

CL-10194352-7839

TO: UNITED NISSAN

ATTN: UPPER MANAGEMENT AND QUINCY MOSLEY

FROM: [REDACTED]

DATE: JUNE 4, 2007

LOAN# 0010-2490-2197-5000-1

I, [REDACTED] have been making payments on the 2003 Super Black Nissan Altima all this time. I received a letter in regards to a recall on this particular vehicle. The vehicle was taken in to your particular dealership for repairs. The vehicle continues to stop and causes me to have fear for my family. The mechanics in your particular dealership did unprofessional repairs on the above mentioned vehicle. The vehicle stops on the freeway, roadway, in the middle of the road and other areas. In one particular week the vehicle stopped on ten separate occasions. I have been extremely patient with this situation. However, my patience and being treated unfairly in this matter has come to a conclusion. **I'm taking a stand in this matter and will receive compensation for suffering, unequal treatment, inability for corporation to make necessary repairs, and endangerment of my family. The "Service Engine Soon" light continues to come on and vehicle stops.** On October 19, 2006 I paid monies to have the vehicle repaired for various areas on the vehicle. Additional invoices are written for 10/17/06. When Nissan related information of a defect which relates to motor vehicle safety on 2003 Altima's. The records indicate that I, [REDACTED] own the Nissan vehicle identified by the vehicle identification on the cover of this notice # 1N4AL11D73C[REDACTED]. The vehicle is still unable to operate without safety hazards and this could result in a crash without warning. On Thursday, 12/28/06 at approximately 8:00 a.m. Quincy Mosley was suppose to meet with me at 3250 East Sahara Avenue, United Nissan, Las Vegas, NV. 89104. in regards to the "Service Engine soon" light coming on and the vehicle continuing to stop everywhere. Quincy wasn't present and the problem continues. In May 2007, I made contact due to the vehicle unable to operate at all. Your professional of sending a tow truck approximately five hours later was appreciated. If you have any questions regarding this matter. Please, feel free to contact me at [REDACTED].

Sincerely,
[REDACTED]
[REDACTED]

NAR
15 JUNE 07
CG

NAR
6/15/07
CC

TO: NISSAN MOTOR ACCEPTANCE CORPORATION
NNA CONSUMER AFFAIRS
ATTN: JILL DICKERSON/ QUALITY ASSURANCE
FROM: [REDACTED]
DATE: JULY 2, 2005
LOAN# 0010-2490-2197-5000-1

I, [REDACTED] have been making payments on this vehicle on a monthly basis. \$500.87 IS THE AMOUNT DUE ON A MONTHLY BASIS. Nissan sent me a letter in regards to mechanical problems on the vehicle. The letter indicated that a recall was being done on this model of the 2003 Super Black Nissan Altima's. I had an enormous of problems with this vehicle and was forced to take it to UNITED NISSAN on three separate occasions. This was not my fault and the negligence of NMAC is your corporations responsibility. There was a particular incident in which a tow truck corporation had to pick this vehicle up from my dwelling due to major damage. The damage was due to the recall and your corporation's mechanics unable to resolve the problem. I was left without a vehicle for approximately three months with all the incidents. NMAC never provided me with assistance of transportation. Therefore, I had to take the bus and find other ways to provide myself with transportation. There is a LEMON LAW on vehicles that don't work properly. NMAC couldn't even provide me with a rental car. However, your corporation doesn't complain when receiving payments. If this situation is not resolved in a professional manner. I will file lawsuit against all the above mentioned and representatives. I will file under LEMON LAW and irresponsible actions taken from your corporation. I expect to receive another vehicle that works properly and efficient. Also, I expect to be reimbursed for all my expenses on negligence of your corporation. I have continued to make monthly payments. Your organization willn't respond due to being childish and irresponsible. You even tried to repossess the vehicle when Nissan is negligent. You have left me with no alternatives in regards to my vehicle. If you have any questions regarding this matter. Please, feel free to contact me at [REDACTED]

Sincerely,

[REDACTED]
[REDACTED]

TO: NISSAN MOTOR ACCEPTANCE CORPORATION
NNA CONSUMER AFFAIRS
ATTN: JILL DICKERSON/ QUALITY ASSURANCE
FROM: [REDACTED]
DATE: MAY 9, 2005
LOAN# 0010-2490-2197-5000-1

Dear Jill Dickerson:

Thank You for taking time from your busy schedule in regards to my concerns. I have written letters to NMAC and Nissan North America Consumer Offices. There was negligence and unprofessional work done on the 2003 Super Black Nissan Altima by your mechanics. They were unable to fix the vehicle on various occasions. The last incident involved towing company picking the vehicle up from my dwelling. NMAC didn't provide us with rental vehicle, reimbursement or compensation due to your unprofessional regards to me as a customer.

I'm sending \$1,031.74 for payments on above mentioned date. I wasn't given a rental car and your representatives at UNITED NISSAN still wanted to charge me fees. NMAC sent me a letter due to recall on all these models/ year (2003) for this particular vehicle. Management needs to communicate with United Nissan and make a major effort in resolving the situation.

