

CL-10385061-7386 NVS-200

FEB 15 2011

EXECUTIVE SECRETARIAT

2011 FEB 16 P 1:59

RECEIVED - NHTSA

Paso Robles CA [REDACTED]

RE: 2002 Nissan Altima VIN# 1N4AL11D12C [REDACTED]

To: Coast Nissan

12150 Los Osos Valley Rd

San Luis Obispo, CA 93401

National consumer Affairs Office, Nissan North America

P.O. Box 191 Gardena

CA 90248-0191

Administrator, NHTSA

400 Seventh St SW

Washington D.C. 20590

Dear Sirs,

I took my car to Morin Brothers Automotive to have the 'Check Engine Light' looked at. They found a stored code P0420, Catalyst System efficiency below threshold. They erased the code to see if it returned. It returned shortly thereafter. Diagnosis revealed a failed Pre-Catalytic converter. Upon removal the cat was found to be physically damaged as a result of overheating. The front Oxygen Sensor was also damaged. Both were replaced. Subsequently I discovered that Nissan of North America has an active campaign or Recall covering

MC
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replacement of the Catalytic converter.(Recall #'s R3007,R3014,R3015,R3016,R3017) I contacted the Service Department at Coast Nissan in person and was told that since I had already had the Converter replaced, there was nothing further they could do for me. I contacted Nissan Corporate offices and was told that there were no open recall campaigns on my car.

This is what I want Nissan to do for me:

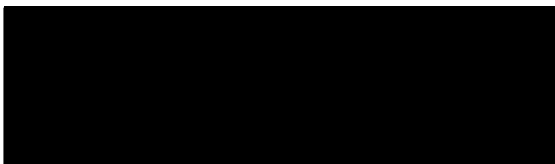
Reimburse me for the expense of replacing my catalytic converter and oxygen sensor

Verify that the current programming in the electronic control module will prevent this from happening again.

Verify that the programming in the control module has also been updated to address stalling issues (Recall R0712)

Assure me in writing that should my engine begin using oil as a result of the failure of the converter, Nissan will repair it free of charge.

Thank You



Attached: Invoices from Morin Brothers Automotive

Owners letter and NHTSA Campaign re: Exhaust hanger, Catalytic converter, Oxygen sensor, Engine Damage

Owners Letter RE: Engine stalling- computer updates

Morin Brothers Automotive
4090 Broad Street
San Luis Obispo, CA 93401
805-541-2407
www.morinbros.com
BAR# AH174228
EPA# CAL000215056



Repair Order #1069461

Original Est #

Date : 12/16/10

Page : Page 1 of 1

Center : 1

Customer : [REDACTED]
Address : [REDACTED]
City : PASO ROBLES, CA [REDACTED]
Home : [REDACTED]
Mobile : [REDACTED]

Vehicle : 2002 NI ALTIMA 2.5 (BASE)

License : [REDACTED]

Prod :

VIN : 1N4AL11D12 [REDACTED]

Engine :

Trans :

Mileage : 116129

Trim :

Op	Tech Quan	Description Part Number	Part Description	Labor	Parts Price	Subtotal
S1 020	023	CHECK ENGINE LIGHT ON - INSTALL SCAN TOOL, PULL CODES AND REPORT.*****FOUND AND CLEARED CODE P0420 CAT. CONVERTER CODE. RECOMEMND THAT CUSTOMER BRING VEHICLE BACK FOR FURTHER DIAGNOSES IF LIGHT COMES BACK ON		0.00		
OK Rcnd		Recommendation	OK Rcnd	Recommendation	OK Rcnd	Recommendation

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 vehicle 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 vehicle to secure the amount of repairs thereto. I understand that Morin Bros. is not an insurer of said vehicle and will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. a storage fee of \$10.00 per day will be added to repair bill if vehicle is not picked up within three (3) working days of completion of work.

WARRANTY: All Parts and Labor warranted for 12 months or 12,000 miles unless specifically noted otherwise at the time of purchase. This warranty supercedes provisions of the warranty stated on reverse. Out of area repairs require prior authorization.

