

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received: **OCT 17 2013**
Repository:

18-SEP-2013
Reference No. 10544187

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	BRADENTON	State	FL	Zip Code	[REDACTED]
Evening Telephone Number	[REDACTED]				

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3N1CB51D93L [REDACTED]	Make NISSAN	Model SENTRA	Model Year 2003
Date Purchased October 2002	Dealer's Name and Telephone Number PINNACLE NISSAN (480)998-9800		Engine: QG18DE No: Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City Scottsdale	State AZ	Zip Code 85260
Transmission Type Manual	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 08 AUG 2007 01 JAN 2007 ~ Present

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)	Failure Mileage 45000 60,000	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2003 NISSAN SENTRA. THE CONTACT STATED THAT HE WOULD HAVE TO MAKE SEVERAL ATTEMPTS TO START THE VEHICLE. IN ADDITION, THE VEHICLE COULD NOT BE POWERED OFF NORMALLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO DIAGNOSED THAT SOME OF THE SPARK PLUGS WERE NOT FIRING. THE TECHNICIAN CLEANED THE FUEL SYSTEM HOWEVER, THE FAILURE RECURRED AND THE ENGINE WARNING LAMP ILLUMINATED. THE VEHICLE WAS TAKEN TO BACK TO THE DEALER, WHERE IT WAS DIAGNOSED THAT THE FUEL LEVEL SENSOR CIRCUIT AND ECU WERE REPROGRAM AND RESET TO SPECIFICATIONS. THE REMEDY FAILED AND THE FAILURE RECURRED SEVERAL TIMES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 03V455000 (ENGINE AND ENGINE COOLING). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 45,000 AND THE CURRENT MILEAGE WAS 136,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incidents and Failures

In early 2007 I began experiencing issues starting my vehicle – it would take several attempts (3 – 5 and sometimes more) to start the engine. Finally in August of that year I took my vehicle to a local mechanic to have it looked at. The mechanic said that his computer scan indicated that some spark plugs were not firing so he replaced those spark plugs, tuned-up the engine, and flushed/cleaned the fuel intake systems. Shortly thereafter I continued experiencing the same issues with starting my vehicle.

Then in November of 2007 the “Check Engine” light came on and this time I took my vehicle in to a Nissan dealership. They said that it just required reprogramming the computer, and so that is what they did. That didn’t solve my starting issues and my vehicle continued having those issues.

In February of 2011 one day my vehicle just would not start at all. It wouldn’t even crank when I turned the key, but the dashboard lights came on so I knew the battery wasn’t dead. Finally, after 10 to 20 attempts, amazingly the engine started. The engine idled extremely low and the engine power was extremely reduced. I could drive the vehicle no faster than 25 – 30 mph, but managed to drive it (with my hazard-blinkers on) to the Nissan dealership that was less than a mile from where I lived. The “Check Engine” light came on as I drove. At the Nissan dealership they said it’s possibly due to a near dead battery or something to do with the throttle body. After resetting the computer they said there was no issue and the vehicle ran fine. Shortly thereafter I continued having the same issues with starting the vehicle.

Then in August of 2011 one day in the parking lot of a grocery store I had the same problems again that I experienced in February. This time I was too far from a Nissan dealership, but I was able to drive my vehicle (with extremely reduced engine power, etc.) to the closest mechanic which happened to be a Goodyear (McGee) auto service place. They said that their computer scan indicated that the crankshaft sensor was failing, and so they replaced the crankshaft sensor. Shortly thereafter I continued having the same issues with starting my vehicle, which I still have to this day.

My VIN is included in a document (*Remedy Instructions and TSB*, 24th page) for a recall (NHTSA Campaign Number: 03V455000), however, according to Nissan, although my VIN is included my vehicle was not found eligible to be part of the recall according to the “Service Communication” for this recall. Unfortunately this “Service Communication” is not available among the associated documents of this recall – so I have no way of understanding what that means. Was the information in the “Service Communication” correct, and was Nissan justified in not including my vehicle in the recall based upon it?

