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Jim Gettel, President
Gettel Automotive
Gettel Nissan
3530 Bee Ridge Road
Sarasota FL 34239

Dear Sir:

This letter is in regards to a 2002 Nissan Altima 2.5 S we purchased (leased) on 10/26/02.

In the past 8 months, the vehicle has been riddled with mechanical problems(I won't even get into the cosmetic issues). We have had the car serviced at Gettel Nissan three times in the last 8 weeks or so , and to no good outcome.

I believe it was mid June (I'm sure you can pull the service history on this vehicle to confirm dates) when we noted warm air blowing from the vents , even though the AC was on. The air would alternate between warm, and slightly less warm,..but never cool or cold. Also, at or around this time, we saw the "service engine soon" lite illuminated. We brought the car to Gettel Nissan to be serviced. The service people told us that there was "too much freon" , which we thought was strange because up to this point, we'd had no problems with the AC, and had adjusted nothing. The cost was approximately \$400, which would have been fine , IF they had indeed fixed the problem. The "service engine soon" lite was STILL on the next morning, and it was still blowing warm air. We made arrangements to bring it back to Gettel Nissan, with the same complaint of "SES" lite, and warm air via AC vents. This time, we were charged \$100 for them to run diagnostics (WHY wouldn't they do that the first time, especially with the "SES" lite illuminated. The AC problem OBVIOUSLY was NOT due to "too much freon" as they said. I feel we should NOT have been charged the second time, as our initial problem was NOT fixed. Or rather, we should have been credited the \$400 from the misdiagnosis of "too much freon".) After the "diagnostics" was performed, they told us something along the lines of a head gasket leaking,..coolant leaking into some place or another, and that the car is driveable as it is, we should just keep an eye on the coolant level and add as needed. We took the car home, \$500 total out of our pocket, and still dealing with warm air and the ever present "SES" lite on. As this car burns oil, and has from the beginning, we thought "well,..its just another thing we have to carry around in the trunk..oil first, now coolant. Its not uncommon to have to add a couple quarts a month in this vehicle.

This most recent problem is much more troubling than warm air, or warning lites. I certainly feel this problem we are now experiencing is a major safety issue. The car now is very difficult to start,...aggravating in its own right, but not necessarily a threat to our safety. My daughter has been stranded twice at school , and late numerous times, because of this new problem. The safety issue is this: IF you get the car started , it vibrates and shakes , and threatens to stall as soon as you put it into "D" (Drive) . Even after you wait an unreasonable amount of time, and put it in drive , OR reverse, it will still shake and usually stall. This car is NOT safe to take on the interstate, as it is impossible to match any hiway traffic speed when trying to enter traffic. It is also not safe in city driving, as you never know when it will stall. Needless to say, we returned to Gettel Nissan service department on 8/31/06 , this time the car was towed in, as we were unable to start it. After much "daignostics", which I now am very suspicious of,.. we were told our "gas was contaminated". I questioned this as we use the SAME gas for the Nissan, as we do for another family vehicle. The other vehicle has had NO problems. But the service department was adamant that the fuel was indeed contaminated, and they had to remove the fuel tank, drain all fuel, clean lines and pump screen, and re-fuel. This visit cost us \$534. The next day, as my daughter was backing out of a long driveway, the car stalled, the steering "locked" according to her, and the car was essentially un-steerable. This was extremely frightening to her, as she bumped a tree limb that was over hanging the driveway...something that she should have been able to steer away from. This is absolutely a safety issue. We have parked this car , it sits in the driveway, and we still have 13 months of payments to make on a car we cannot

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use. Warm AC, burning oil and leaking coolant, and now unable to start/stalling at any given time.

I have done internet research on the 2002 Altima and have found HUNDREDS of complaints identical to mine...from the warm AC, burning oil, to stalling, vibrating, and of course the 'Service Engine Soon' lite. Incidentally, I may as well put a piece of duct tape over the "SES lite. Even after three recent trips to Gettel Nissan, the lite shines brightly on the corner of the dash. The service people do not even address the matter anymore,..even though its been an issue for almost a year.

I have also seen many, MANY recalls of the 2002 Altima while researching this vehicle. I am now in the process of contacting Gettel Nissan's service director, Tammy Baker. When I called last week, the voice mail said she was out of the office all week, and would be back Tuesday, Sept. 12th. I called again today (9/13)and got the same voice mail, saying she would be back in the office 9/12. Oh well..I shall keep trying.

I don't mind putting good money into my vehicle, as long as the problem is fixed. On the contrary, I have spent almost \$1000 in 2 months, but have absolutely NOTHING to show for it, except a car that now sits undriveable, unsafe, and unreliable. Unfortunately, the Lemon Law has a time period of 24 months, otherwise this car would certainly qualify. This car is only 4 years old..it should be running like a clock. Should a vehicle have such multiple mechanical problems, experienced by so many owners, with relatively low miles? I think NMAC needs to do a mass recall, but I doubt that will happen. Judging from the letters and complaints I have read on various consumer web-sites, Nissan Corporation is not standing by their product. At least in the case of the 2002 Altima.

Signed [REDACTED]

[REDACTED]
Sarasota Fl [REDACTED]

VIN #: 1N4AL11D32C [REDACTED]

cc:Tammy Baker, Service Director, Gettel Automotive, Sarasota Fl

Nissan Consumer Affairs PO Box 191 Gardena CA 900248

US Dept of Transportation, NHTS Admin.,Office of Defects Investigation,
Washington DC 20590

Center for Auto Safety 1825 Connecticut Ave Suite 330 Washington DC 20009

Consumers for Auto Reliability and Safety 926 J St Suite 522 Sacramento CA 95814