

CL-10313184-3473

8 April 2009
NVS-200

Dear National Highway Traffic Safety Administrator,

I am requesting your help in recovering money for repairs done on my 2003 Nissan Altima involved in a recall. I have enclosed a copy of my bill for my recent repair of crank center kit, a copy of the recall letter, and a copy of the recall work done previously. I had called Nissan of North America the day I got the diagnosis and today after their "research", was told by a specialist named Michelle @ 1866 799-1690 x1592 that I am not eligible for any assistance in the repair, even though the part that went was what the recall was all about. She said the car is out of warranty. Well it was out of warranty when the recall notice was sent and when gates Nissan reset the ECM 1/26/2007 mileage 64958, The part was replaced 3/31/09 mileage 100,799. I don't feel that the reset corrected the problem. OF all the things that could go wrong - why was this it? I am thankful no one was hurt, but I feel they are obligated to fix this known problem ~~at~~ at their expense because of the recall.

Thank you for
your attention,

File #
6455960

Norwich, Ct

P.S. I have had other recalls on this vehicle and experienced the problem after the recall work was done — specifically the headlights.

mcw
D



NISSAN NORTH AMERICA, INC.

National Headquarters
Consumer Affairs Department
P.O. Box 685003
Franklin, Tennessee 37068-5003

Norwich, CT

OWNER NOTIFICATION

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 which relates to motor vehicle safety exists in some 2003 and 2004 model year Nissan Altima and Sentra vehicles equipped with the 2.5 liter engine. Our records indicate that you own the Nissan vehicle identified by the Vehicle Identification Number on the cover of this notice.

Reason for Recall

On some 2003 and 2004 model year Nissan Altima and Sentra vehicles equipped with the 2.5 liter engine, there is a possibility that the engine might stop running while being driven due to an electrical problem between the crank angle sensor and the Electronic Control Module (engine computer). This may also result in the "Service Engine Soon" light coming on. If the engine stops running while driving, this could result in a crash without warning.

What Nissan Will Do

In order to prevent this incident from occurring, your Nissan dealer will reprogram the Electronic Control Module. This free service should take about one hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule, or parts availability.

What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. **If the "Service Engine Soon" light comes on, contact your dealer as soon as possible to have your vehicle inspected.** 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 Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also contact the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have paid to have a crank position sensor replaced prior to this campaign, you may be eligible for reimbursement of the related expense. Contact Nissan Consumer Affairs at the numbers listed above for additional information on how to obtain a reimbursement.

Federal law requires 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.



CHANGE OF INFORMATION POSTCARD

VEHICLE
IDENTIFICATION





GIRARD MOTORS, Inc.

425 Gold Star Highway

Groton, CT 06340

(860) 448-1831

www.girardnissan.com



CUSTOMER NO. 46372	ADVISOR DONALD RAND	53608	TAG NO.	INVOICE DATE 03/31/09	INVOICE NO. NICS124870
NORWICH, CT	LABOR RATE	LICENSE NO.	MILEAGE 100,799	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 03/NISSAN/ALTIMA/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1N4AL11D13C			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	RECEIPT DATE 03/30/09
COMMENTS					MO: 100799

TOTALS

Girard Nissan prides itself on service.
You may be receiving a survey from the manufacturer
or a call from our Customer Service Manager.
This is our report card on your service experience at
Girard Nissan
If for any reason you can not answer that you are 100%
"COMPLETELY SATISFIED" please contact
Gena Simmons CSI manager or
Carl Field Service Manager (860)448-1831

PLEASE VISIT US AT
www.GirardNissan.com

CUSTOMER SIGNATURE

TOTAL LABOR....	224.75
TOTAL PARTS....	64.33
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	14.98
TOTAL MISC DISC	0.00
TOTAL TAX.....	18.24

TOTAL INVOICE \$ 322.30

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

Ad Discover
3/31/09
OK

GIRARD NISSAN
425 GOLD STAR HWY
GROTON, CT 06340

TERMINAL ID:
MERCHANT #:

886555445
601101113007551

DISCUR

#XXXXXXXXXXXX

SALE

BATCH: 880513

DATE: MAR 31, 09

SB: 011

TICKET #: 124870

TIME: 18:09

AUTH NO: 031831

TOTAL

\$322.30

ALL SALES FINAL

CUSTOMER COPY

Thank You!
WE APPRECIATE
YOUR CONFIDENCE IN
OUR DEALERSHIP.



GIRARD MOTORS, Inc.