Gettel AUTOMOTIVE Family Of Dealerships



Gettel Acura
3480 Bee Ridge Rd.
Sarasota, Florida 34239
Gettel Hyundai
3500 Bee Ridge Rd.
Sarasota, Florida 34239
Gettel Nissan
3530 Bee Ridge Rd.
Sarasota, Florida 34239

(941) 921-2655
(941) 923-1411
Fax (941) 925-5945

www.gettel.com
email: service@gettelsupercenter.com
State of Florida Registration:
Nissan - MV # 31534
Acura / Hyundai - MV # 05326

CUSTOMER NO. 135488	ADVISOR JOHN WISMER	6101	TAG NO. 1539	INVOICE DATE 11/16/07	INVOICE NO. NICS402309
[REDACTED] SARASOTA, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 73,394	COLOR SANESTONE/	STOCK NO.
	YEAR / MAKE / MODEL 03/NISSAN/SENTRA/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 N I C B 5 1 D 9 3 L [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.D. DATE 11/16/07
COMMENTS					MO: 73395

LABOR & PARTS			
J# 1 10NIZ06	CHECK ENGINE LIGHT CUSTOMER STATES CHECK ENGINE LIGHT ON P0642 FUELLEVEL/SENSOR/CIRCUIT REPROGRAM ECU CONTROL AND RESET AND TO SPEC'S	TECH(S):114110	172.00
		JOB # 1 TOTAL LABOR & PARTS	172.00
J# 2 55NIZINS	MULTI-POINT INSPEC NISSAN MULTI-POINT INSPECTION COMPLETED - COPY ATTACHED	TECH(S):114110	0.00
		JOB # 2 TOTAL LABOR & PARTS	0.00
ESTIMATE			
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$189.00 (+TAX)			
TOTALS			
* [] CASH [] CHECK CK NO. []	* [] VISA [] MASTERCARD [] DISCOVER	* [] AMER XPRESS [] OTHER [] CHARGE	
TOTAL LABOR....		172.00	
TOTAL PARTS....		0.00	
TOTAL SUBLET....		0.00	
TOTAL G.O.G....		0.00	
TOTAL MISC CHG.		0.00	
TOTAL MISC DISC		0.00	
TOTAL TAX.....		12.04	
TOTAL INVOICE \$		184.04	

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Service Hours:
Mon.-Fri.
7:30 am - 8:00 pm
Sat. **8:00 am - 4:00 pm**
Body Shop -
941-756-5511 ext. 4325

We Accept:



Our #1 Commitment:
Customer Satisfaction!

*Thank You for
Allowing Us
to Serve You!*

**ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED**

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and service are guaranteed for 12 months or 12,000 miles whichever comes first. Seller does not guarantee that the work performed in accordance with the estimate will correct any problem specified on the description of the complaint.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE COPY HEREOF.
CUSTOMER SIGNATURE

VISA

FIRKINS



1611 Cortez Rd. West
 Bradenton, Florida 34207
 Telephone (941) 755-1571

State of Florida Registration: MV-35610

CUSTOMER NO. 36809	ADVISOR TERRY	TAG NO. 24163 813	INVOICE DATE 02/21/11	INVOICE NO. NICS102381
LABOR RATE	LICENSE NO.	MILEAGE 109,513	COLOR	STOCK NO.
YEAR / MAKE / MODEL 03/NISSAN/SENTRA/	VEHICLE I.D. NO. 3 N 1 C B 5 1 D 9 3 L		DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 02/21/11	REPRINT# 1
				MILEAGE MO: 109517

JOB# 1 CHARGES

LABOR			
J# 1 08NIZ	CHECK ENGINE LIGHT	TECH(S):71	99.95
	CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON CHECK AND ADVISE DUPLICATED CODE FOR ETC FUNCTION CIRC DUE TO POSSIBLE DEAD BATTERY OR TRYING TO START SWTTING THE THROTTLE ERASED CODE RESET IAVL AND TEST DROVE NOT DTC AT THIS TIME IF GOES BACK INTO FAILSAFE WILL NEED A THROTTLE BODY		
JOB# 1 TOTALS		LABOR	99.95
		JOB# 1 JOURNAL PREFIX NICS	JOB# 1 TOTAL 99.95
JOB# 2 CHARGES			
LABOR			
J# 2 55NIZINSP	27 POINT INSP	TECH(S):71	0.00
	COURTESY MULTI POINT INSPECTION 27 POINT INSPECTION COMPLETED MULTI POINT INSPECTION		
JOB# 2 TOTALS			
		JOB# 2 JOURNAL PREFIX NICS	JOB# 2 TOTAL 0.00
TOTALS			
*****		TOTAL LABOR....	99.95
* [] CASH [] CHECK CK NO. []		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	99.95

