

[REDACTED]
[REDACTED]
ST. LOUIS, MO [REDACTED]

2010 JAN 20 PM 3:27

CL-10300648-4365

Mr. Jerry Eickel, General Manager
Bommarito Nissan - Hazelwood
661 Dunn Rd.
Hazelwood, MO 63042

Nissan Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003

U.S. Product Safety Safety Commission
4330 East West Highway
Bethesda, MD 20814

To Whom It May Concern:

I am a current owner of a 2005 Nissan Altima 2.5 S automobile. My mother, [REDACTED], purchased the automobile new in May 2005 at Bommarito Nissan in Hazelwood, MO. The vehicle was formally transferred to me in August of 2007. In 2008, I received a letter from Nissan North America, Inc. informing me of a recall campaign for 2005 Nissan Altima vehicles equipped with a 2.5L engine. In the recall letter, I was informed that the "operation of the crank angle sensor in the 2005 Nissan Altima could be affected by variations in temperature that occur due to the unique location of the sensor in the engine for these vehicles." After learning about the defect, I immediately scheduled an appointment at Jim Keras Nissan dealership in Memphis, TN where I was living at the time. After waiting nearly two hours, the vehicle's Electronic Control Module was reprogrammed to prevent stalling of the engine in the event of a signal interruption from the crank angle sensor. I was reassured that the problem was fixed and that I need not worry about the engine randomly shutting off without warning in the future.

Notwithstanding this assurance, on November 19, 2009, the engine in the Nissan Altima shut off without warning while driving on a busy street in St. Louis, MO. Fortunately I was able to steer the stalled car onto the side of the road without any injury or harm to myself or others. After making repeated, futile attempts to restart the vehicle, I called AllAround1 Towing to tow the vehicle less than one mile to Johnson's Auto Care. AllAround1 Towing charged \$65 for the service. Johnson's Auto Care performed a diagnostic test and determined that the crank shaft position sensor and the camshaft position sensor were defective and caused the engine to shut off without warning. Johnson's Auto Care charged \$250.33 to replace the defective crank shaft position sensor and the camshaft position sensor. Copies of the receipts for the tow service and the mechanic's service have been included in this letter. I have also retained the two defective sensors removed by the mechanic at Johnson's Auto Care, which I will keep in my care should I need to pursue legal action in the future if you elect to ignore my requests.

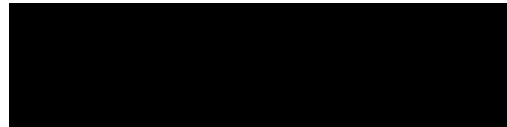
KB
1/20/10
NJ

I am requesting that you fully reimburse the charges for the tow truck service and the service provided by Johnson's Auto Care in the amount of \$315.33. Reprograming the Electronic Control Module as designed by Nissan's national recall campaign 06V-223 did not fix the problem. I am extremely fortunate that the unforeseen shutting off of my engine without warning while driving on a busy street did not cause serious bodily harm or injury to myself and others on the road.

I am also acutely aware from doing research on this issue that other Nissan Altima customers have been reimbursed by Nissan North America Inc. for this precise problem yet still continue to face recurrent problems with the crank angle sensor. Consequently, I am not only asking that you reimburse me for the services provided to fix the defective parts, but also to provide me written assurance that the replacement of these two defective parts will permanently prevent this particular problem from reoccurring. If that written assurance cannot be made, I request that you provide the parts and services necessary to resolve this problem once and for all.

Please respond to these requests at the address provided above. Thank you for you attention to this matter.

Yours,

A large rectangular black box redacting the signature and name of the sender.A small rectangular black box redacting a portion of the address.


**AUTOCARE
CENTER**
Johnson's Auto Care
Invoice

4403 Laclede Ave
St. Louis, MO 63108
Shop Phone: (314) 533-2704

Email: johnsonsaucare@sbcglobal.net
Web Address: www.JohnsonsAutoCare.net

PEACE OF MIND WARRANTY

☐ Estimate Ref: 8609
☐ Date Printed: 11/23/2009
Printed Time: 12:55 pm
Easy Buy Card Is Used

ASE CERTIFIED
GVIP-MO INSPECTIONS
EMISSION REPAIRS

Hat/Ref:

Time Promised: 11/23/2009 12:50:49 P

Saint Louis, MO
Home: Work:
Cell:

2005 NISSAN ALTIMA L4 2.5L 2500CC FI GAS N QR25DE

VIN: 1N4AL11D45N

License:

