

NVS-200

September 30, 2006

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Administrator of the National Highway
Traffic Safety Administration
400 7th Street SW
Washington, DC 20590

10171201

This letter is to inform you of my disappointment with my 2002 Nissan Altima and Empire Nissan Service Department.

To begin: I am the original owner of a 2002 Nissan Altima purchased on April 27, 2002. The odometer was at 10 miles. I anticipated having the car for a long time, because I thought Nissan made quality vehicles. I maintained a regular service schedule for the car in order to have the car for a long time. I regularly got the oil changed, had routine services at the designated mileage, etc. I did everything possible to maintain this car. My car has only been serviced at a Nissan dealership, mainly Empire Nissan of Ontario, CA., therefore I trusted the service technicians to be knowledgeable regarding Nissan vehicles.

Nissan may or may not produce quality vehicles, but this car, **my** car is a **HUGH** joke. Here lies the problems with this car: At 80,023 miles I had to replace the engine on 9/15/06 at a cost \$4,087.86. I was told that I had a cracked block and coolant had leaked in the engine. If so, why didn't the vehicle ever run hot? The car never ever ran hot! The first thing the service advisor said to me when he broke the news about my engine was, "Why don't you use your car for a trade-in." **WHAT?!** With misgivings I had the engine replaced. I was left without a choice, I was in a bind I need my vehicle to get to and from work.

Listed below is a partial history of problems with this car:

DATE	PROBLEMS	MILEAGE
8/29/03	Service engine light came on Lack power, jerks , stalls- see attached invoice	24,163
5/7/04	Service engine light on, swooshing sound, lack power, jerks, stalls - see attached invoice	38,849
11/5/04	Rear end sways horribly - see attached invoice	48, 227
10/05	Service engine light on - told by Gary that gas cap was not turned enough when cap is screwed back on and there is sensor that, yakety, yakety.....what nonsense! But I believed! He did reset the light.	Car had just had a 65,000 mile service on 10/20/05. Engine light came on approximately 2 weeks later
*3/9/06	Service Engine light on, lacks power, jerks, stalls	72, 696
9/5/06	Service engine light on, lacks power, jerks, stalls	80,023 - Was told the block was cracked and needed a new engine. Car never ran hot. Recommended either use car for a trade-in or get new engine.

Margaret
10/12/06

What do I want? I want Nissan USA and/or Empire Nissan, Inc. to take responsibility and be accountable for the repair of my car. There is no way I should have had to replace an engine at 80,023 miles, especially when the car was serviced regularly. Or is this life expectancy of a Nissan vehicle, or are the mechanics at fault for not making the right diagnosis in August 2003, May 2004, October 2005 etc. When advised that I needed a new engine, I was told by the service advisor that the replacement was going to be a brand new engine, but after a research by me I discovered the engine was no longer manufactured and indeed I was getting a rebuilt engine. Why didn't the service advisor know this? I had to inform him of the rebuilt engine, which he confirmed from a coworker. To further doubt the qualification of the service department at Empire Nissan I was given a credit for \$288.00 for the repair work done 3/9/06, because it was believed the problem had been misdiagnosed. This credit was given to me in September 2006 after it was advised that my vehicle needed an engine. Now I wonder what other repairs were done unnecessarily.

Why bother with regular maintenance if the car is not going to last. I checked the Nissan service schedule for a 2002 Altima, it doesn't say anything about replacing an engine.

Another problem with the vehicle is the Service Engine light comes on periodically for no reason. When checked by Empire, no problem can be found other than gas cap not rotated enough. Uh?

I could go on and on about this vehicle. One other thing the trunk light continuously flashes on.

Is this car a lemon, not a quality car or were technicians at Empire negligent or unqualified?

I hope Nissan is a company that has good customer service by communicating and not ignoring the consumer

I hope to hear from someone.

[REDACTED]
VIN #1N4AL11D02C [REDACTED] [REDACTED]

HOME PHONE - [REDACTED]

ADDRESS - [REDACTED]

Chino, Ca [REDACTED]

WORK PHONE - [REDACTED]

PS - Once engine was installed, found the dipstick was not put back in the right place was just lying on top of engine.

Cc: National Consumer Affairs Office
Nissan North America, Inc.

Empire Nissan, Inc.
Ontario, Ca
James Rocco, General Manager

Better Business Bureau

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