

CL-10192145-5034

May 2, 2007

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To whom it may concern:

I am writing this letter in an attempt to disclose the problem I am having with Nissan about my 2002 Nissan Altima. I purchased the Altima on April 13, 2004. I chose the Altima over all the other cars on the market based on Nissan's "dependable" reputation. At that time I also purchased a Security Plus Vehicle Protection Plan for \$900 as a backup plan, just in case anything went wrong. I knew that being a single mom, going to school full time, and working full time, just to make ends meet, I wouldn't have the time or money to have anything fixed. Unfortunately, the purchase of my Nissan Altima has turned out to be the worst car purchase I have made and my faith in Nissan, Nissan's warranty, and Nissan's dependability has been destroyed. The problems with my Altima began in October 2006 with only 78,903 miles on the odometer and as of today, May 2, 2007 the problems with my Altima have severely escalated.

In October 2006 I noticed my Altima was using an extraordinary amount of oil. On November 8, 2006, I took the vehicle to Nissan of Rivergate and told them about the oil loss. The mileage at this time was 78,903 which was well within the expiration date of the extended warranty that expired December 31, 2006 or 100,000 miles which ever came first. At that time I was told they would have to perform a 1,000 mile oil consumption test and to bring the car back after I had driven approximately 1,000 miles.

November 22 - I returned and spoke with Erica Daniels, a service advisor, and Jamie, a mechanic. I was told the oil was about $\frac{1}{4}$ quart low. Jamie looked up some qualifications on the computer and determined that I was qualified to receive a new engine. Jamie said there was an engine already in stock so he did not have to order one. I scheduled an appointment to bring the car back on Nov. 28. Ms. Daniels handed me a business card (which I still have) with a notation on the back that read "Drop off Tues. 28th for engine replacement."

November 28 - I dropped the car off at the shop expecting there to be a three day in shop time for engine replacement. I received a phone call on November 29 saying they would have to do another oil consumption test of 500 miles.

December 7 - I returned to the shop and was told the oil level was fine and requested that I do another 1,000 mile test.

December 19 - I returned again, after having driven 1100 miles, and was told that the oil was $\frac{3}{4}$ quarts low. At this time Tom Nelcher, service manager, told me that I did not qualify for a new engine or even to fix the existing engine. He also claimed: "since the recall of 2004 Altima's for oil consumption everybody's been trying to get a new engine." He also added: "The purpose of a dipstick is to see how much oil needs to be added because all cars burn oil." He informed me that these are Nissan's standards that we are dealing with and a vehicle consuming $\frac{3}{4}$ of a quart of oil is acceptable oil consumption for 1100 miles that was in driven in 12 days. I have retained work orders

NJM
5/23/07
CL

for these trips to Nissan of Rivergate proving the 1100 miles driven in 12 days with a consumed amount of oil of $\frac{3}{4}$ of a quart. This is a four year old car! Adding almost a full quart of oil every 12 days is absolutely unacceptable!

January 5 - I knew that I had to get my car fixed before it got any worse. I live in Mt. Juliet and I drive to MTSU three to four times per week to attend school. If I were to break down on the desolate route to MTSU anything could happen. I knew it would be hours before anybody could reach me and that would leave my kids at home alone wondering where their mom was. I work nights and I also knew that if I was on my way home at midnight and I broke down anything could happen as well. People are crazy these days – a lonely woman broken down on the side of the road at midnight. That's every predator's dream! So I contacted Nissan of North America. I explained the oil consumption problem and the rude treatment I received by Tom Nelcher. They advised me to go to another dealer such as Nissan of Gallatin.

January 9 - I went to Nissan of Gallatin and was told to do another oil consumption test.

January 25 - I returned to Nissan of Gallatin. I had driven 949 miles and the engine was 1 quart low of oil, as noted on the work order that I have a copy of. The oil was refilled to the top of the mark again, and I was told, again, to do another oil consumption test.

February 6 - I returned to Nissan of Gallatin. I had driven 958 miles and it was $\frac{1}{2}$ quart low. At that time I was told the information would be conveyed to Nissan and it was up to them.

February 23 - I added one and $\frac{1}{4}$ quart of oil and had only driven 1109 miles. I knew my car was getting worse fast but I was still hoping that Nissan of Gallatin would fix the car.

After several phone calls between John Moreno, service advisor of Nissan of Gallatin, Nissan of North America and myself I was told on March 1 that Nissan needed to investigate Nissan of Rivergate's decision not to fix the vehicle. After this I felt my car wouldn't get fixed but I decided to give Nissan a chance.

March 13 - I added a quart of oil after driving only 882 miles. I still had no word from Nissan about my car so I decided to try another avenue. I spoke with an attorney. He promptly called Nissan of Gallatin and wrote a letter to Nissan of North America asking them to fix my vehicle, but to no avail. Nissan would not return his calls or submit to the request to fix my car.

March 19 - Meanwhile I continue adding oil to the car. I added $\frac{1}{4}$ quart after driving 734 miles. The service engine light stays on constantly now, before it just flickered.

March 23 – I still had no reply from Nissan after countless calls to Nissan of North America. I asked the attorney what I should do. His reply “sell the car and take the loss”. The way in which Nissan had worded their extended warranty gave them a loophole in which the attorney didn't know that he could get around. As opposed to

taking my money and fighting for a case that would probably lose, due to wording, he advised me to “sell the car and take the loss.” I thought to myself the irony of the situation. Attorneys who have a bad reputation of being unscrupulous, is more trustworthy in this scenario than Nissan who supposedly has a trusted reputation by millions; hence the reason I bought the car in the first place.

