

[REDACTED]
Buffalo Grove, IL [REDACTED]

January 14, 2014

NHTSA Headquarters/Consumer Protection & Complaints
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

FEB 26 2014

Re: Faulty design/installation of Engine Control Module (ECM) for 2004 Nissan Quest

Dear Sir/Madam:

I would like to bring your attention and possible investigation of faulty design/installation of of Engine Control Module (ECM) for 2004 Nissan Quest. My 2004 Nissan Quest minivan (VIN: 5N1BV28U44N [REDACTED]) only has about 90K miles and experienced ECM failure. While my car is beyond regular warranty coverage, I am convinced that the ECM failure was completely caused by Nissan's faulty design/installation.

1. There is a significant flaw in ECM location design: ECM is installed directly under the windshield plastic cowl. The open mesh on the cowl will drain all the water DIRECTLY onto the ECM. It is how water drips on ECM's enclosure, thus caused corrosion prematurely.
 - My van is well kept in the garage, only subjected to the normal mid-west weather, and has never submerged under water. It is Nissan's poor design of putting the ECM in the engine bay where it subjects to rain and snow that caused prematurely ECM corrosion and malfunction. (Figure 1 : The severely corroded ECM with damage in the middle due to water dripping)
 - The repairing ASE certified mechanic even decided not to install the replacement ECM in its original mounting bracket to avoid accumulating moisture (Figure 2: Description of service)
2. The pre-mature ECM corrosion of 2004 Nissan Quest is a common problem for the owners and widely reported in many consumer online sites.
 - At the www.QuestDriver.com, there are 79 posts (49 voices) in the topic "ECM malfunction due to pre-mature corrosion" (Exhibit 1)
 - At the www.afrc.org webpage, a quick research on ECM (ECU) turns up 6 registered complains with NHTSA (Exhibit 2)
 - At the www.nissanhelp.com, multiple owner started to reported issue of the malfunction EMC in 2008 (Exhibit 3)

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- The issue is so well-known that someone actually developed a forum to demonstrate the preventions with video on youtube.com. There are already 24,000 viewers of this topic as 1/20/2014 for the video (Exhibit 4)
 - Multiple Nissan dealers acknowledged the replacement of ECM is common for 2004 Quest. Sometimes the replacement ECM part experienced significant back orders!
3. The faulty design is causing significant safety risk for the drivers. When ECM out of function, this could cause engine stalling and increase the risk of a crash. It put me in a very dangerous situation and almost in a horrible accident as it stopped in the intersection of two major roads on 1/8/2014. Other owners started to report the EMC premature corrosion and caused accident in 2008!
 4. Nissan had recalled ECM on many other 2004 and 2005 models (2004 year AMADA, TITAN, INFINITI QX56 AND MODEL YEAR 2005-2006 FRONTIER, PATHFINDER AND XTERRA). Although that recall may not necessary be the same issue for the 2004 Nissan Quest, it reflects the poor quality control for ECM overall in Nissan North America nevertheless. http://www-odi.nhtsa.dot.gov/owners/SearchResults?searchType=ID&targetCategory=R&searchCriteria.nhtsa_ids=10V517000

In summary, the malfunction of ECM is caused by the pre-mature corrosion, which is the direct result from the faulty design by Nissan to put ECM under the windshield plastic cowl. As an owner of two Nissan cars (2004 Quest and 2011 Murano), I am now very concerned of Nissan's quality control and would appreciate your help in protecting consumers like me.

Sincerely,

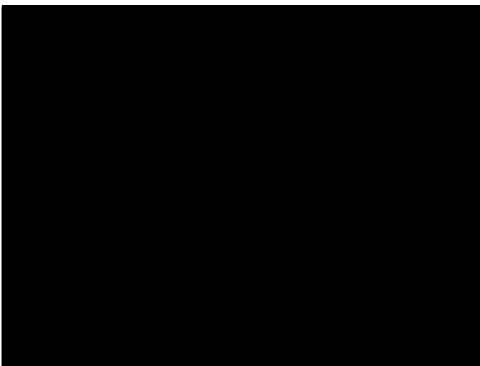


Figure 1: Corroded ECM from my 2004 Nissan Quest due to the faulty design



Corrosion due to water
from windshield

Figure 2

Km: 145538

Buffalo Grove IL
PO#Lamb's Automotive Inc.
16051 Deerfield Pkwy, Deerfield IL
(847) 821-2100 www.lambsauto.com

