

CL-10294890-4847

NOV 30 2009

Patricia Wallace  
Safety Defect Analyst  
Recall Management Division

STACY @ Universal City Nissan Service Department  
3550 Cahuenga Blvd West  
Los Angeles, California 90068  
FAX: (818) 755-7301

Re: Assigned Recall Number: 03Y-455  
2002 Nissan Altima 2.5 4 Cylinder Engine  
VIN Number: 1N4AL11D12C [REDACTED]  
Date of Purchase: 7/2002

Dear Ms. Wallace, and Universal City Nissan:

On certain Nissan Altima vehicles sensors may not operate properly and could cause the service engine light to illuminate causing a reduction in engine power. When Nissan North America conducted their recall I took my vehicle to Universal Nissan, 3550 Cahuenga Blvd., West, LA CA 90068. (818) 769-8100.

At the time the recall was issued I did not have any related issue, perhaps because I didn't drive my car that often. I purchase the vehicle new from Universal July 2002 and today I only have 28,400 miles on the vehicle.

Over the past 24 months the service engine light has illuminated from time to time, intermittently. On these occasion the engine ran a little rough (poor acceleration and power) but after driving the vehicle a couple of miles the sensor light would go off and, a few days later on again.

On several occasions I took the vehicle in to Universal Nissan and they performed an engine diagnostic however they could not understand why the light was going on and off and could not pinpoint the problem. Also, occasionally the vehicle loses some power but after filling the gas tank or running the vehicle on the freeway the car runs smoothly without problems. However for the past two months despite running smoothing and experience the same symptoms—the sensor light remains on.

Last week I took the vehicle back to Universal Nissan to replace spark plugs and put on 4 new tires. The mechanic notice the light and performed a system diagnostic test and recommended I replace the Catalyst converter, an expensive endeavor without pinpointing or testing other possibilities and sensors. The Catalyst converter is the same part related to the recall. He also informed me if I wanted to erase the engine system history, so not to be detectable he would do that if I purchased a new car.

With only 28,400 miles on the vehicle and no evidence of using excessive oil or coolant I believe they want me to put out a couple thousand of dollars for their defective sensors which is and has been an issue for Nissan as soon as the vehicle came off the assembly line. The catalytic converter is under an 8 year/80,000 mile mandatory warranty as required by the EPA in this country for all vehicles. The service manager told me the warranty expired on this part.

What can I provide the dealership Universal Nissan that will assure them that Nissan USA will reimburse them for a replacement that is still under warranty? I look forward to your recommendation(s) and corrective action.

Sincerely,

[REDACTED]  
[REDACTED]  
LA CA [REDACTED]  
[REDACTED]

MC  
11/30/09  
NW