April 12 – I added 2 ½ quarts of oil after driving 905 miles. Now I can hear the ‘miss’ in the engine. By now I’m sure the O2 sensor is bad and who knows what else has been affected by the oil. It was confirmed by both dealers that there is not a bit of oil leaking. That means all of this extra oil is gumming itself to other mechanical parts of the car.

April 24 – I added 3 ¼ quarts of oil after driving 1046 miles. I thought adding ¾ of a quart was unacceptable, 5 months later I’m adding 3 ¼ quarts for the same amount of mileage. I now have 89,074 miles on a 2002 model Nissan Altima that needs a new engine. At this point I know I have to scrape, borrow, and beg for money to fix my car. Nissan, obviously, will do nothing!

For anyone interested in responding to this letter may contact:

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2002 Nissan Altima EXCESSIVE OIL CONSUMPTION

TYPICAL REPAIR COST:

\$3,275.00

AVERAGE MILEAGE:

92,767 MILES

NUMBER OF COMPLAINTS:

6 COMPLAINTS

REALLY AWFUL

MOST COMMON SOLUTIONS:

1. not sure (4 reports)
2. replace block (2 reports)



ENGINE PROBLEM

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#1

Altima SL 2.5L, Automatic transmission, 95,000 miles

Nov 06

Report

My 2002 Nissan Altima has been consuming about 1 quart of oil approximately every 450 miles. I was first told that it might be a sensor that is gone. That was replaced but the problem still exists. We can't seem to get any satisfaction as the vehicle is now gone of warranty. Can anyone out there tell me what is causing this problem.

Reginald P.
Burin Bay Arm, NL, Canada

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2 **Altima 2.5 4 cyl, Automatic transmission, 74,604 miles** JAN 30
2007

This problem was suppose to be repaired but it seems that we were duped. The head gasket was supposed to be replaced but i still have problems and I constantly have to replace oil which has become expensive. You get tired of going back and forth to the repair shop only to come home and a few days later the car is doing the same thing.

Willie R.
Rocky Mount, NC, USA

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3 **Altima LS 2.5, Automatic transmission, 91,000 miles** MAR 24
2007

Once again, another problem with this crap car... It is using a considerable amount of oil. I have to put a quart in the car every single week. It is not leaking, just burning out of the tail-pipe. I took the car to the local Nissan dealership and told them about this problem during the time my car was still under warranty, and they did nothing about it. I did leave the shop that day only to have my catalyst converter go out the very next day. After several calls to Nissan Headquarters, still no repairs done. I now look forward everyday to commuting 25 miles to my job each day, praying that I make it okay, because the car stalls even traveling at 70+ mph. It is not a very good feeling to have to quickly put my car in neutral and re-crank the car while being surrounded my eighteen-wheelers. Needless to say I will never in life purchase or refer this lousy peace of \$^%&# to anyone. NISSAN is a crap company with @#%#@# merchandise, and they don't give a flying @% #5@# about their customers.

Lisa V.
Orange, TX, USA

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4 **Altima 2.5 S 2.5, Automatic transmission, 58,000 miles** APR 01
2007

Engine loses 2 Qts of oil every 3 weeks. There are no visible leaks. It has 58,000 miles. It is a Nissan Altima 2002, 2.5 S

Reza T.
Saint Paul, MN, USA

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5 **Altima 2.5 S 4 cyl, Automatic transmission, 155,000 miles** APR 09
2007

I purchased my 2002 Nissan Altima with 10 miles on it. To date I have over 150 receipts from Auto repairs and/or maintenance. Out of all the repairs and numerous recalls... I can not get Nissan Consumer Affairs or any Nissan Dealership in the Northern VA area to take my complaint seriously. I have to put 3-5 quarts of oil in my vehicle every 2 weeks. I did learn that Nissan did recall some of the newer Altima models for this issue and repaired the oil leak issue. The dealership went as far as installing wrong parts in my car, to the engine light coming back on causing a head gasket repair, new exhaust system repair twice.... to now the engine light is back on for the same exhaust engine code comes up and the oil leak issue is out of control. The back of my bumper is constantly black from the oil burning out of the tail pipe. I have had new gaskets put on, a new oil resending unit and no solutions work. The part that really sucks this Friday I will be paying off my car and I have a car, note free with no oil. So either I bite the bullet and push out more money to replace the engine or I bit the bullet and buy a new car..... and trust me it will not be a Nissan.

K G.
Arlington, VA, USA

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6 **Altima 2.5S, Automatic transmission, 83,000 miles** MAY 01
2007

I bought my 02' Nissan Altima brand new. I have 83000 miles on it and all of a sudden it is consuming a lot of oil. I took it to the local Nissan dealership and they told me, without a reason, that I needed a new engine and it would cost between \$3400-\$4000. I called Nissan Corporate to find out why I needed a new engine and they said that the dealership told them that I did not give them my approval to take apart my engine to find out the problem. My question to him was why would they tell me I needed a new engine if they needed to take it apart to find the problem and of course he did not have an answer. So my next question to him was who will pay for them to take my engine apart? He said that if they find something that they can not assist me with then I would have to pay. I can't afford to take that chance. I feel that I shouldn't have to pay for them to take my engine apart or to replace it. The reason I feel this way is because I went to there website and

printed out all the recalls for my car. One of the recalls(Altima Exhaust Pipe Hanger and Pre-Catalyst) was actually for this problem. On this recall they state that the reason for this recall is to prevent these incidents from occurring. WELL IT DIDN'T WORK. Nissan knows of these problems but are unwilling to accept responsibility. The reason I know they know is because the guy at the local dealership told me that it is not the first time they've seen this. In the last month and half, I have had 3 oil changes and have had to add at least 10qts of oil on my own. I will never buy another Nissan again and will do everything in my power to make sure nobody I know buys one. You never know, I might even put a call in to action 9 news.

Steve J.
Hickory, NC, USA

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