425 Gold Star Highway

Groton, CT 06340

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CUSTOMER NO. 46372	DONALD RAND	53608	TAG NO.	INVOICE DATE 03/31/09	INVOICE NO. NICS124870
NORWICH, CT	LABOR RATE	LICENSE NO.	MILEAGE 100,799	CR. # RED/	STOCK NO.
	VEH. MAKE/MODEL 03/NISSAN/ALTIMA/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEH. ID. NO. 1N4AL11D13C			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	FO. # 03/30/09
COMMENTS			MO: 100799		

LABOR & PARTS
J# 1 04NIZTU01 CHECK ENGINE LIGHT UNITS: 2.50 TECH(S): 444 53769 224.75
CUSTOMER STATES CHECK ENGINE LIGHT IS ON

CODE P0335 THE CRANK POSION SENSOR KIT NEEDS TO BE REPLACED.
REPLACED THE CRANK SENSOR WORKS AS DESINED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	B3731-6N27K	CRANKSHAFT POSI	64.33
JOB # 1 TOTAL PARTS				64.33
JOB # 1 TOTAL LABOR & PARTS				289.08

J# 2 55NIZINS 27 POINT INSPECTION UNITS: 0.00 TECH(S): 53769 0.00
NISSAN MULTI POINT INSPECTION
NISSAN MULTI POINT INSPECTION
NISSAN MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES	
TOTAL - MISC			14.98

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$100.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$315.00 (+TAX) ON 03/31/09 AT 08:46am
BY JASON HEBERT COMMENTS
RECOMMENDATIONS
THE FRONT BRAKES HAVE A BRAKE PULSATION AND SHOULD BE REPLACED
THE REAR BRAKES ARE STARTIND TO RUST ON THE ROTERS AND SHOULD BE REPLACED
THE BRAKE FLUID HAS A HIGH WATER CONTENT AND SHOULD BE FLUSHER
THE AIR FILTER SHOULD BE CHANGED
THE BAT. HAS LOW CCA.

DISCLAIMER OF WARRANTIES
The seller, hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

Thank You!
WE APPRECIATE
YOUR CONFIDENCE IN
OUR DEALERSHIP.

GATES GMC - NISSAN

143 Boston Post Rd.

P.O. BOX 130

NORTH WINDHAM, CT. 06256

(860) 456-0055



Email: service@gatesgmcnissan.com

www.gatesgmcnissan.com

Email Address: _____

Customer Signature: _____

82937

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W47871	
[REDACTED]		[REDACTED]	
NORWICH	CT	NORWICH	CT
HOME: [REDACTED]	CELL: [REDACTED]	HOME: [REDACTED]	CELL: [REDACTED]
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 0940	ADV: 538 FULLER, G INVOICE: PRELIM WAR W GF	VIN 1N4AL11D13C [REDACTED]	LICENSE NUMBER: CT [REDACTED]
INVOICED: 01/26/2007 16:04:47		03 NISSAN	ALTIMA
ODOMETER IN: 64958		4DR SDN	RED
CONCERN 51 P5216 SUBFRAME RECALL		OPERATION	TECH
CAUSE SUBFRAME RECALL.		P52161	524
CORRECTION REPLACED SUBFRAME ASSY.ALIGN VEH			537
51-1	REPLACED SUBFRAME	P52165	524
51-2	REPLACED SUBFRAME	P52166	524
51-3	REPLACED SUBFRAME	P52167	524
PART NUMBER		QTY	SELL
DAT 55400-ZB00J		1	
DAT 08918-3401A		2	
FACTORY TECH: 524 - SHAIA, MIKE			
TECH: 537 - BOGAN, RONALD			
SYMP CODE : ZZ		DIAG CODE : 99	
FP-55400ZB00J			
51-1	SYMP CODE : ZZ	DIAG CODE : 99	
51-2	SYMP CODE : ZZ	DIAG CODE : 99	
51-3	SYMP CODE : ZZ	DIAG CODE : 99	
CONCERN 52* R0606 QR25 ECM REPROGRAM		OPERATION	TECH
CAUSE RECALL		R06061	524
CORRECTION REPROGRAMMED ECM			
FACTORY TECH: 524 - SHAIA, MIKE			
SYMP CODE : ZZ		DIAG CODE : 99	
PAYMENT DISTRIBUTION FOR INVOICE W47871			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE GARY FULLER			

ON LINE SERVICE INVOICING BY UCS © 1979

CUSTOMER

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LAST PAGE

S E R V I C E - C O M M

03/31/09 07:05:01

CICSWB06

PRIMARY DATA

NMC MODEL: 05713

VIN: 1N4AL11D13C

03 ALTIMA 2.5 S

AUTOMATIC EMISSIONS CERTIFICATION: 50 STAT

MANUFACTURE DATE: 12/18/02

PLANT: SMYRNA, TN.

IN-SERVICE DATE: 01/17/03

RETAIL DATE: 01/17/03

PDI DATE: 01/13/03

SELLING DEALER: SAN LEANDRO NISSAN

SAN LEANDRO

CA

-----VIN WARRANTY EXCLUSIONS ON PNC-----

PNC -----DESCRIPTION-----

PNC -----DESCRIPTION-----

NO PNC WARRANTY EXCLUSIONS

-----OUTSTANDING SERVICE/RECALL CAMPAIGNS-----

--NUMBER-- -----DESCRIPTION----- --NUMBER-- -----DESCRIPTION-----

NO OUTSTANDING CAMPAIGNS

NO CONTRACTS EXIST

ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU =>

called Romeo - re: price; no call from
regional specialist 3/31/09 4:40 pm