information.

Reason for Recall

On some 2002 Altimas, there is a possibility that the engine might stop running while being driven if the crank position sensor fails. This may also result in the "Service Engine Soon" light coming on or reduced engine power. If the engine stops running while driving, this could result in a crash without warning.

What Nissan Will Do

In order to prevent this incident from occurring, your Nissan dealer will replace crank position sensors. This free service should take about one hour to complete but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule, or parts availability.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. If the "Service Engine Soon" light comes on, contact your dealer as soon as possible to have your vehicle inspected. 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 1-888-737-2647. 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) 4236.

If you have paid to have a crank position sensor replaced prior to this campaign you may be eligible for reimbursement of the related expense. Contact Nissan Consumer Affairs at the numbers listed above for additional information on how to obtain a reimbursement. Federal law requires that any vehicle lessor receiving recall notice must forward a copy of this notice to the lessee within ten days.

[▲ Back to Top](#)

2002-2003 Altima Fuel Pump Screen Recall

Applies to 2002 Altima models in the following Vehicle Identification Number ranges:

1N4AL11***2C100000 - 294952

1N4AL11***2C700000 ? 719021

Applies to 2003 Altima models in the following Vehicle Identification Number ranges:
1N4BL11***3C100002 - 286565

Reason for Recall

In areas of the country where extreme cold temperatures can occur in the winter there is a possibility that moisture in the gas tank may freeze and form ice crystals. These ice crystals may block the suction opening of the fuel pump which is located in the gas tank. This may prevent the supply of fuel to the engine and cause the engine to stop.

◀ Back to Top

Nissan recalls may apply to specific VIN ranges, and due to equipment variations, prior repairs, etc., your vehicle may or may not be involved in a recall. To date your specific vehicle is affected by any recall, please contact your local Nissan dealer. It will be necessary to supply the vehicle make, model and identification number to the dealer.

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Nissan Altima - Engine Problems

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Barbara Ann of Nottingham MD (1/13/04):

My Nissan Altima after only 42,000 miles blew the head gasket and had to be replaced. The dealer wanted \$675.00. I have done all the proper maintenance on this car and can not believe that a car with that amount of mileage would have a blown head gasket. The mechanic who fixed it said that the gasket was tight on one side and the defective side was loose. He said it could have been installed wrong when built.

Nissan Altima

- Stalling
- Engine problems
- Gas tank
- Steering
- Paint
- Other Nissan Models

Guy of Hinesville GA (9/21/03):

The engine on my '02 Altima seized after an internal failure of the engine that allowed the engine oil to be passed into the exhaust and burned out. The engine was eventually replaced but only after having to deal with consumer affairs at Nissan. Now the car is leaking around the axles. I had researched Nissan vehicles thinking that it would be the best purchase. I was wrong.

I was fortunate that this happened during a time that I didn't need to have the car but my wife had to deal with this by paying a \$250 fee upfront out of pocket. All of this happened while I was deployed to Iraq during the war.

Rodne of Bronx NY (1/12/04):

I purchased a new 2002 Nissan Altima from COX Nissan back in March of 2003. The car only had 19,000 miles on it. The car just fell apart. First the engine started giving me problems. I took it into Nissan Auto Tech to get it fixed, the service tech told me my O2 sensors went bad. I had the car for about three months. Then in October of 2003 the radiator failed. It started leaking anti-freeze as though it had a hole in it. So, I took the car back to COX Nissan in the Bronx where I purchased it from. They worked out a deal where I could get a new car. Of course I have a higher money payment now.

Well, lo and behold the new 2003 Altima on Saturday January 10, 2004, radiator started to leak. I took the car back to COX Nissan.

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The service tech told me the car started to leak because Nissan used a cheap cap for the radiator. The cap will not release the pressure from the radiator and your radiator just goes bad. This is the second time this has happen to me with a different car. I really did not get any help from Nissan Consumer affairs department. I wrote several letters and all I received was a standard form about were my needs satisfied.

Mark of Brooklyn NY (9/2/03):

Bought a 2002 Altima 4-cyl exactly one year ago. Nuisance problems from day one: temperature gauge in mirror is off by 15 - 30 degrees, center console under radio compartment door sticky. Both problems acknowledged by dealer as "every new (model that year) Altima has them".

Car has intermittent problem - sometimes doesn't want to start. Starter doesn't move. I was scared at first, then I heard of "sticking starter inhibitor switch in transmission lever". After moving to neutral and back, sometimes a few times, car starts. Same problem experienced by two other 2002 Altima owners that I know. Dealer tried to find the problem but couldn't "duplicate" it. I told them the switch has to be readjusted or replaced, but no.