QTY	PART NUMBER	DESCRIPTION	PRICE	YEAR / MAKE / MODEL	I.D. NUMBER	INVOICE NO.
1.0	23710-CK001	Engine Control Modul	878.26	2004 NISSAN/D Quest	5N1BV2BU44N	56932
4.55	W30	Oil Qt	14.95			
1.0	61365	Oil Filter Partsmaast	5.78			
				MILEAGE	LICENSE NUMBER	HOME PHONE
				145531		
				WORK PHONE	DATE	
					1-15-201	
TECHNICIAN		DESCRIPTION OF SERVICE		PRICE		
1		Special Thank You Gift For A Valued customer. We gifted you a free roadside assistance program for this vehicle. Services include *Fuel, oil & water service * Lockout assistance * Flat tire assistance * Battery jump start * and Towing. Please call 855-246-6001 for these services and you can be reimbursed up to \$75.00 Thank you for you continued patronage.		0.00		
1		Diagnose No Start Condition		156.75		
112		ECM Replace Removed and replaced corroded ECM from vehicle cleaned mounting brackets and shimmed ECM up slightly to avoid unit sitting on mounting plate and accumulating moisture which corroded unit in the first place		104.50		
1		Reprogram Keys And Tested All Modules		104.50		
112		Lube, Oil, And Filter Change includes 25 point inspection. Coolant good to -34 7.0 ph , add washer solvent a		10.00		
COMMENTS: needs tire and wiper blades New ECM is gauranteed 12mo 12,000 miles by dealer only				I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL AND FOR ANY DELAYS CAUSED BY THE SUPPLIER OR UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I 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 AND DELIVERY. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I FURTHER UNDERSTAND AND AGREE THAT I WILL PAY ALL COLLECTION, COURT AND REASONABLE ATTORNEY FEES. IN THE EVENT THAT THERE IS WARRANTY WORK TO BE DONE ON YOUR VEHICLE, IT MUST BE DONE AT THIS FACILITY, AND ITS UP TO THE OWNER OF SAID VEHICLE TO DELIVER VEHICLE TO THIS FACILITY.		
Authorized by _____				LABOR		396.65
				PARTS		898.99
				SUBLET		0.00
				TOWING		0.00
				MISC/EPA		25.00
				S/TX REC		62.93
				TOTAL		1383.57

Exhibit 1: 79 posts (49 voices) in the topic "ECM malfunction due to pre-mature corrosion"

<http://questdriver.com/forums/topic/alert-ecm-malfunction-due-to-premature-corrosion/>

The screenshot shows a web browser window displaying the QuestDriver forum. The browser's address bar shows the URL: questdriver.com/forums/topic/alert-ecm-malfunction-due-to-premature-corrosion/page/2/. The forum header includes the QuestDriver logo and navigation links. The main content area displays a thread titled "ALERT - ECM Malfunction due to Premature Corrosion". A sidebar on the left contains links to various forum sections. A login box is visible on the right. The thread content shows a post from a user named "Member" dated September 16, 2009, with the text: "I'm also in Canada and just bought a 2004 SE". A search bar and a list of bookmarks are also visible at the top of the browser window.

QuestDriver
NISSAN QUEST COMMUNITY: ON A QUEST FOR THE DAILY DRIVE

Engine Modules ECU ECM
www.questdriver.com
Warranty Tech support Ship same day New and older models. Reason: USA.

ALERT - ECM Malfunction due to Premature Corrosion
New Topics • Forums • General Discussion • 2004 - 2009 Nissan Quest • ALERT - ECM Malfunction due to Premature Corrosion

Tagged: corroded, ECM, Quest, water, won't start

This topic contains 79 replies, has 49 voices, and was last updated by F 5 months, 1 week ago.

