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Huntington Beach, CA

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October 15, 2006

National Highway Traffic Safety Administration
Technical Information Services (NPO-230)
400 Seventh Street SW, Room 2336
Washington, DC 20590

Dear Nissan,

Approximately two weeks ago, I received a **recall notice** pertaining to "an electrical problem between the crank angle sensor and the Electronic Control Module (engine computer)" in some 2003 model year Nissan Altimas equipped with a 2.5 liter engine.

Although I had not sensed any apparent problem with my vehicle, I was planning to take it to Nissan of Garden Grove the weekend of October 14-15, 2006.

Needless to say, my vehicle began to show the same warning signs described within the recall notice before the aforementioned weekend came about. Incidentally, the engine stopped running while being driven and the "Service Engine Soon" light illuminated.

Per "Owner Notification" notice, I called Nissan of Garden Grove on October 10, 2006 (714-537-0900) and made an appointment for the following morning with [REDACTED]

On October 11, 2006, I utilized my AAA membership to tow my vehicle to Nissan of Garden Grove. Later that day, Keith informed me that the crank sensor was going to have to be replaced (that they could not reprogram the computer without replacing this part). A total of \$230 would be charged to my account due to the fact that "my vehicle was no longer under warranty."

After giving the "go ahead," Keith explained to me that he was going to have to keep my vehicle overnight seeing as it was later in the day already (3:00pm). With no mode of transportation, I was forced to rent a loner vehicle through Enterprise Rent-a-Car (714-539-1161). This was not only a tremendous inconvenience but a financial hardship, as I am locked into a 20-week (unpaid) internship student teaching position with the Anaheim Union High School District.

In conclusion, my dealer (Nissan of Garden Grove) was unable to make the necessary repairs free of charge. The crank sensor defect cost me an unexpected \$300 (Nissan of Garden Grove and Enterprise Rent-a-Car). It should be noted that up until the experience described within the body of this letter, I've never had a problem with my Nissan and would recommend Nissan vehicles to anyone. Unfortunately, this burden/set back has dampened my spirit in reference to Nissan and the handling of their own mistakes. If there is any way possible that I could receive some sort of compensation, it would be immensely appreciated. Please address any questions, comments, and/or concerns to the contact information noted above.

Sincerely, [REDACTED]

ana man
11/3/06