Now the car is at the dealer for "fuel flooding problem" - it failed to start today, starter operational but got flooded. At 11000 miles and \$18500 it seems like a bad buy. During the last year it failed to start about 20 times, two of which it was flooded. Nissan has to have a recall done on that switch.

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Nissan Altima - Stalling

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 Fuel Pump

AZ (1/3/04):

Vehicle in question is a 2003 Nissan Altima that was purchased in Sept. 02 at Pinnacle Nissan of Scottsdale, Az. On July 11, 2003 the car after being driven a short period of time and then parked would not restart. It would turn over and the only way you could keep the engine running was to keep the RPM's up at a very high level. The minute you let the RPM's drop and tried to let the engine idle the car would choke/flood out and stop running. The car could not be started and driven at all.

Nissan Altima
 • Stalling
 • Engine problems
 • Gas tank
 • Steering
 • Paint
 • Other Nissan Models

I had it towed to the closest Nissan dealer in Scottsdale which was Scottsdale Nissan. They had the car until the 14th of July, 2003 and reported that they could not duplicate the problem but their paperwork states they THOUGHT the problem was caused by "internal open circuit in airflow meter with consult test" so they installed a new airflow meter and airfilter and test drove the car. I picked the car up on July 14, 2003.

Then on Oct. 28, 2003 the car was again parked after a short drive and again the same problem took place and the car was towed back to Scottsdale Nissan and again they could not duplicate the problem so we picked it up on Oct. 29, 2003. Then on Nov. 19, 2003 the car was parked after a short drive and again it did the same thing. This time instead of calling a tow truck I left the car for a short period of time and then tried to start it again. It took numerous tries but I was able to nurse the engine back to life and I limped it home for the day.

This time I decided to take the car back to the original dealer on Nov. 20, 2003 which was Pinnacle Nissan of Scottsdale. They could not duplicate the problem again and per their paperwork they cleaned the fuel injector per some bulletin from Nissan USA. We picked the car up on Nov. 21, 2003. On Dec. 29, 2003 the car was driven a short distance to Sky Harbor Airport in Phoenix, the engine was turned off for approximately 5 minutes and once again it could not be restarted. Police intervened and it was towed

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to a safe location at the airport until it could be towed back to Pinnacle Nissan of Scottsdale.

Pinnacle Nissan informs me that they THINK, I repeat, they THINK they know what the problem is and they can only offer a temporary fix with no guarantees that this will not happen again. They say further that it looks like it's a software problem with the on board computer that runs everything in the car. The software fix is not available from Nissan USA and may not be available for another 3 to 6 months. So Pinnacle, per a call to a Tech Line at Nissan USA, added fuel system cleaner to the tank for temporary repair until final repair is available.

I have kept Nissan USA informed of each and every incident described above. They really haven't made any comment on any of this yet. They just listen and say keep us informed. In Arizona the Lemon Law states that after 4 attempts to solve the same problem and with no positive results that I can return the car for a replacement or they can buy the car back. Because the last incident in Dec. 03 was the fourth time I have been through this I am in the position to follow through with the Lemon Law claim if it happens again. With the statement from Pinnacle Nissan that this is only a temporary fix with no guarentees I have a funny feeling that we will be addressing this again for the 5th time soon. I picked the car up this morning, Jan. 2, 2004.

Jeffrey should contact an experienced, aggressive Lemon Law attorney.

Karissa of Hoover AL (11/5/03):

I purchased a used 2002 Nissan Altima with 39264 miles on it in mid September. Since that time I have taken it in twice because it cuts off on me out of the blue. The first time this incident occurred it was on 10/25/03. It cut off first going down a hill, the wheel just locked and it shut down. It immediately cranked back up. Then I went a little further and as I was making a left turn it cut off again.

I immediately drove across the street to Crown Nissan and was told to bring it in on the following Monday. So I took it in on 10/27/03 and within a couple of hours I received a call from a Dan who was servicing my car. Dan said, I have driven it for about 20 miles and it didn't cut off on me, we can't find anything wrong at this time." Then on the following Thursday night 10/30/03 as I was making a right turn it cut off again. I had to have it pushed by men into a parking lot.

I called Nissan that the following Friday morning 10/31/03 to see if I could bring it in Donnie said it would be Tuesday before they could get to it. So, I decided to see if it would crank that morning

10/31/03 and it did perfectly. I was going down a hill and in the process of making a left turn it cut off again. I called Nissan from where I had cut off and they gave me another number to call and have it towed. So I was given a Nissan Montana to go to work in and was informed that my car would be ready around 3pm by Allan the Asst. Man. because they were going to need the minivan back. So I arrived around 3pm and my car was in the same place the tow truck dropped it off.