AUTHORIZED By X _____

I acknowledge notice and oral approval of an increase in the original estimated price. _____

(signature or initials)

Labor : \$0.00
Parts : \$0.00
Sublet : \$0.00
Other Fees : \$0.00
Subtotal : \$0.00
Sales Tax : \$0.00

Paid By :
Total : \$0.00
Pay Ref : Paid : \$0.00
Due : \$0.00

Morin Brothers Automotive
4090 Broad Street
San Luis Obispo, CA 93401
805-541-2407
www.morinbros.com
BAR# AH174228
EPA# CAL000215056



Repair Order #1070072

Original Est #

Date : 2/7/11

Page : Page 1 of 1

Center : 1

Customer : [REDACTED]
Address : [REDACTED]
City : PASO ROBLES, CA [REDACTED]
Home : [REDACTED]
Mobile : [REDACTED]

Vehicle : 2002 NI ALTIMA 2.5 (BASE)

License : [REDACTED]

Prod :

VIN : 1N4AL11D12C [REDACTED]

Engine :

Trans :

Mileage : 120951

Trim :

Op	Tech Quan	Description Part Number	Part Description	Labor	Parts Price	Subtotal
O1 020	35	5W30, OIL CHANGE, INCLUDES: UP TO 5 QUARTS OF MOTOR OIL & OIL FILTER, LUBE WHERE APPLICABLE.		17.00	28.88	45.88
	5.00	5W30 CA2	CASTROL 5W30 GTX		17.75	
	5.00		HAZARDOUS WASTE		1.75	
	1.00	OIL FILTER	FILTER* OIL		7.95	
	1.00		HAZARDOUS WASTE		0.50	
	1.00	DPW	DRAIN PLUG WASHER		0.93	
S1 020	35	CHECK ENGINE LIGHT ON - INSTALL SCAN TOOL, PULL CODES AND REPORT*****LAST TIME HAD CODE P0420 CAT. CONVERTER CODE AND WE CLEARED LIGHT*****STILL HAS CODE P0420 CAT. CONVERTER CODE. TESTED CAT. CONVERTER- FAILING. CHECKED FOR EXHAUST LEAKS- FOUND NONE, TESTED O2 SENSORS- GOOD. RECOMMEND REPLACING CAT. CONVERTER.		48.50		48.50
EX 050	35	REPLACE CATALYTIC CONVERTER		145.50	714.64	860.14
	1.00	14002-8J008	CAT. CONVERTER		519.97	
	1.00	14036-6N200	GASKET		11.39	
	1.00	20695-8J010	GASKET		11.68	
	1.00	250-24452	OXYGEN SENSOR		171.60	

OK Rcmd

Recommendation

OK Rcmd

Recommendation

OK Rcmd

Recommendation

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 vehicle 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 vehicle to secure the amount of repairs thereto. I understand that Morin Bros. is not an insurer of said vehicle and will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. a storage fee of \$10.00 per day will be added to repair bill if vehicle is not picked up within three (3) working days of completion of work.

WARRANTY: All Parts and Labor warranted for 12 months or 12,000 miles unless specifically noted otherwise at the time of purchase. This warranty supercedes provisions of the warranty stated on reverse. Out of area repairs require prior authorization.

AUTHORIZED By X _____

I acknowledge notice and oral approval of an increase in the original estimated price. _____

(signature or initials)

Labor : \$211.00
Parts : \$741.27
Sublet : \$0.00
Other Fees : \$2.25
 \$0.00
Subtotal : \$954.52
Sales Tax : \$64.86

Paid By :

Credit Card Total : \$1,019.38

Pay Ref : Paid : \$1,019.38

Due : \$0.00

OFFICE OF DEFECTS INVESTIGATION (ODI)**Defect Investigation PE02078 has 1 Related Recall(s)****NHTSA Campaign ID number: 03V084000****Vehicle Make / Model:**

NISSAN / ALTIMA

NISSAN / SENTRA

Model Year(s):

2002-2003

2002

Manufacturer:

NISSAN NORTH AMERICA, INC.