DISCLAIMER OF WARRANTY
 The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.
 We guarantee our service work for 12 months or 12,000 miles, whichever comes first, if our repair or replacement part fails in normal service within that period, we'll fix it free of charge, Parts and Labor.
 STORAGE CHARGES OF \$30.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.
 HAZARDOUS WASTE COMPLIANCE CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF HAZARDOUS WASTE (USED OILS, NEW OILS, ANTIFREEZE, CAUSTICS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.
 * SHOP SUPPLIES: a small charge is included for supplies used on your Vehicle. These items are nuts, bolts, screws, washers, aero sprays, solvents, cleaning cloths, sealers, silicone treatment, etc. A complete list from Cashier is available.
 This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 CUSTOMER SIGNATURE

THANK YOU FOR CHOOSING FIRKINS NISSAN

CUSTOMER SIGNATURE

PAID
 FEB 21 2011
 BY

The Reynolds and Reynolds Company FRAINTIME CC609873 0 (12/09)

MCGEE AUTO SERVICE & TIRES

OWNED & OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
 5202 E STATE RD 64
 BRADENTON, FL 34208
 (941)749-6100, FL REG# PENDING
 FEDERAL TAX ID# 591052787



**INVOICE
002028**

08/10/11 08/10/11
 03:47 PM 05:53 PM
 TERR: 1567
 NONSIG: 150044

PAGE: 01

BILL TO: [REDACTED]
 BRADENTON, FL [REDACTED]

PHONE 1.....	[REDACTED]	EXT.	VEH YEAR/MAKE.	03 NISSAN-DATSUN
PHONE 2.....	[REDACTED]		VEHICLE MODEL.	SENTRA GXE
DATE PROMISED	08/10/11		VEHICLE COLOR.	[REDACTED]
TIME PROMISED			LICENSE/STATE.	[REDACTED]
RETURN PARTS..	YES		ODOMETR IN/OUT	114693 / 114693
SALESMAN.....	001 / 001		VEHICLE INFO..	1.8
VEHICLE ID #..	3N1CB51D93L	[REDACTED]	PRIOR INVOICE.	031633
OTHER INFO....	DIAG FOUND CRANKSHAFT SENSOR WITH INTERMITTENT FAILURE. FLOW CHART TEST FOUND NO CONCERN AT PRESENT TIME. (COMPUTER, WIRING, FUSES) RECHECK COMPUTER CODES & ALL CLEARED AT THIS TIME. CUSTOMER IS AWARE VEHICLE HAS AGE & MILEAGE.			

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
 156700051 V 01 54493 0 FL 09128A HDC 7566

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
001	001	048-170	R	1	ESTIMATE/WORK ORDER PREPARATION	.00	.00	.00
001	031 LABOR	047-100	R	1	DIAG CHECK ENGINE LIGHT & CHARGING SYSTEM	.00	105.00	105.00
001	031	047-200 CSS1096	R	1 1.00	CRANKSHAFT SENSOR CRANKSHAFT SENSOR	69.78	.00	69.78
001	031 LABOR	047-100	R	1	INSTALL CRANKSHAFT SENSOR	.00	56.40	56.40

FROM ALL OF US AT MCGEE AUTO SERVICE & TIRE, WE APPRECIATE YOUR BUSINESS

I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

(signature)

CUSTOMER AUTHORIZATION FOR TOTAL

CHARGED AMOUNT	265.90	INVOICE TOTAL	PARTS TOTAL.....	69.78
TAXABLE AMOUNT	249.67		LABOR TOTAL.....	161.40
			MISC SHOP SUPPLIES.	18.49
			SUB TOTAL.....	249.67
			SALES TAX.....	16.23
				\$265.90

AUTHORIZED BY: MARION
 AUTH PHONE.....
 REVISED TOTAL. 249.67

AUTH REC'D BY: HOUSE
 AUTH DATE.....
 ADD'L AMOUNT.. 222.72

MANNER REC'D.. IN PERSON
 AUTH TIME.....
 REPAIRS DESC..