So I proceeded to speak with the Manager, Chris who collaborated with the service manager, who both stated that they needed to keep my car for about 5 days and drive it around like it was theirs and see if it would cut off on them. Well that was fine. Chris gave me a Lexus at that time 10/31/03 to keep until they had driven it around a few day. On Sunday night my car still had not been moved. On Monday 11/03/03, I received a call from Dan stating again that he had driven it about 20 miles and it still didn't cut off on him. And that he doesn't see anything wrong with it. I came to the lot on Monday after work and my car had been moved to another location. I placed another rock on my tire that evening. Today 11/05/03 my car still has not been moved, my rock is still in the same place and no one is trying to resolve the problem. No one is driving it around as explained to me.

Christine of Manorville NY (10/17/03):

I purchased my 2002 Nissan Altima in December of 2001. Approximately 1 month later (approx 5,000 miles) my vehicle began having problems. In the morning the engine cranked but would not start. I have had my car towed into the dealership 4 times for this problem. The dealer maintains that they could not find or duplicate the the problem, and that other customers complain of the same situation happening.

At approx 11,000 miles while driving 65 MPH my vehicle completely shut off almost causing an accident. I had the vehicle towed to the dealership. After having my car 4 days they satted they did not know why the vehicle shut off while driving ... they replaced the entire computer system, catalytic converter, and exhaust system.

In the next 6 months my vehicle failed to start approx 15 times, and stalled while driving 5 times (causing my vehicle to hit the guardrail). The dealership replaced the entire engine. I unfortunalty still have this vehicle, and am reluctant to drive it. I am filing a civil lawsuit as well as complaining to the Ny BBB for a full refund and compensatory damages.

[REDACTED] Las Vegas (10/16/03):

We bought a 2002 Nissan Altima 2.5 in September of 2001. Excited

about having one of first new body styles in Las Vegas we had no clue we would be disappointed in every aspect after our purchase. Since purchasing the car I have had several cosmetic pieces replaced due to United Nissan service department not knowing how to replace parts or things just falling apart. We bought the car at night. The next morning I noticed the passenger visor was ripped. (This car was just off of the truck a week) The center console surrounding the gear shift was dented. My tint on the windows (front driver & passenger) were messed up from the window rubbing. All this was replaced, but they destroyed my front passenger side door panel in the process. We had to argue with the service department to get that replaced. Believe it or not they ordered the wrong part and we had to argue again to get the right part ordered.

Anyway with all of this happening, we have put some mileage on this car due to traveling for softball tournaments for my daughter. Service on this car has been kept up faithfully. In June of 2003 we were on vacation in California when the car started to stall out. We took the car to Sorrettos Nissan and they said it was the throttle body - the part would take 3 days to get in but it was okay to drive home to Las Vegas. We asked are you sure, we didn't want to get stranded in the middle of the desert. They assured us it would be fine, just take it to our dealership when we get back to have it replaced.

Well wouldn't you know - we made it to Victorville, CA and the car started to stall and hesitate. We drove it all the way to Barstow, CA still hesitating where we made the decision to stop due to the hesitation getting worse.

As soon as we turned off on the off ramp it died. We got it to a gas station and called a local Nissan dealership and they referred us to a tow truck company. We were towed to a motel and the car to the dealership. The next morning we called to get a courtesy ride to the dealership and they told us they wouldn't because they didn't want us down there arguing with them over the car. We had to talk to the owner of the dealership to get a ride.

We finally get there and they told us it would be approximately 5 days before they could even look at the car. We explained to them that we were out of town and we needed to get it fixed. They suggested we rent a car and drive back when it was ready. The whole gist of this is that I found a tow truck driver who I had to pay to have the car towed back to Las Vegas to United Nissan. The next morning we go to the dealership to see the status of the car and we are told we do not have an extended warranty on the car. I said yes we do I have the paperwork.

Well come to find out we had two contracts from the sales office manager dated the same day. One with an extended warranty, one without. We spoke to the General manager to get this figured out. Well what had happened to the car was that we had a defective heat shield, broken O2 sensor. The general manager agreed to fix that for free but if we wanted an extended warranty we could pay for 1/2 of it at his cost \$400.00. Even though we had proof showing his Sales Manager had made a mistake regarding the warranty. To this day we are still arguing over this. The General manager refuses to make amends.

Well the next day I get in the car and the Service Engine light comes on. We call the service dept. and they suggest we bring it back in, it's probably something that didn't get reset after replacing the O2 sensor. Come to find out the catalytic converter needs to be replaced. (Now this is only the day after having everything else replaced) The general manager fixes that because it stems from the O2 sensor being burnt out.