Mileage In: 43,000

Date Written: 11/23/2009

Unit #:

Mileage Out: 43,000

Written By: GLJ

DOM:

Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	DIAGNOSE/REPAIR VEHICLE				
Labor HR	Work Requested - DIAGNOSE/REPAIR VEHICLE		1.00	90.00	90.00
Work Performed - VEHICLE WAS TOWED IN, WOULD START AND IDLE FOR A COUPLE OF SECONDS AND THEN QUIT RUNNING. RECOMMENDED TRYING A NEW CRANK SHAFT POSITION SENSOR. REPLACED PART, VEHICLE STAYS RUNNING AT THIS TIME. CRANK SENSOR AND CAMSHAFT SENSOR ARE RECOMMENDED TO BE REPLACED TOGETHER. REPLACED BOTH PARTS.					
Part PC499	CRANK SHAFT POSITION SENSOR-ST		1.00	97.89	97.89
Part 237316N21A	CAMSHAFT POSITION SENSOR-LFN		1.00	44.00	44.00

WE APPRECIATE YOUR CONTINUED BUSINESS. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE STOP BY OR GIVE ONE OF OUR TECHNICIANS A CALL. THANK YOU.

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$141.89

Labor: \$90.00

Sublet: \$0.00

Misc: \$0.00

Hazmat: \$0.00

Supplies: \$6.75

Tax: \$11.69

Invoice Total: \$250.33

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____

Date _____

Time _____

AllAround1 Towing

0213

4729 Goodfellow Blvd., St. Louis, MO 63120

Phone (314) 713-3868

TOW VEHICLE LICENSED BY ST. LOUIS CITY, MISSOURI

ST. LOUIS CITY LICENSE #

PO #

Membership #

Vin #

Miles

Date <u>11-19-09</u>	Year <u>2005</u> Make <u>Nissan</u> Color <u>White</u>
Driver's Name	
Driver's Address	
City <u>ST. Louis</u> State <u>Mo.</u>	City State Zip
Customer's Vehicle License No.	Customer's Vehicle I.D. No.

SCHEDULE OF SERVICES	SCHEDULE OF PRICES	ACTUAL CHARGE
TOWING	\$125.00	
MILEAGE <u>1</u> MILES	\$3.50 per mile	
WINCHING USE	\$65.00 per 1/2 hr.	
ADDITIONAL LABOR CHARGE	\$75.00	
STORAGE	\$75.00 per day	
MILES OUTBOUND <u>9</u>		
OTHER		
		TOTAL \$ <u>65.00</u>

IT IS UNLAWFUL TO CHARGE A SUM IN EXCESS OF THIS SCHEDULE.

PAID BY: ☐ PURCHASE ORDER ☒ CASH ☐ CHECK ☐ CHARGE

PLEASE NOTE: We are not responsible for damages caused by faulty tires, weak bumper brackets or splash pans, etc. Also not responsible for transmissions, plastic valances or plastic body cars. Articles left in cars are done so at owner's risk. Not responsible for any car left in storage for more than 30 days. Total bill payable on demand.

☐ The customer is responsible for the salvaging of the vehicle and any debt owed on it.

I HAVE EXAMINED THE SCHEDULE OF PRICES AND HEREBY AUTHORIZE THE TOWING OF MY VEHICLE.

Customer of his Authorized Agent _____ Customer's Phone No. (314) 621-7705

Hook-up Location Lindell & Newstead ST. Louis Mo.

Drop-off Location Johnsons Auto Care Newstead Ave

THIS FORM IS IN COMPLIANCE WITH THE ST. LOUIS CO. ORDINANCE.

Case Number _____ Keys Y N Hold Y N

WELCOME TO
OUR STORE

00008767071
4403 LACLEDE AVE

LACLEDE BP
ST. LOUIS MO

Descr.	qty	amount
<CUSTOMER COPY>		
H PARTS	1	141.89
LABOR	1	90.00
SPECIAL	1	6.75

Sub Total 238.64
Tax 11.69

TOTAL 250.33

CREDIT \$ 250.33

VISA \$250.33

Acct/Card #: XXXXXXXXXXXX

Auth #: 72454A

Ref: 4A715008

Resp Code: 000

Stan: 0687472835

SITE ID: 8767071
CUSTOMER COPY

Earn a 5% rebate
with the BP Visa
Take application
and Apply Today

THANKS - COME AGAIN

REG# 0001 CSH# 004 DR# 01 TRAN# 17749
11/23/09 14:16:02 ST# 1