TREAD L/F..... 7/32

TREAD R/F..... 7/32

TREAD R/R..... 7/32

TREAD L/R..... 7/32





ALL PARTS LISTED ARE NEW, UNLESS OTHERWISE STATED

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
 Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
 CUSTOMER ASSISTANCE LINE 1-800-321-2136



2003 NISSAN SENTRA

Recalls  7	Investigations  0	Complaints  13	Service Bulletins  38
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RECALLS: Displaying 6 - 7 out of 7

— RECALL Subject : NISSAN/CRANK/CAM POSITION SENSOR WELD

Report Receipt Date: NOV 17, 2003
 NHTSA Campaign Number: 03V455000
 Component(s): ENGINE AND ENGINE COOLING

All Products Associated with this Recall ▼

Details ▲

14 Associated Documents 

Manufacturer: NISSAN NORTH AMERICA, INC.

SUMMARY:

ON CERTAIN PASSENGER VEHICLES, THE CIRCUIT BOARD FOR THE CRANK POSITION SENSOR OR CAM POSITION SENSOR MAY HAVE AN IMPROPER SOLDER JOINT DUE TO SOLDER DEFORMATION CAUSED BY HEAT STRESS ACCELERATED BY THE EXISTENCE OF FLUX RESIDUE DURING THE SOLDERING PROCESS.

CONSEQUENCE:

THIS COULD CAUSE THE "SERVICE ENGINE SOON" WARNING LIGHT TO COME ON, CREATE A NO START CONDITION, CAUSE REDUCED ENGINE POWER, OR CAUSE THE ENGINE TO STOP RUNNING WITHOUT WARNING DURING VEHICLE OPERATION, WHICH COULD RESULT IN A CRASH.

REMEDY:

DEALERS WILL REPLACE THE CRANK POSITION SENSORS, CAMSHAFT POSITION SENSOR(S), AND IN SOME CASES, THE VARIABLE TIMING CONTROL SENSOR(S). VEHICLES INVOLVED IN A PREVIOUS RECALL CAMPAIGN, 01V357, ARE ALSO INCLUDED IN THIS NEW CAMPAIGN. THE REPLACEMENT SENSORS USED IN THAT CAMPAIGN ARE ALSO AFFECTED. OWNER NOTIFICATION BEGAN ON DECEMBER 22, 2003. OWNERS SHOULD CONTACT NISSAN AT 1-800-647-7261 OR INFINITI AT 1-800-662-6200.

NOTES:

NISSAN RECALL NO. R3022/INFINITI RECALL NO. R3021. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Name	Description	Size(KB)
RCDNN-03V455-8235.pdf	Defect and Noncompliance Notice(Part 573)	32
RCFK-03V455-1945.pdf	Fax Acknowledgement	16
RCMN-03V455-2377.pdf	Manufacturer Notices(to Dealers,etc)	52
RCMN-03V455-2798.pdf	Manufacturer Notices(to Dealers,etc)	31
RCMN-03V455-6593.PDF	Manufacturer Notices(to Dealers,etc)	33
RCMN-03V455-8379.pdf	Manufacturer Notices(to Dealers,etc)	15
RCMN-03V455-8826.pdf	Manufacturer Notices(to Dealers,etc)	49
RCQNL-03V455-7023.pdf	Owner Notification Letter(Part 577)	39
RCQPR-03V455-2506.PDF	Quarterly Performance Report	55
RCQPR-03V455-5305.pdf	Quarterly Performance Report	13
RCQPR-03V455-5558.pdf	Quarterly Performance Report	13
RCQPR-03V455-8131.PDF	Quarterly Performance Report	41
RCQPR-03V455-8641.pdf	Quarterly Performance Report	12
RCRIT-03V455-9406.pdf	Remedy Instructions and TSB	738

— RECALL Subject : NISSAN/ECM MATERIAL



RECALL CAMPAIGN BULLETIN

Reference:

NTB03-124

Date:

December 19, 2003

VOLUNTARY RECALL CAMPAIGN ENGINE SENSORS

CAMPAIGN I.D.# / NHTSA #: R3022 / 03V-455

APPLIED VEHICLES: 2000-03 Sentra (B15)
2002 Altima (L31)
2002-03 Maxima (A33)
2003 Murano (Z50)
2003 350Z (Z33)

APPLIED VINS: **Sentra**
3N1*B*1**YL 000201 - 385976
3N1*B*1**1L 004135 - 525647
3N1*B*1**2L 550003 - 730181
3N1*B*1**3L 556548 - 730379

Altima
1N4AL11**2C100030 - 718759
1N4BL11**2C100029 - 718752

Maxima
JN1DA*1**2T 000002 - 454881
JN1DA*1**3T 400002 - 515067

Murano
JN8AZ08T*3W 100007 - 100032
JN8AZ08W*3W 200005 - 200071

350Z
JN1AZ*4**3T 000001 - 100167

APPLIED ENGINES: QG18DE, QR25DE, VQ35DE

NOTE: Use Service Comm. to confirm campaign eligibility.

