

West Lafayette, IN [REDACTED] USA

30 March 2014

CL-10579751-1984

HTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Re: defective tire sensors

APR -8 2014

Due to all the news about GM recalls, I decided to write this letter. While the defect to be discussed in this letter is not as serious, I believe that many people have been/will be affected by it. I shall first outline my experiences, and then supply some background information that I found.

1. I took my 2009 Nissan Altima 2.5 S into my local Nissan dealer, Marty Kendrick Nissan, Lafayette, IN on Jan. 20, 2014 because a flashing symbol on the dash board signified low tire pressure. I was told that the right front tire pressure sensor needed to be replaced. I had it replaced at a cost of \$174.75. Enclosed is a copy of the invoice.
2. A summary of the remaining visits can be seen in a copy of an email that I sent to Nissan headquarters. Nissan headquarters paid for the replacement of three sensors. They refused to pay for the labor cost of \$44.48 for my visit of 1/24/14. Attached is a copy of an email from Nissan headquarters with their explanation. I do not know if they will pay the cost of replacing the fourth sensor if/when it fails.
3. I was told by the dealer that **your organization** was responsible for requiring the installation of the sensors. The purpose is to reduce fuel consumption by keeping the tire pressure at near optimal values. I was also told that the defects are the battery in the sensor. The road conditions were icy when I had my problems.
4. After my first sensor failure, I was in the waiting room of my dentist reading my car manual. Two nurses asked me why I was reading it. When I told them why, they said that both of their cars had a flashing sensor warning on their Jeep dashboards, and they did not intend to pay to have them replaced.
5. I did some web searches when this problem arose. Enclosed is a copy of what I found on AutoWeek.com. It seems that Nissan had already done some recalls, but not on my car! Please get them to do a Nissan Altima recall.
6. I found more interesting postings related to tire sensor problems. One person would remove the sensor, increase the pressure above the desired value, and then reinstall the sensor. This removed the dash signal. Another person placed on 4 sensors on the spare tire.
7. Most customers will not pay the high cost of sensor replacement. I will not do so in the future. This will lead to a defeat of the sensor's purpose. **Please force the auto manufacturing companies to recall this product.**

Sincerely,

[REDACTED]

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41014
SMD

XFINITY Connect

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Fwd: case no. 13026521

From : [REDACTED]
Subject : Fwd: case no. 13026521
To : [REDACTED]

Tue, Feb 11, 2014 04:24 PM

1 attachment

----- Forwarded Message -----

From: [REDACTED]
To: NNACONSUMERAFFAIRS@NISSAN-USA.COM
Sent: Thursday, January 23, 2014 9:41:50 PM
Subject: case no. 13026521

I received a response to my email. Thank you. As I told you in our phone conversation, I did return to Kendrick Nissan today. I will describe my 3 visits to Kendrick.

1/21/14. The sensor on the right front tire was replaced, and I emailed a copy of the bill to you today.

1/22/14. As the dash showed another warning, I returned to Kendrick. An employee checked all tires with a small instrument, adjusted something under the dashboard, and the signal was gone. There was no charge for this procedure.

1/23/14. Again, the dash showed another warning. I called Kendrick, and was asked to make an appointment.

A 1/24/14. I showed up at 2 pm. I did not observe the work that was done. I was told that 2 sensors had failed, and needed to be replaced at a cost of about \$350.00. The reason given for the failures was that the sensor's batteries were no longer good. I refused to replace them. I was charged \$44.48 for labor. I have attached a copy of the bill.

I would appreciate any help that you can give me in this matter.



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1 MB

XFINITY Connect

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Your inquiry to Nissan [ref:_00DA09j8L._500F0JJgNE:ref]

From : nnaconsumeraffairs@nissan-usa.com

Wed, Feb 12, 2014 02:24 PM

Subject : Your inquiry to Nissan [ref:_00DA09j8L._500F0JJgNE:ref]**To :** [REDACTED]

2/12/2014

Case # 13031606

VIN # 1N4AL21E69C [REDACTED]

Dear [REDACTED]

Thank you for contacting Nissan North America regarding the price of the diagnostics charge at Kendrick Nissan.

In regards to your inquiry, Nissan does provide its independently owned and operated dealers with a suggested diagnostics charge; however by law, Nissan is prohibited from controlling the actual retail prices charged for goods and services by a dealer. Therefore, each dealer is free to establish whatever price or mark-up it may choose. Thus, the diagnostics charge is an independent charge by the dealer and is a required payment by the customer.

Your complete satisfaction with your vehicle and your Nissan Dealer is very important to us.

Thank you again for taking the time to contact Nissan.

Sincerely,

Nissan North America

Racquel Aquino
Consumer Affairs Representative
Nissan North America, Inc.

Printed from AutoWeek.com

Nissan to issue recall for faulty part in tire-pressure monitoring system

Neil Roland, Automotive News 2:02 pm, October 12, 2009

Nissan Motor Co. plans to recall as many as 143,000 cars to replace a tire-pressure monitoring system nut that may corrode and crack in areas with heavy concentrations of road salt, the government said today.

The cracking of the nut in the monitoring system could cause it to fall out of the sensor-transmitter that it secures, National Highway Traffic Safety Administration said in a report on its Web site.

If that happens, and the driver disregards the monitoring-system lamp that lights up, the vehicle could get a flat tire and an accident could occur, NHTSA said.

Nissan's field studies this summer "revealed a very low incident rate," Nissan North America senior manager John Gibbons said in an Oct. 1 letter to NHTSA.

Twenty states--including New York, Ohio and Pennsylvania -- potentially are affected by the recall, along with the District of Columbia, Nissan's letter said.

The automaker said it plans to tell dealers by Nov. 6 and begin notifying owners Nov. 9. The company will ask owners to bring their vehicles to a Nissan or Infiniti dealership, which will replace the nut free of charge, NHTSA said.

Owners in the other states also will be told that they can have the suspect nuts replaced as part of a Nissan service campaign, the company letter said.

Most of the vehicles to be recalled will be 2008 Nissan Rogues, the company letter said. Other vehicles potentially involved are 2009 Nissan Muranos, 2009 Nissan Cubes and 2008-10 Infiniti M35s and M45s.

A Nissan North America spokeswoman did not immediately respond to a request for comment.

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