On Monday, May 9, 2005 I tried being professional and civilized with Danny Lopez of your corporation. He gave me 1,2, 3 seconds and immediately hanging up the phone on me. These were your employees exact words. Danny's education needs to be revoked due to being unprofessional, ignorant and obnoxious. Who does Danny think he is ? If these are the employees you have working for your corporation. I feel sorry for you. This is the reason nothing has been done in regards to my account. I will not be treated with disrespect or like a second class citizen. major efforts need to be taken into all matters of your negligence. If you have any questions regarding this matter. Please, feel free to contact me at [REDACTED].

Sincerely,
[REDACTED]
[REDACTED]



NISSAN NORTH AMERICA, INC.

National Headquarters
Consumer Affairs Department
P.O. Box 685003
Franklin, Tennessee 37068-5003

[REDACTED]
[REDACTED]
Henderson, NV [REDACTED]

OWNER NOTIFICATION

Dear Nissan owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in some 2003 model year Nissan Altima and Sentra vehicles equipped with the 2.5 liter engine. Our records indicate that you own the Nissan vehicle identified by the Vehicle Identification Number on the cover of this notice.

Reason for Recall

On some 2003 model year Nissan Altima and Sentra vehicles equipped with the 2.5 liter engine, there is a possibility that the engine might stop running while being driven due to an electrical problem between the crank angle sensor and the Electronic Control Module (engine computer). This may also result in the "Service Engine Soon" light coming on. 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 reprogram the Electronic Control Module. 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 Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also contact the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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 this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.



401202
40205



NISSAN



#1 In Nevada

United Nissan, Inc.
3250 E. Sahara Avenue
Las Vegas, NV 89104
Tel 702 207-8000

Customer Name: [REDACTED]

Year/Model: 03 Altima

Date: 10/17/06

RO/Tag: [REDACTED]

Mileage: 57887

VIN #: [REDACTED]

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

CHECK FLUID LEVELS AND FILL

OK	FILL	OK	FILL
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐

CHECK FOLLOWING SYSTEMS/COMPONENTS

☐	☐	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
☐	☐	Windshield washer spray, wiper operation and wiper blades
☐	☐	Windshield for cracks, chips and pitting
☐	☐	Radiator, heater, and air-conditioning hoses for leaks and damage
☐	☐	Engine air filter
☐	☐	Oil and/or fluid leaks
☐	☐	Constant velocity (CV) drive axle boots (if equipped)
☐	☐	Exhaust system (leaks, damage, loose parts)
☐	☐	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)
☐	☐	Steering and steering linkages
☐	☐	Shock/struts and other suspension components for leaks and/or damage
☐	☐	Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise
☐	☐	Engine Cooling system, hoses and clamps
☐	☐	Accessory drive belt(s)
☐	☐	Clutch operation (if equipped)

State Inspection Due (if Applicable)

MO / DAY / YEAR

Comments:

C/S That Vehicle Jerks
AND Shuts off - SES light on
New performed Recall

This Courtesy Inspection Completed by Your Quality Care Service Team!

Service Advisor: QUINCY

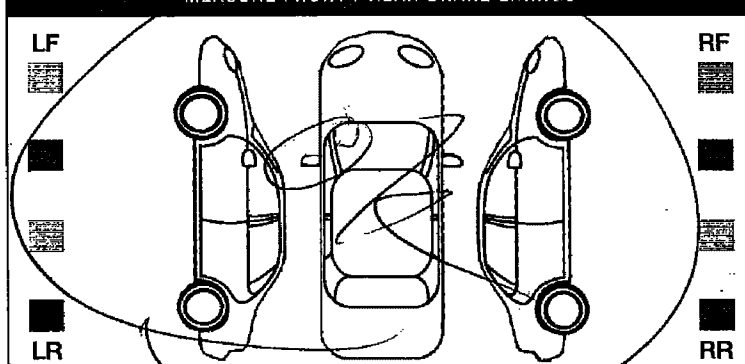
Technician: [REDACTED]

CHECK BATTERY

☐	Good	Factory Spec Cold Cranking Amps		☐	Good	☐	Bad
☐	Recharge						
☐	Bad	Actual Cold Cranking Amps					

CHECK BRAKES

MEASURE FRONT / REAR BRAKE LININGS



Over 5mm (Disc) or Over 2mm (Drum)

3 to 5mm or 4/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Less than 3mm or 4/32" (Disc) or 1mm or 2/32 or less (Drum)

Comments:

CHECK TIRES

LF	TREAD DEPTH	RF
☐	7/32" or Greater	7/32" or Greater
☐	4/32" to 6/32"	4/32" to 6/32"
☐	3/32" or less	3/32" or less
☐	7/32" or Greater	7/32" or Greater
☐	4/32" to 6/32"	4/32" to 6/32"
☐	3/32" or less	3/32" or less
LR		RR



WEAR PATTERN / DAMAGE

☐	LF	RF
☐	LR	RR

Tire Wear Indicators

Aligned Check Needed Wheel Balance Needed

Comments:

Tire Pressure Set to Factory Recommended

PSI

FRONT

REAR

Customer Signature: [REDACTED]

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).