INTRODUCTION

Nissan has determined that some 2000-2003 model year Nissan vehicles may have a defect which relates to motor vehicle safety. The engine might stop running while being driven if the crank position sensor or cam position sensor fails. This may also result in the "Service Engine Soon" light coming on or reduced engine power. If the engine stops running while driving, this could result in a crash without warning.

From: [REDACTED]

To: nnaconsumeraffairs <nnaconsumeraffairs@nissan-usa.com>

Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._500F0Gs2Lv:ref]

Date: Wed, Sep 11, 2013 12:31 pm

Attachments: Page_24_Remedies_Instructions_and_TSB.pdf (474K), Remedies_Instructions_and_TSB_RCRIT-03V455-9406.pdf (1010K)

Dear Charles Smith Factor,

I have attached the specific page (p. 24) showing the VIN of my vehicle as well as the document itself (Remedy Instruction and TSB). Thank you for looking further into this and I will wait to hear back from you.

I have a question about taking my vehicle to a Nissan dealer for a diagnosis. Will Nissan instruct the dealership (Gettel Nissan) to perform a diagnostic on my vehicle free of charge?

Sincerely,

-----Original Message-----

From: nnaconsumeraffairs <nnaconsumeraffairs@nissan-usa.com>

To: [REDACTED]

Sent: Tue, Sep 10, 2013 6:05 pm

Subject: Your inquiry to Nissan [ref:_00DA09j8L._500F0Gs2Lv:ref]



9/10/2013

Case # 12050547

Dear [REDACTED]

Thank you for taking the time to contact Nissan North America, Inc.

Regarding the information from the NHTSA, we request you to send us a document or screenshot showing that the Vehicle Identification Number (VIN) of your 2003 Sentra is involved in the recall. Once we have received it, we will make further research in our resources and consult with the appropriate

experts at Nissan. We will get back to you within two to four business days thenceforth with a detailed answer.

For the meantime, we do advise you to bring your vehicle your local Nissan dealer for a diagnosis. Once the vehicle has been diagnosed, we will escalate your request to a higher department for individual handling.

Case # 12050547 has been created to document your comments. If you have any additional concerns or comments, please feel free to send us another e-mail or contact Nissan Consumer Affairs at 1-800-647-7261.

Thank you again for e-mailing us and we look forward to hearing from you soon.

Sincerely,

Nissan North America, Inc.

Charles Smith Factor
Consumer Affairs Representative
Nissan Consumer Affairs

From: nnaconsumeraffairs <nnaconsumeraffairs@nissan-usa.com>

To: [REDACTED]

Subject: Your inquiry to Nissan [ref:_00DA09j8L_500F0Gs2Lv:ref]

Date: Thu, Sep 12, 2013 6:06 pm



9/12/2013

Case # 12050547

Dear [REDACTED]

Thank you for taking the time to contact Nissan North America, Inc.

Please be informed that not all VINs within the brackets indicated in the bulletin are involved in the said recall. There is an instruction at the bottom part of the bulletin to use Service Comm to confirm a specific vehicle's eligibility with its VIN.

Our Service Comm shows that your vehicle is not involved in this recall.

Before we could look into your request for assistance, you need to have the vehicle diagnosed at a Nissan dealer. Once you have let us know of the vehicle's diagnosis, we will escalate your case to a higher department for individual handling.

Case # 12050547 has been created to document your comments. If you have any additional concerns or comments, please feel free to send us another e-mail or contact Nissan Consumer Affairs at 1-800-647-7261.

Thank you again for e-mailing us and for allowing us to assist you.

Sincerely,

Nissan North America, Inc.

Charles Smith Factor
Consumer Affairs Representative
Nissan Consumer Affairs