

CL-10223934-2502

March 27, 2008

2008 APR -3 AM 8:09

2008 APR -1 P 1:05

National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, D.C. 20590

Reference: 2002 Nissan Altima

VIN# 1N4AL11D22C [REDACTED]

Title Name: [REDACTED] (vehicle financed in my grandmother's name)

Mileage: 148,824

Dear Sir/ Madam:

I am sending this letter because I have contacted Nissan on several different occasions trying to seek help in fixing my vehicle. I have a 2002 Altima that has major problems with the engine consuming the oil. The reference # for this service campaign is NTB03-070C but Nissan keep telling me because of my car's VIN# and production date that they cannot fix my car. I do not understand that if the problem exists on my car, why cannot fix it or at least assist me in fixing it. I have taken my car back to the dealership, Harrelson Nissan in Rock Hill, SC where I bought it to have all open campaigns closed out to make sure that wasn't part of my problem. I feel that car is not safe to drive for the reasons listed: (1) Oil draining into intake, (2) Oil settles in combusting chambers preventing the spark plugs from firing, (3) Major smoke from exhaust when starting (4) When driving along it just almost comes to a complete stop, like its losing power and I work in Charlotte NC where the traffic is heavy and one minute I am moving and the next I could be hit from behind because the car has lost its speed. I have file # with Nissan Consumer Affairs Office and it is [REDACTED] but I still can't get any satisfaction from them. I have also sent Carlos Ghosn, President & CEO a letter asking for help but no one is hearing me. I am a single mother with two kids and cannot afford a \$3000.00 neither engine nor trying to purchase a new car, will you please help me? I can be reached by

mail: [REDACTED] Lancaster, SC or email: [REDACTED]
[REDACTED] or via telephone: [REDACTED] Cell or [REDACTED] Home.

I am enclosing my letter to the President & CEO and a copy of the service campaign that the mechanic gave me.

Sincerely, [REDACTED]

KH
02/10/08
KB

VOLUNTARY RECALL CAMPAIGN ALTIMA AND SENTRA QR25DE ENGINE EXHAUST PIPE HANGER PIN AND PRE-CATALYST

SERVICE CAMPAIGN BULLETIN

Reference Number(s): NTB03-070C, Date of Issue: November 17, 2006
NISSAN: 2002-2003 Altima, 2002-2004 Sentra

ARTICLE BEGINNING

INTRODUCTION

File #:

NOTE: This bulletin has been amended. This version instructs NTB06-051a be used to reprogram the ECM on 2003 and 2004 Applied Vehicles. Please discard all previous versions of this bulletin.

NOTE: For 2003 and 2004 Applied Vehicles: When you perform Procedure C (ECM Reprogramming), go to NTB06-051a for reprogramming information. You will still need to perform all other parts of this bulletin on 2003 and 2004 Applied Vehicles.

Nissan has determined that some 2002-2003 model year Altima and 2002-2004 model year Sentra vehicles equipped with the 2.5 liter engine have defects that relate to motor vehicle safety. For 2002-2003 model year Altimas, there is a possibility that the exhaust pipe hanger pin may catch debris from the road that could be ignited by contact with the catalytic converter and cause a fire. In addition, for 2002-2003 model year Altimas and 2002-2004 model year Sentras, there is a possibility that certain engine operating conditions may cause damage to the pre-catalyst. Material from inside a damaged pre-catalyst could enter the engine and result in increased oil consumption. If the engine oil level is not checked on a periodic basis and drops below the low level, and the driver continues to operate the vehicle ignoring noticeable engine noise, engine damage may occur which could result in a fire.

IDENTIFICATION NUMBER

Nissan has assigned identification number R3007/R3014/R3015/R3016/R3017 to this campaign. These numbers must appear on all communications and documentation of any nature dealing with this campaign.

NOTE: The multiple PNC codes (shown above) are used to define the model and repair group (e.g., those that do NOT require certain repairs or parts kits).

NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of vehicles potentially affected is approximately 360,000.

DEALER RESPONSIBILITY

It is the retailer's responsibility to check Service Comm for the campaign status on each vehicle falling

<http://ondemand5.com/mric/common/asp/printart.aspx>

*952-435-5553
Walden*

803-366-8171-

*Regional Specialist
866-799-1690 ex 1619
11.11*

3/7/2008

within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

OVERVIEW OF REPAIR

Exhaust Pipe Hanger Pin:

- The exhaust pipe hanger pin is shortened on 2002-03 Altima, except those that were already repaired. This repair is NOT necessary on Sentra vehicles.

(This repair may be needed only if the PNC code is R3007.)

ECM Reprogramming / Pre-Catalyst / Exhaust Heat Shields:

- ECM reprogramming is required to prevent future damage to the pre-catalyst. A special reprogramming card is available that contains ECM reprogramming data for all models/engine/transmission configurations affected by this campaign.
- The exhaust pre-catalyst will be tested to determine if the pre-catalyst needs to be replaced.
- The exhaust pre-catalyst will be inspected to determine if more extensive repairs are needed, that, for a limited number of vehicles, may include engine replacement.
- Installation of new Heat Shields on the exhaust system for vehicles with PNC code R3007, R3014 and R3016.