Viewing 13 posts - 16 through 30 (of 60 total)

Author Posts

March 23, 2009 at 7:34 pm #3113

Have you and your attorney started? Please let me know. Thanks,

Member

September 16, 2009 at 5:07 pm #3153

I'm also in Canada and just bought a 2004 SE

0% APR FOR QUALIFIED BUYERS

SHOP NOW

Exhibit 2: Query search on ECM (ECU) turns up 6 registered complains with NHTSA for 2004 Nissan Quest

http://www.arfc.org/complaints/2004/nissan/quest/electrical_system/problem.aspx

Jul 01, 2013 - Olympia, WA - Electrical System

VEHICLE LOST SPEED DRAMATICALLY ON THE ROAD. CAR WOULD NOT DRIVE MORE THAN 10 MPH, NO INCREASE IN RPMS WITH ACCELERATOR DEPRESSED. MECHANIC REPORTS ECM FAILED WHILE DRIVING DUE TO RUST DEVELOPMENT. ECM IS PLACED IN UNPROTECTED LOCATION DIRECTLY UNDER WINDSHIELD DRAIN. NISSAN OFFERS NO FIX.

Apr 05, 2012 - Cheboygan, MI - Electrical System

SEE LINK [HTTP://QUESTDRIVER.COM/NODE/546](http://QUESTDRIVER.COM/NODE/546) MY ECM WENT OUT ON THE HIGHWAY, LEAVING MY WIFE AND A VAN LOAD OF KIDS STRANDED. MY WARRANTY HAD RUN OUT AND THE MECHANIC I BROUGHT IT TO TOLD ME IT WAS RUSTED OUT AND CAUSED A FIRE IN THE ECM. THE FRAME HAS A DESIGN FLAW THAT ALLOWS SNOW AND WATER TO SIT IN THE MOUNT THAT HOLDS IT CAUSING IT TO RUST OUT. (THE REPLACEMENT HAS HOLES IN IT SO THIS DOESN'T HAPPEN AGAIN SHOWING THAT IT SHOULD HAVE BEEN RECALLED! I AM HAVING THE SAME TROUBLE AS EVERYONE ELSE, I GET A RUN AROUND FROM NISSAN THAT I HAVE TO TAKE IT TO THEIR DEALERSHIP PAY \$1500 REPAIR BILL AND IF THERE IS A RECALL I MIGHT GET PAID BACK! I DON'T HAVE \$1500 TO BLOW I HAVE A FAMILY THAT NEEDS A RELIABLE VAN!

Mar 27, 2012 - Jupiter, FL - Electrical System

1). TRANSMISSION - 29,889 MI. TO PRESENT. SERVICED 6 TIMES. CONSTANTLY SHIFTS UP AND DOWN AT SCHOOL ZONE SPEED, LOUD CLUNK WHEN DECELERATING AT 40 MPH, LOUD CLUNK WHEN DECELERATING IN HIGHWAY EXIT CURVE. DEALER SAYS EVERYTHING IS WORKING TO SPECS...NOTHING FIXED. 2). BRAKES - 46,363 & 55,204 MI. NEW FRONT AND REAR BRAKES INSTALLED. AT 73,014 MILES VAN NEEDS NEW BRAKES AND ROTORS. 26,651 HIGHWAY MILES. WALLACE NISSAN SERVICE SAID NISSAN USED UNDERSIZED ROTORS FOR VEHICLE WEIGHT AND TIRE SIZE, HENCE NEED FOR FREQUENT REPLACEMENTS. 3). ELECTRICAL - 04/05/2010, 64,194 MI. THE VDC AND CK ENGINE LIGHTS CAME ON, VAN SPEED VERY ERRATIC...5 TO 40MPH ALL BY ITSELF, STALLED SEVERAL TIMES. DEALER COMPUTER DIAGNOSIS...FAULTY SENSORS IN CRANKSHAFT AND CAMSHAFT \$209.07. 10/03/2011, 72,547 MI. SAME VDC AND ERRATIC SPEED. DEALER'S INITIAL DIAGNOSIS, FAULTY THROTTLE SENSOR, INSTALLED NEW SENSOR...SAME PROBLEM, UPON FURTHER INVESTIGATION DEALER FOUND THE ECM UNIT WAS TOTALLY CORRODED AND HAD TO BE REPLACED. \$962.16. NISSAN MECHANICS SAY IT WAS A FAULTY DESIGN LOCATION OF THE ECM RIGHT UNDER THE WINDSHIELD WIPER COWLING WHICH ALLOWED WATER TO ENTER THE ECM, CORRODE IT AND CAUSE ITS EVENTUAL FAILURE. IN SUBSEQUENT YEAR MODELS OF THE QUEST, NISSAN MOVED THE ECM TO A MORE PROTECTED AREA. 4). ELECTRICAL - SLIDING REAR DOOR SENSORS CONTINUE TO FAIL AS THE DOOR SHUTS TO PREVENT INJURY TO A PERSON WITH A HAND IN THE WAY. SLIDING DOORS CONTINUE TO RATTLE EVEN AFTER 6 SERVICE VISITS TO FIX IT. 5). ELECTRICAL. REAR HATCH MOTOR AND LOCK MECHANISMS CONTINUE TO BREAK DOWN EVEN AFTER 6 SERVICE VISITS AND \$1,164.94 IN REPAIR COSTS. 6). OTHER PROBLEMS INVOLVE: FAULTY BACKUP SENSORS, SERVICED 4 TIMES \$285.88. SAME DRIVE BELTS REPLACED TWICE WITHIN 26,651 MILES AND \$250.00, LEAKING SUNROOF AND SKYLIGHTS, NISSAN HAD TO REPLACE THE ENTIRE ROOF BECAUSE OF SEVERE RUST. OVERALL, VAN IS CRAP!