Fort Worth TX (10/1/03):

I bought my 2003 Altima in December of 2003. I loved my car for about 8 months and then the check engine light came on and my car would not accelerate over 30 mph. I read my owners manual and did all the things it told me to do when the light came on. The next morning while driving to work the car cut out again. I decided to take it to the shop. They could find nothing wrong with it (did not provide a rental car). They reset the computer and sent me on my way. A few days later the problem recurred. I took my car back in the shop and they found nothing wrong with it and once again gave me no rental. They kept my car for a few days and replaced the accelarator pad.

I had my car back for a day and the same problem recured on a Saturday and the shop was closed. I had to go all weekend with no vehicle. I took my vehicle in Monday morning and had to ask for a rental car. This time they changed the throttle. To make a long story short one and 1/2 months later I still do not have my car and my rental, to put it nicely, sucks. I have a new computer, wiring sytem, and countless other parts in my car, but no car. They really do not know what is wrong and it has been in and out of the shop 6 times. They do not call and let me know the progress in the vehicle. I am in the process of trying out the lemon law, but really have no idea what I have gotten myself into.

Nissan actually had to gaul to call me and offer me an extended warranty on a car that still is not fixed. I guess I paid 20K plus to drive a Dodge Neon, Toyota Corolla, and Ford Escort. I have had to miss meetings and I am a Math teacher that has trouble offering tutoring to my kids because I am in and out of the shop

constantly for my car.

[REDACTED] Indianapolis IN (8/22/03):

I purchased a 2003 Altima 3.5 SE in February. I was on a camping trip about three and a half hours from home during the second week in August. As I was preparing to leave I discovered that the engine would not start. We tried to jumpstart the car but the engine died a few minutes after the jumper cables were disconnected. I called Nissan Roadside Assistance and was told that they could send out a tow truck but that I would have to pay for it since I didn't buy an extended service plan.

I opted to get my own tow truck and had the car towed about 50 miles to Elkhart, IN (the closest Nissan dealership) on a Sunday morning. I later discovered that since the part that failed was under warranty Nissan will pay for the tow, so Roadside Assistance is clueless. I called the dealership Monday Morning to inform them that my car was there and to tell them about the problem I was having. On Monday afternoon I learned that the Main Fusible Link on the car had tripped. The dealer didn't have the part in stock but had ordered it. They also told me that because of the Blackout the distribution center was running about 3 days behind. The dealership has had my car for 5 days and the part still has not been delivered. In fact, the Service Manager told me the nearest part he could find was in California and that it probably wouldn't even be at the shop until Monday.

As a result of this incident, I missed work on Sunday and have had to rely on friends and relatives for basic transportation needs. When the car is ready, I will need to find somebody to drive 6 hours to Elkhart and back with me to pick up my car and drive my sisters' car back.

[REDACTED] Ft. Washington MD (2/5/03):

I brought a 2002 NISSAN Altima SE 3.5 on August 9, 2002. On January 27, 2003 I took the car to Mike Pallone NISSAN because when I attempted to start it that morning the car acted as if it was going to cut off. It seem as if the engine was flooding. When I arrived at Mike Pallone Nissan in Springfield, Va and explained what happen to the service rep, he immediately indicated that they were aware of the problem and that NISSAN was also aware of it. That they thought it had to do with the fuel injection system. But they did not have a fix for it but that NISSAN Corp was working on one. He wrote up the complaint and that was that.

On February 4th I was at work and I was proceeding to the Pentagon for a meeting. I notice that as I attempted to accelerate the car was slowing up. The more I pressed the accelerator the more it slowed up. Again, as if it was about to cut off. Also, if I

attempted to go up a hill the car nearly stopped. I was able to get it back to Mike Pallone NISSAN where I discussed the matter with the service rep who wrote the ticket up and gave me a rental car, which I am not sure I will have to pay for.

I received a call from him on February 5th indicating that they could not find anything wrong. He and I called the NISSAN corporation in California and talked to Leslie, who became irritated when we tried to explain the situation. It was clear that she knew about it, when asked by the service rep, but she was trying to conceal any knowledge of it. When confronted about the fact that there have been other NISSAN customers who have come in to the dealership with the same problem she became verbally augmentative.

Both the service rep and I attempted to explain to her that there is a problem and not just with my car. And the question is what is NISSAN doing about fixing the problem. You can smell gasoline after driving the car awhile and this lends itself to the possibility that the car could explode or catch fire. NISSAN needs to fix the problem and stop trying to hide it. There should be a recall which they are trying not to do.

