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2007 AUG 29 PM 12: 41

[REDACTED]
Westfield, NJ [REDACTED]

August 12, 2007
August 17, 2007

Nissan N.A. FILE#5823572

Nissan Consumer Affairs
PO Box 685003
Franklin, TN 37068-5003

RE: NISSAN RECALL NO. P3163, ELECTRICAL SYSTEM: IGNITION MODULE
FAILURE ON 2002 NISSAN SENTRA, VIN#3N1CB51DX2L [REDACTED]

Gentlemen/Ladies:

On July 15, 2007 my Nissan Sentra's engine kept stalling while in operation, so I took it to North Plainfield Nissan, 545 Route 22, West, North Plainfield, NJ 07060 for multi-point diagnosis. North Plainfield Nissan service center stated, 1) Alternator bad & replaced, Cost, \$510.85 & 2) Battery dead & replaced, Cost, \$127.49 & 3) Front Brake Pads replaced & Resurfaced Rotors, Cost, \$263.98, Total Invoice, \$935.23, enclosed please find copies of work order & invoice.

Believing all had been fixed, on July 19, 2007, while operating my Nissan Sentra, the engine stalled again, coming to a complete stop and thankfully, no one was behind me to result in a crash. I had my Nissan Sentra towed to North Plainfield Nissan service center and after 7 days of point-by point diagnosis, they stated, "the ECM (Electronic Control Module and Relay bad" and to be replaced, Cost, \$789.10.

Could it be that the failure of the ECM caused my Alternator and Battery to break?

Nm
8/29/07
CC

08/12/07

I asked Richard, Nissan's Service Manager, how strange that at 28,953 miles/5 years the ECM should go bad so soon? (Had previously owned a Sentra that never went bad.) Richard said "an older model Sentra was built better than this 2002 model" and I OK'd replacement of ECM and Relay.

I emailed Nissan Consumer Affairs that the ECM had failed after 28,953 miles on 7/29/07, but to date, no response. So, I went to the Recall List of the NHTSA and found NHTSA Campaign ID#03V477000 w/Mfr's Report Date: Nov. 12, 2003, "Failure of ECM and Resistor".

I believe I am entitled to a refund for the cost of replacement of the ECM and Relay Replacement as I have never been notified of the Recall and now, experienced continued engine stalling due to the ECM failure and Relay gone bad.

I have filed a Complaint with the NHTSA Office of Defects Investigation and would appreciate a response from you about refund for cost of recalled ECM and Relay part. Enclosed please find copies of all service invoices.

Sincerely,

A black rectangular redaction box covering the signature of the sender.

Enclosures

cc: ✓NHTSA
North Plainfield Nissan

Make : NISSAN **Model :** SENTRA **Year :** 2002

Manufacturer : NISSAN NORTH AMERICA,
INC.

NHTSA CAMPAIGN ID Number :
03V477000

Mfr's Report Date : NOV
12, 2003

Component: ELECTRICAL SYSTEM:IGNITION:MODULE

Potential Number Of Units Affected : 276000

Summary:

ON CERTAIN PASSENGER VEHICLES EQUIPPED WITH THE QG18DE ENGINE OR QR25DE ENGINES, THE FOAM MATERIAL USED FOR THE INTERIOR LINING OF THE ELECTRONIC CONTROL MODULE (ECM) BOX EMITS SULFUR AS IT CURES.

Consequence:

IF ONE OF THE RESISTORS INSIDE THE ECM HAS A CRACK ON THE SURFACE COATING, THE GAS MAY CAUSE CORROSION OF THE RESISTOR. THIS COULD CAUSE THE MALFUNCTION INDICATOR LIGHT TO COME ON, POOR DRIVABILITY (IDLE INSTABILITY, POOR ACCELERATOR), OR THE ENGINE TO STOP RUNNING DURING VEHICLE OPERATION, WHICH COULD RESULT IN A CRASH.

Remedy:

DEALERS WILL REMOVE THE INSIDE LINING MATERIAL FROM THE ECM BOX. OWNER NOTIFICATION BEGAN ON DECEMBER 22, 2003. OWNERS SHOULD CONTACT NISSAN AT 1-800-647-7261.

Notes:

NISSAN RECALL NO. P3163. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).



Your message has been sent.

Thank you. We will respond to your question as soon as possible. The details of your message are below. Please print this page for your records.

Your Contact Information

[REDACTED]

Westfield, NJ [REDACTED]

Your Message

Message:

I will never purchase a Nissan auto again. After only 28,953/7 years, my Sentra stalled & I carefully drove it to a Nissan dealer on 7/16/07. Nissan dealer replaced the Battery & Alternator & brakes, Cost \$935.25. On 7/19/07 my Sentra stalled again & I had it towed back to the Nissan dealer. On 7/27/07, the Nissan dealer replaced a relay & Engine Computer, Cost is \$789.10. I've had a Sentra before without any problems like this. Costs added up to a down payment for a new vehicle. What's going on with the quality of your Nissan autos? I'm going back to Honda & Toyota for my next auto & will relay this costly incident to everyone I know that Nissan autos are not reliable in the short run. You have a lot of work ahead of you in "shifting" to a better quality built auto.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**