Mar 19, 2008 - Los Angeles, CA - Ignition

TL*- THE CONTACT OWNS A 2004 NISSAN QUEST. WHILE DRIVING AT 60 MPH. THE VEHICLE STARTED TO VIBRATE AND THE ENGINE STALLED. THERE WAS NO POWER STEERING OR BRAKES DURING THE STALLING INCIDENT. THE IGNITION COIL HAD BLISTERED SENDING A SIGNAL BACK TO THE ECM UNIT WHICH CAUSED THE VEHICLE TO STALL. THE VEHICLE WAS TOWED TO THE DEALER FOR REPAIR. THE CURRENT AND FAILURE MILEAGE 34,643

Aug 18, 2008 - Melrose Park, IL - Electrical System

IN DECEMBER OF 2006 WE PURCHASED A 2004 NISSAN QUEST SE. THE FIRST YEAR WAS NOT ENTIRELY TROUBLE FREE, THE DRIVERS SEAT WOULD SELF ADJUST WHILE DRIVING. THE

DEALER FIXED IT NO CHARGE. THE IN DECEMBER OF 07 THE TRANS WENT OUT, AGAIN THE DEALER COVERED IT AT NO CHARGE, GAVE US A LOANER AND WERE DONE WITHIN A WEEK. EXCEPT FOR THE INCONVENIENCE OF NOT HAVING OUR VAN WE WERE FINE UNTIL NOW!!! IN JUNE OF 08 WE WERE GOING FOR A SUNDAY DRIVE AND THE VAN JUST DIED IN THE MIDDLE OF THE STREET. NOTHING WOULD WORK NOTHING, NO POWER ANYWHERE. WE CALLED ROAD SIDE AND ALL THEY COULD DO WAS TOW US TO AL PIEMONTE NISSAN IN MELROSE PARK, IL. THE FOLLOWING MONDAY, THE DEALER CALLS AND TELLS US THE ECU IS BURNT OUT, AND HAS SOME CORROSION. IT'S COVERED UNDER WARRANTY SO NO NEED TO FAR RIGHT!!! A WEEK LATER WE FINALLY GET A LOANER, OK NOT TOO BAD. TWO MONTHS GO BY AND WE FINALLY HAVE WORD THAT WE HAVE A DATE WHEN THE PART WILL ARRIVE!!!! THE PART GETS INSTALLED BUT THE VAN RUNS LIKE CRAP "OMG YOU MEAN THEY ACTUALLY TESTED IT"!!!! THEY NOW ARE REPLACING A CRACKED DISTRIBUTOR, GOD ONLY KNOWS HOW THAT HAPPENED!!!! THE DEALR DOES NOT CHARGE US FOR THAT, BUT THE VAN STILL RUNS LIKE CRAP SO NOW THEY HAVE TO REPLACE THREE OF THE 6 COILS AND WELL WE HAD TO PAY OVER \$800 BUCKS FOR THAT. TOTALLY NOT EXPECTING THAT WE HAD TO CHARGE IT, PUTTING US IN THE HOLE EVEN DEEPER. YOU KNOW WE HAVEN'T SPENT ALOT OF \$ ON THIS CAR BUT FOR A 4 YEAR OLD CAR IT SURE HAS HAD ALOT OF MAJOR COMPONENTS REPLACED. THE THE FREAKING DEALER DOESN'T TEST THE CAR, SO WE LEAVE AND THE REMOTES, DOORS, SUNROOF, WINDOWS DON'T WORK. THE CENTER COUNCIL IS FALLING APART AND THEY DIDN'T EVEN CLEAN THE +!@#\$\$% CAR. I TAKE IT BACK, RIP THE MANAGER A NEW ONE, HE GIVES ME A LOANER AGAIN AND I'M BACK THE NEXT DAY TO PICK UP MY VAN, NOW THEY CLEAN IT. IT'S BEEN A FEW WEEKS NOW AND THE VAN IS FINE BUT I OFTEN THINK WHAT WOULD HAVE HAPPENED IF IT BROKE DOWN IN THE MIDDLE OF THE INTERSTATE!!!!

