



CL-10626714-8077

Bob Ferguson

**ATTORNEY GENERAL OF WASHINGTON**

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June 13, 2014

National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
West Building  
Washington, DC 20590

2014 JUN 23 PM 2:25  
OFFICE OF  
CHIEF COUNSEL

RE: Nissan Motors North America  
File #: 449686

Dear National Highway Traffic Safety Administration:

AUG 19 2014

Enclosed please find information our office received as a consumer complaint but we have determined that the nature of the information appears to involve a matter that would be best addressed by your agency. We are forwarding this to you to process in accordance with your agency's procedures.

We will retain a copy of the consumer complaint and referral information as a public record.

Please contact me if you have any questions.

NATALIYA MUZYKA  
Program Coordinator  
Consumer Protection Division  
(206) 389-3850  
Fax: (206) 587-5636  
[CRCComplaints@ATG.WA.GOV](mailto:CRCComplaints@ATG.WA.GOV)

Enclosure(s)

**COMPLAINT SUMMARY**

**Consumer Information**

Name:

[REDACTED]

Address:

[REDACTED]

Tukwila, WA [REDACTED]

Day Phone:

[REDACTED]

ET  
8/20/14  
SMD

**Evening Phone:**

**E-mail Address:**  
[REDACTED]

**Age Group (optional):**  
Not Specified

**Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):**  
Not Specified

**If English is not your first language, what is your first language?**

**Do you want the Attorney General's Office to send this business a copy of your complaint?**

Yes

**Names and addresses of any other complainants involved:**

**Business Information**

**Name of business that I am complaining about:**  
Nissan Motors North America

**Address:**  
P-3C  
PO Box 685003  
Franklin, TN 37068-5003

**Phone:**  
(800) 888-5245

**Toll-Free:**  
(800) 647-7261

**Fax:**

**E-mail:**

**Name of owner or manager (if known):**

**Names and addresses of any other businesses involved in your complaint:**

**Item or service purchased:**

**Cost of item or service:**  
415.09

**Did you sign a contract?**

**Date of transaction:**  
June 9, 2014

**Salesperson's name:**

**Was an advertisement involved?**

**Date and source of advertisement:**

**About Your Complaint**

**Have you complained to the business?**

**If YES, to whom (include position)?**

**What response did you receive?**

**If you have not contacted the business, explain why:**

**Have you filed a complaint about this business with the Attorney General's Office before?**

**If yes, list the file number assigned to that complaint:**

**Have you contacted a private attorney?**

**If YES, identify the name and address of the attorney:**

**Is there a court or other legal proceeding pending?**

**If YES, please explain:**

**Explain your complaint in detail:**

My 2006 Nissan Altima died twice, without warning and for no apparent reason, while in traffic. After taking the vehicle to Greg's Japanese Auto - South Center, Tukwila, Washington for assessment and repair, I discovered the crankshaft position sensor was defective and needed replacement. Greg's Japanese auto ??? South Center contacted the area Nissan dealers because there is a recall on the 2006 Nissan Altima crankshaft position sensor; NHTSA Reference # 07V527000. However, according to the dealerships and Nissan, my vehicle was not part of the recall and they would not pay to replace the sensor. Because my vehicle was unsafe to drive in its current state, I had Greg's Japanese Auto replaced the part. I am writing to you with the concern and in hope that you will be able to investigate this defective sensor and have the recall expanded to all 2006 Nissan Altima's. As stated in the recall, the defective sensor could have caused serious harm, there was no warning or any indication there was anything wrong with my vehicle. Please note, I have less 50,000 miles on this vehicle. Therefore, when it stopped running, without warning for the second time, it concerned me and I took it in for evaluation. Please investigate this issue, as many other Nissan owners may be at risk on Washington highways, byways and city streets. If you find more widespread problem with other Nissan Altima crank position sensors then, hopefully, I can be reimbursed for my out-of-pocket expenses of \$415.09.

**What do you think the business should do to resolve your complaint?**

**Explain if you have circled 'Other':**

**SIGNATURE**

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law

enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

**Signature** [REDACTED] **Date** 6/10/2014

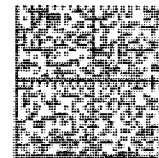
Received via the Internet

**City and State where signed** Tukwila, Wa



Bob Ferguson  
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