██████████ Lake Waccamaw NC (10/22/03):

I have taken my new 2002 Nissan Altima 4 times with the service engine light. The first time I took it the dealer didn't find anything. The next time I was told it was the oxygen sensor, light came back on took back dealer said catalytic converter needed to be replaced. When I took to have the catalytic converter replaced the dealer said the oil was not even touching the stick. Dealer called Nissan and Nissan said to put in a new motor.

I have been without my car for 11 consecutive days. I am making a 410.00 payment on a car I can't even drive. I have lost all faith and confidence in my car and in Nissan. I have had to take time off work to run back and forth to the dealership. I have three rental cars in the past two weeks. None of which are on the same level as a Nissan Altima.

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OK NEEDS ATTENTION

VEHICLE CHECK LIST

554

WE PERFORMED THE FOLLOWING INSPECTION ON YOUR VEHICLE
PREVENTIVE MAINTENANCE IS LESS COSTLY THAN REPAIRS

NAME: [REDACTED]
 MAKE: 07 AIR TRK
 MODEL: 04-132
 YEAR: 05-05-05
 REG. NO: 2340915
 DEALER PHONE: [REDACTED]

ITEM	LABOR	PARTS	TOTAL	NOTES
<input type="checkbox"/> TIRE WEAR/CONDITION FRONT				
<input type="checkbox"/> TIRE WEAR/CONDITION REAR				
<input type="checkbox"/> ALIGNMENT TIRE WEAR FRONT & REAR				
<input type="checkbox"/> CONDITION OF STRUTS FRONT & REAR				
<input type="checkbox"/> CONDITION OF SHOCKS FRONT & REAR				
<input type="checkbox"/> BRAKE PEDAL ADJUSTMENT				
<input type="checkbox"/> CLUTCH PEDAL ADJUSTMENT				
<input type="checkbox"/> HAND BRAKE ADJUSTMENT				
<input type="checkbox"/> CONDITION FRONT BRAKES, CYLINDERS, HOSES & ROTORS				
<input type="checkbox"/> CONDITION REAR BRAKES, CYLINDERS, HOSES & DRUMS				
<input type="checkbox"/> CONDITION SUSPENSION, BUSHINGS & MOUNTS				
<input type="checkbox"/> CONDITION STEERING, BALL JOINTS, TIE RODS & RACK & BOOTS				
<input type="checkbox"/> OIL LEAKS, MOTOR, TRANSMISSION, REAR END & POWER STEERING				
<input type="checkbox"/> CONDITION & ADJUSTMENT OF WHEEL BEARINGS				
<input type="checkbox"/> CONDITION DRIVE SHAFTS & U-JOINTS				
<input type="checkbox"/> CONDITION C.V. JOINTS & BOOTS				
<input type="checkbox"/> CONDITION OF EXHAUST SYSTEM, PIPES, MUFFLER, & GASKETS				
<input type="checkbox"/> BRAKES & CLUTCH HYDRAULIC SYSTEM LEAKS & FLUID				
<input type="checkbox"/> CONDITION OF BELTS & ADJUSTMENTS				
<input type="checkbox"/> CONDITION OF COOLANT, RADIATOR & HOSES				
<input type="checkbox"/> CONDITION OF HEATER & BY PASS HOSES				
<input type="checkbox"/> CONDITION OF THERMOSTAT & FANS - OPERATION				
<input type="checkbox"/> CONDITION OF BATTERY, CABLES & CHARGING SYSTEM				
<input type="checkbox"/> CONDITION OF FILTERS, AIR, FUEL, & PCV SYSTEM				
<input type="checkbox"/> CONDITION OF MOTOR, AUTOMATIC TRANS. & P.S. OIL LEVELS				
<input type="checkbox"/> CONDITION OF WIPERS, BLADES & WASHERS				
<input type="checkbox"/> OPERATION OF HEAD LAMPS & PARKING LAMPS				
<input type="checkbox"/> OPERATION OF STOP, TAIL, SIDE & TURN SIGNALS				
<input type="checkbox"/> OPERATION OF A/C & HEATER SYSTEMS				
<input type="checkbox"/> OPERATION OF SEAT BELTS				
<input type="checkbox"/> OTHER				

CONSULT TEST
 P0007
 CYL 7 WASTEFIRE
 FOUND CONNECTOR
 TO COIL PACK
 USING CONNECTION
 TIED CONNECTOR TO
 COIL PACK WITH
 TIE
 IF PROBLEM PERSISTS
 WILL NEED CONNECTOR
 REPLACEMENT

NO. 000 MILE
 SERVICE PAST DUE

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).