Exhibit 3: Examples of reports from multiple owners for the malfunction EMC in 2008

<http://x.nissanhel.com/forums/quest/6380-computer-problems-2004-quest.html>

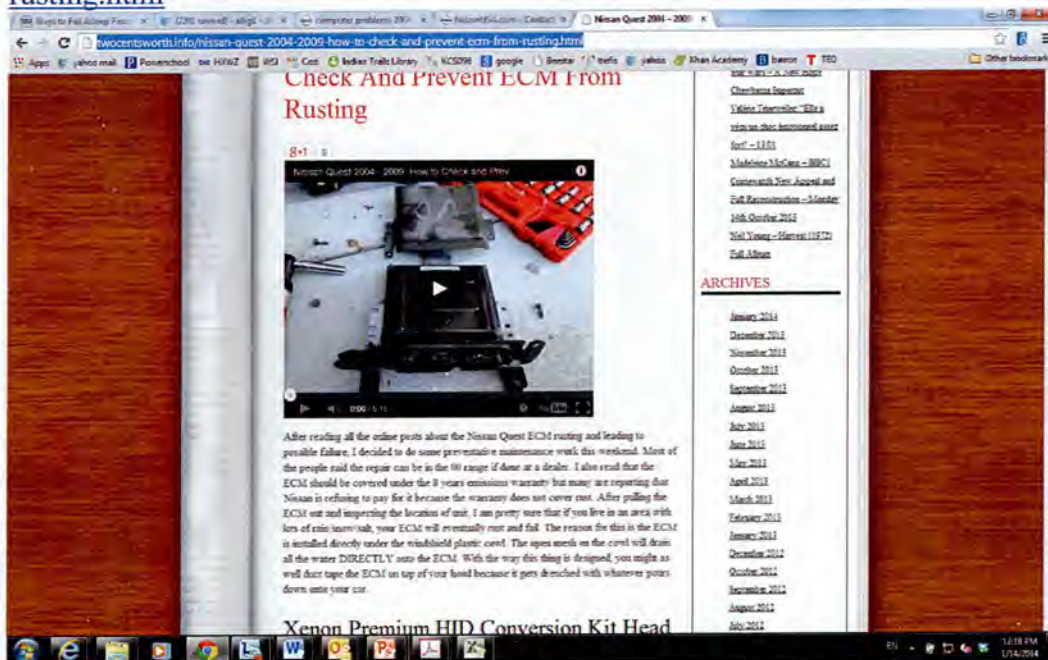
The screenshot displays a forum thread titled "computer problems 2004 quest" on the website x.nissanhel.com. The thread contains three posts from users who own a 2004 Nissan Quest. Each post is preceded by a user profile summary, including the user's name, join date, post count, and other statistics. The posts describe various computer-related issues, such as the ECM being corroded or the car not starting. The first post is dated April 2008, the second is dated May 2008, and the third is dated August 2008. Each post has a "Quote" button next to it. The forum interface includes a navigation bar at the top with links to various sections and a sidebar on the right with additional links.