Mfr's Report Date:

MAR 07, 2003

Component:ENGINE AND ENGINE COOLING:EXHAUST
SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL
PIPE**Potential Number of Units Affected:**

338,000

Summary:

ON CERTAIN VEHICLES EQUIPPED WITH THE 2.5 LITER ENGINE, THE EXHAUST PIPE HANGER PIN MAY CATCH DEBRIS FROM THE ROAD THAT COULD BE IGNITED BY CONTACT WITH THE MAIN CATALYST. ALSO ON 2002 ALTIMA AND SENTRA VEHICLES, CERTAIN ENGINE OPERATING CONDITIONS MAY CAUSE THE PRE-CATALYST TO OVERHEAT AND DAMAGE THE CATALYST SUBSTRATE.

Consequence:

EITHER OF THESE TWO CONDITIONS COULD RESULT IN A FIRE.

Remedy:

DEALERS WILL REMOVE THE PROTRUDING PORTION OF THE EXHAUST PIPE HANGER PIN. IN ADDITION TO THE CORRECTIVE ACTION, IN ORDER TO REDUCE THE RISK OF FIRE IN THE EVENT OF POOR OR IMPROPER MAINTENANCE THAT COULD RESULT IN OIL SPILLAGE, HEAT SHIELD(S) WILL BE INSTALLED ON THE PRE-CATALYST AND EXHAUST TUBE. OWNER NOTIFICATION BEGAN ON JULY 28, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT NISSAN AT 1-800-647-7261. NISSAN RECALL NOS. R3007, R3014, R3015, R3016, R3017. ALSO ON 2002 ALTIMA AND SENTRA VEHICLES, CERTAIN ENGINE OPERATING CONDITIONS MAY CAUSE THE PRE-CATALYST TO OVERHEAT AND DAMAGE THE CATALYST SUBSTRATE. IF SUBSTRATE PARTICLES ENTER THE COMBUSTION CHAMBER, THEY COULD SCORE THE CYLINDER WALLS, RESULTING 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. 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.

Notes:

CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

[Document Search](#)[Close Window](#)

OWNER'S LETTER (vehicles with 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 vehicles equipped with the 2.5 liter engine.

Reason for Recall

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, 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 these incidents from occurring, your Nissan dealer will shorten the exhaust pipe hanger pin. The dealer will also 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 Nissan 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.

OWNER'S LETTER

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 2002 and 2005-2006 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 2002 and 2005-2006 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 the program in the Electronic Control Module (engine computer). 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.

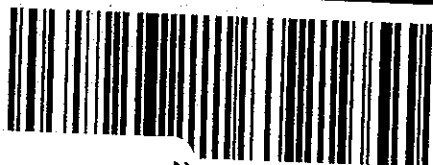
What You Should Do

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. 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, 1200 New Jersey Avenue, SE., 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>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

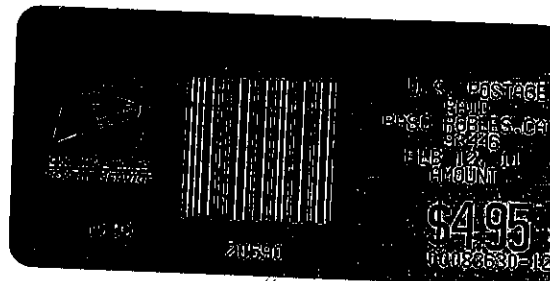
Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

CERTIFIED MAIL™

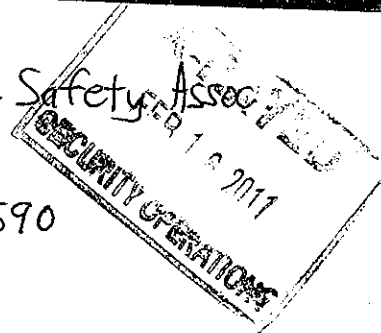


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Administrator
National Highway & Traffic Safety Assoc
400 Seventh St.
Washington D.C. 20590



Paso Robles CA

DOT Mailroom

TO: W40- 304

Building: DOT

Mailstop: 4 West

Route Sym: NOA-010

external carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1

