

CL-10206086-1913

September 28, 2007

In regards to: Recall, 2002 Sentra, ECM

2007 OCT 11 AM 9:06

2007 OCT 10 PM 3:05

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

To Whom It May Concern:

My wife and I own a 2002 Nissan Sentra GXE that we purchased in January 2003 from South Point Nissan in Austin, Texas. The car has performed very well until just recently. A few months ago, the service engine light turned on indicating an error code was present. In Texas, a vehicle will not pass the annual state safety inspection if the engine light is on. I had the code checked by several different people who all told me that there was a low voltage indicator on one of my oxygen sensors. I then had the part replaced by an ASE Certified mechanic on 08/27/2007. After proper installation of a new sensor, the code was still present.

Before attempting to try replacing it with another new part, my mechanic called Maxwell Town North Nissan and spoke to a member of the service department who informed him that this was a common problem on Sentras and that it was actually a problem with the car's ECM. With this information I had the original sensor re-installed and decided to do more research before I paid to have the ECM replaced.

I checked with the National Traffic Safety Administration for any recalls related to the ECM on this model. I found that recall number 03V477000 directly relates to the ECM and lists under Consequence of Defect the exact situation that I was encountering with my Sentra. After reading the details of this recall I feel fortunate that the only symptom we experienced was the indicator light and not some of the others mentioned such as poor drivability and engine shut down. My wife uses this car as her daily driver and often carries our son in it so safety is a big concern of ours. I called Nissan to question why we were never informed of this recall. I spoke to Jennifer Erwin on 09/10/2007 who looked into the recall and assigned me file number 585660751622 as a reference. She informed me that our VIN was not part of that particular recall, which I questioned since the details of the recall match the symptoms we were experiencing.

I decided to have the ECM replaced since I had to have the engine light off to pass the state safety inspection and was now concerned for the safety of my wife and son based on this recall information. I took it to Maxwell Town North Nissan on 09/18/2007. I explained the problem to Eric Sperling, a Service Advisor, who had a complete inspection performed on the car. He informed me that the problem was the ECM and that, unfortunately, my VIN was not included in the recall. Since I had to ensure that the car would pass inspection and be safe to drive, I had the repairs completed by the dealership. Once the new ECM was installed, the engine light turned off and the car was able to pass its safety inspection on 09/25/2007.

I have been told by several different people that my VIN is not part of this recall, however, I believe this is an error based on the fact that the recall directly relates to the problems I have experienced. Since the problem should have been addressed by the recall, I would like Nissan to reimburse me for the cost to make the repairs which comes to a total of [REDACTED]. I have enclosed a copy of invoice number 373115 showing the cost of the repairs, as well as a copy of the National Highway Traffic Safety Administration's report on the recall. Please let me know your response by 10/12/2007.

AUSTIN, TX

AA
10/11/07
LP

September 28, 2007

Sincerely,



Cell -

Enclosure (2)

cc: Carlos Ghosn, President and CEO, Nissan North America, Inc.
Mark McNabb, Senior VP, Sales and Marketing, Nissan North America, Inc.
Frederique Le Graves, VP, Corporate Communications, Nissan North America Inc.
Steve David, General Manager, Maxwell Town North Nissan
Tom Lennon, Service Manager, Maxwell Town North Nissan
National Highway Traffic Safety Administration
Tennessee Governor's Highway Safety Office
Tennessee Department of Transportation
State of Tennessee, Office of the Attorney General
Texas Department of Transportation, Traffic Safety Section
State of Texas, Office of the Attorney General
Better Business Bureau, Middle Tennessee
Better Business Bureau, Austin, Texas
Association of International Automobile Manufacturers

Recalls - Search Results

Report Date : September 26, 2007 at 03:53 PM

SEARCH TYPE : VEHICLE

Make : NISSAN

Model : SENTRA

Make : NISSAN

Model : SENTRA

Year : 2002

Manufacturer : NISSAN NORTH AMERICA, INC.

NHTSA CAMPAIGN ID Number : D3V477000

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).

THE ATTACHMENTS TO THIS
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PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).