Post 1: 2004 Quest
 Join Date: Apr 2008
 Posts: 10
 Thanks: 0
 Thanked 0 Times in 0 Posts
 Mentioned: 0 Post(s)
 Tagged: 0 Thread(s)

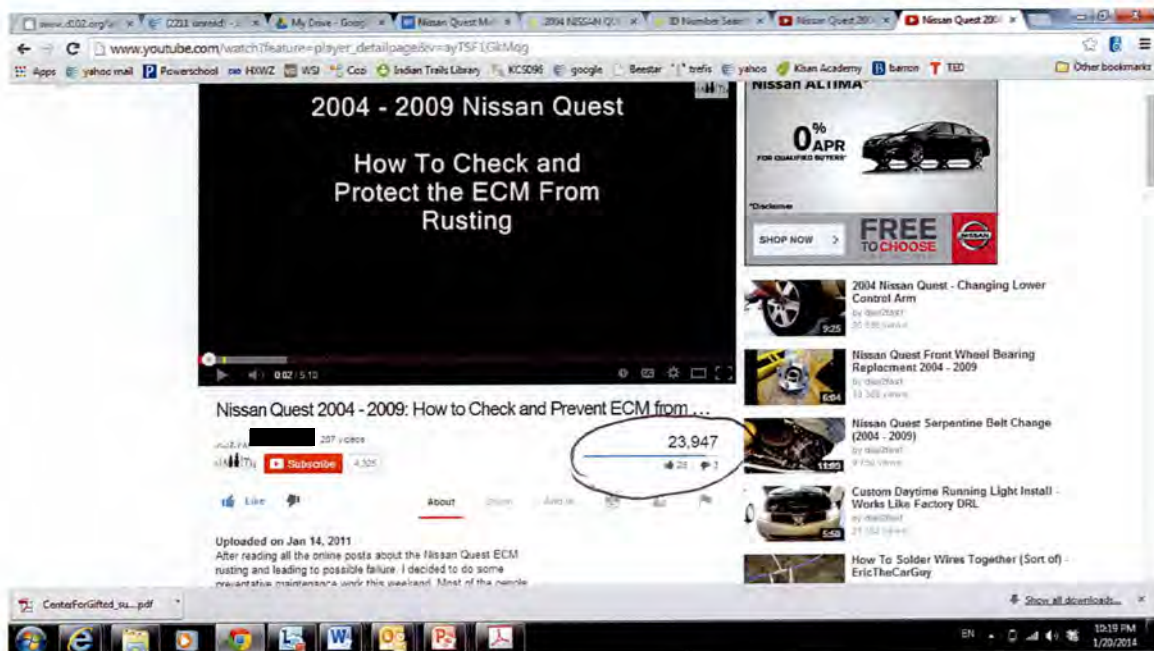
Post 2: 2004 Quest
 Join Date: Jul 2008
 Posts: 1
 Thanks: 0
 Thanked 0 Times in 0 Posts
 Mentioned: 0 Post(s)
 Tagged: 0 Thread(s)

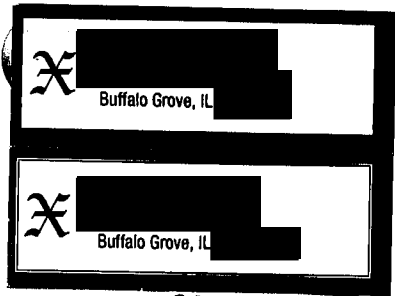
Post 3: 2004 Quest
 Join Date: Aug 2008
 Posts: 5
 Thanks: 0
 Thanked 0 Times in 0 Posts
 Mentioned: 0 Post(s)
 Tagged: 0 Thread(s)

Exhibit 4: A forum developed to prevent pre-mature ECM corrosion for 2004 Quest
<http://twocentsworth.info/nissan-quest-2004-2009-how-to-check-and-prevent-ecm-from-rusting.html>



Embedded video on youtube.com with 24,000 viewers <http://youtu.be/ayTSF1GkMgg>





SAT 15 FEB 2014



NHTSA / Consumer Protection & Complaints

1200 New Jersey Avenue, SE
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Defects
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