NOTE: For vehicles with PNC code R3015 and R3017 new heat shields are not required. Do not use a visual inspection to determine the need for new heat shields, use the PNC code.

Use the "Repair Flow Chart" in the Service Procedure to determine the complete repair procedures for a specific vehicle.

SPECIAL CUSTOMER ASSISTANCE FEATURES

Customers should be informed that:

- A. The basic repair for this campaign should take approximately 3 hours to complete.
- B. A limited number of vehicles affected by this campaign may require more extensive campaign repairs.
- C. If more extensive repairs are required:
 - The repair may take up to 5 days to complete.
 - Car Rental Assistance is available upon owner request and is to be provided free of charge to the customer.

Refer to the **CLAIMS INFORMATION** section of this bulletin for additional information related to Car Rental Assistance.

INFORMATION REGARDING ENGINE & EXHAUST SYSTEM MODIFICATION(S)

Some vehicles may be presented for repair that have been modified using non-Nissan components or in a way not authorized by Nissan. Vehicles that have minor or cosmetic modifications (such as a modified air filter/intake system) will be eligible for this campaign, as long as the modifications do not affect the dealer's ability to diagnose and install the campaign parts in accordance with this bulletin within the allotted time(s).

Owners of vehicles with more extensive, non-Nissan approved engine and/or exhaust system modifications may be responsible for bringing the vehicle into a condition that allows the campaign procedures to be followed and the repairs completed. Extensive modifications to these systems may make diagnosis (an essential part of this campaign) and the installation of campaign parts not possible. In such cases, the engine/vehicle must be returned to an appropriate condition in order for the campaign repair to be performed.

For example, the following Original Equipment Manufacturer (OEM) parts must be installed and functional:

- all oxygen sensors
- the pre-catalytic converter
- catalytic converter
- engine (ECM) control module

Once the campaign repair is completed, the re-installation of any non-Nissan parts is the financial responsibility of the owner and the cost to install these parts must be negotiated between the dealer and the vehicle owner. The Nissan dealer may elect not to perform any repairs that may violate emissions or other regulations.

For questions regarding modified equipment, contact the Warranty Claims Call Center.

SERVICE PROCEDURE

Refer to Fig. 1 below to determine the steps needed for this vehicle.

NOTE: Use Service Comm to determine if the vehicle you're working on requires this campaign, and to obtain the vehicle-specific PNC code. Write the PNC code on the Repair Order.

Fig. 1: Repair Flow Chart
Courtesy of NISSAN MOTOR CO., U.S.A.

Fig. 2: Repair Flow Chart (Cont.)
Courtesy of NISSAN MOTOR CO., U.S.A.

PROCEDURE A - PERFORM CONSULT-II ENGINE SELF-DIAGNOSIS:

Procedure A should be performed by an OBDII Certified technician.

1. Install the Diagnostics Card (red/white) into slot A of CONSULT-II (see Fig. 3).

**Fig. 3: Installing Diagnostics Card
Courtesy of NISSAN MOTOR CO., U.S.A.**

2. Confirm the CONSULT-II date and time are correctly set as follows:
 - A. With the Diagnostics Card (red/white) in slot 1, turn ON CONSULT-II.
 - B. Touch "SUB MODE" (see Fig. 4).
 - C. Touch "SET DATE".

**Fig. 4: Identifying Consult-II Display - SUB Mode
Courtesy of NISSAN MOTOR CO., U.S.A.**

- If the date is not correct, touch the month, day or year as needed. Then adjust it by using arrow keys. Once done, press "SAVE" , press "BACK" and go to step D.
 - If the date is OK, press "BACK" and go to step D.
- D. Touch "SET TIME".
 - If the time is not correct, touch the hour, minute or AM/PM as needed. Then adjust it by using arrow keys. Once done, press "SAVE" , press "BACK" and go to step 3.
 - If time is OK, press "BACK" and go to step 3.
3. Connect CONSULT-II to the vehicle and turn the ignition switch to the 'ON' position.
 4. With CONSULT-II ON, from the Main Menu screen proceed as follows:

[START (Nissan)]>> [ENGINE] >> [Self-DIAG Results]

- A. If your screen looks like Figure A3 (No DTC Detected):
 - Print the Self-Diagnosis Results screen and attach it to the Repair Order
 - Press **ERASE**, then press **YES**
 - Perform Procedure B - Conduct P0420 Three Way Catalyst Function DTC Confirmation. Then, refer to Fig. 1 for further instructions.
- B. If your screen looks like Fig. 5 (DTC is Detected) :
 - Print the Self-Diagnosis Results screen and attach it to the Repair Order*
 - Press **ERASE**, then press **YES**
 - Perform Procedure C - Perform QR25 ECM Reprogramming. Then, refer to Fig. 1 for further instructions.

**Fig. 5: Identifying Consult-II Display - Self-Diagnosis Results
Courtesy of NISSAN MOTOR CO., U.S.A.**

* Fig. 6 (below) is an example of the CONSULT-II Self-Diagnosis Results printout.

Fig. 6: Identifying Consult-II Display - Self-Diagnosis Results Printout

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. **Until then, check engine oil regularly and fill as needed. If you notice excessive engine noise or an abnormal odor from the engine compartment, you should stop driving and contact your Nissan dealer to arrange to have the vehicle towed to the dealer for repair.** 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 Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-333-0829. If you reside in Hawaii, please call 1-808-836-0888.

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

Federal regulations require 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.

OWNER'S LETTER (VEHICLES WITHOUT EXHAUST PIPE HANGER PIN)

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 that relates to motor vehicle safety exists in some 2002-2003 model year Nissan Altima and 2002-2004 model year Sentra vehicles equipped with the 2.5 liter engine.

Reason for Recall

There is a possibility that certain engine operating conditions may cause damage to the pre-catalyst. Material from inside a damaged pre-catalyst could enter the engine and result in increased oil consumption. If the engine oil level is not checked on a periodic basis and drops below the low level, and the driver continues to operate the vehicle ignoring noticeable engine noise, engine damage may occur which could result in a fire.

What Nissan Will Do

In order to prevent this incident from occurring, your Nissan dealer will reprogram the electronic control module to prevent any future damage to the pre-catalyst. In addition, the dealer will install heat shields on certain components of the exhaust system on vehicles that do not already have them. This free service should take about three hours to complete, but your dealer may require your vehicle for a longer period of time based upon the dealer's work schedule.

The pre-catalyst will be tested to ensure it is working properly and replaced if necessary. If damage is found inside the pre-catalyst, it will be necessary to replace the engine. Nissan anticipates that few engines will need to be replaced. If the engine needs to be replaced, this also will be free of charge and will take several days. In this case, a car rental allowance is available from your Nissan dealer upon request.

NOTE: If the engine or exhaust system of your vehicle has been modified with non-Nissan parts or in a way not authorized by Nissan, you may be responsible for bringing the vehicle into a condition that allows the campaign diagnostic procedures to be followed and the repairs completed. If it is not possible to properly test the pre-catalyst and install all of the campaign parts, you will have to pay the cost to return the vehicle to an appropriate condition in order for the dealer to perform the campaign repairs. You may also have to pay to add any modifications back to your vehicle.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. **Until then, check engine oil regularly and fill as needed. If you notice excessive engine noise or an abnormal odor from the engine compartment, you should stop driving and contact your Nissan dealer to arrange to have the vehicle towed to the dealer for repair.** 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 Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-333-0829. If you reside in Hawaii, please call 1-808-836-0888.

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

Federal regulations require 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.

© 2007 Mitchell Repair Information Co., LLC.

[REDACTED]
Lancaster, South Carolina [REDACTED]

March 9, 2008

Carlos Ghosn
President & Chief Executive Officer
Nissan Motor Company Ltd.

Reference: 2002 Nissan Altima

VIN# 1N4AL11D22C [REDACTED]

Title name: [REDACTED] - (my grandmother had it financed in her name for me)

Mileage: 148,824

I purchased my 2002 Nissan Altima in February 2003 from Harrelson Nissan in Rock Hill, South Carolina. I was very pleased with the performance of my vehicle until October 2007. I took it in for an oil change and had the heater checked because it was not getting hot when turned on. After pursuing further observations, I then took my car to Nissan Specialties & Imports, located at 141 Old Water Works Road, Lancaster, SC. Owned and operated by Randy Traywick, a former Harrelson Nissan mechanic with 20+ years of experience.

Shortly afterwards, my car began losing oil. This was very bazaar due to just having the oil changed. I noticed the car having a rough idling sound so I checked the oil since that was the last thing that I had done to the car. The oil stick did not have a drop of oil on it from the three-day-old oil change. I immediately contacted Randy again and he asked me to bring it in so that is what I did. After carefully checking the car, Randy stated that he could not find any oil leaks anywhere but he wanted to keep it a while longer to check other things, because the heater was still not getting hot. Randy called me back a day later and said that the catalytic converter had gone bad, and being that it is attached to the engine that I would need to replace the engine. He also stated that oil and other debris had extracted back into the engine block causing the pistons to grind on broken converter pieces. Due to vast amount of oil in the engine, the spark plugs flooded causing the car not to start. Randy stated that this must have been a manufacturer's defect because he had seen a half dozen Altimas like mine that needed the same repair.

I am a single mother with two sons, one in high school and the other a college freshman and we have no other means of transportation. I work out of town and have to share a car with my parents: My car is not paid for and I am still paying for a car that I cannot drive. I was told it was going to take \$2900.00 - \$3200.00 to fix my car, which I cannot afford. In December I tried to trade my Altima in at Harrelson Nissan on a newer Altima but they would not honor it. I really like the Nissans product line and for these reasons I am asking for your assistant to resolve my problem. Mr. Ghosn, you are my only hope. I want to *sincerely thank you* in advance. I have a reference number for a voluntary recall campaign listing the problems with 2002 - 2003 Altima this ref. # NTB03-070C. I look forward to hearing from you soon. Please contact me at the above address or by telephone: (H) [REDACTED] or [REDACTED] (cell/day phone) or my email: [REDACTED]

Sincerely,
[REDACTED]