

CL- 10863459 - 5815

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

Dear: Lynchburg Nissan Dealer# 3469:

CC: Nissan North America

Attn: Consumer Affairs, Po box 685003, Franklin, TN 37068-5003

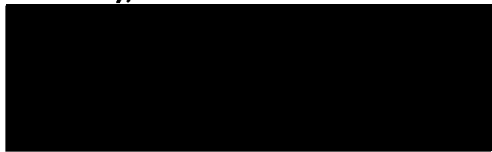
MAY 18 2016

CC: NHTSA, 1200 New Jersey Ave SE, Washington DC, 20590

I am writing this letter to inform you about the "nonconformity" of motor vehicle under the Virginia Lemon Laws 59.1-207.13 of the 2008 Nissan Sentra Vehicle which was purchased 7/12/2008 , Vin 3n1ab61e68l [REDACTED] in which I was never informed about the serious safety defect of the airbag in which there is a Nissan Recall on the vehicle effective April 16, 2009. The manufacturer and the dealership failed to send any information on the defects of the vehicle at the date of sale. I had to look up the recall on a Nissan website due to never receiving any letter from the dealer nor the manufacturer and also failed to notify how to remedy the problem. Also I have sent a previous letter to the dealer informing the dealer of the defects with no response from the dealer and many times have even verbally talked to the owner of the dealership with no results. The other defects are the TPS tire pressure part, rusting muffler, and sensitive engine, delicate mirror falls off in my hand upon touch, CVT Nissan "special" transmission and brake fluid, EVAP emission large leakage (Malfunction indicator light) service engine soon which also has problems and less than average quality of parts. A nonconformity is a serious safety defect that causes a serious life threatening malfunctions which impairs the consumers ability to control the vehicle and creates a significant risk to consumer as well as others. This risk renders the vehicle unfit, unreliable and unsafe to drive and caused me as a consumer to have to constantly absorb the shock from a major accident in which your company may be held responsible for the accident caused from the defectness of the vehicle. I as a consumer am requesting a full refund of the vehicle price so I am bringing this civil action due to emotional hardship and time spent on repairs from outside sources suffered by me as a consumer. Also you will be responsible for the costs of the court fees and costs that I have to incur due to this accident, failure to comply will result in a triple the value award to me, including additional equitable relief and attorneys fees and you may be charged with a class 3 misdemeanor under the Motor Vehicle Enforcement Act. I have written a letter to your dealership about the defects before and you never responded. I am enclosing copies of the services performed on the vehicle from the Nissan dealerships with proof of the defective services performed on the vehicle with intent to harm. I am requesting a full refund of the vehicle price due to the defects and failure of repairing those defects as well as failure to inform the consumer of the "nonconformity" and safety features which cause a significant risk and hardship to me as the consumer. Under the Virginia consumer laws, good faith requirement is that I am required to inform you in a written format with copies of the service receipts attached showing the problems encountered so that I may claim that the vehicle you sold to me is considered a "lemon" under the Lemon law of the state of Virginia. Sales of defective vehicles is not a sign of a good business practice and shows a disregard for safety of a motor vehicle. Therefore, you cannot blame me as the consumer for the defectiveness of the vehicle with significant defects that deem it virtually impossible to drive with less than average quality of parts.

RR
62216
SMD

Sincerely,



enclosures: copies of private garage receipts attached

Defects) printout Nissan parts costs
water/hid garage
printout



LIVE CHAT

SEARCH

NISSAN RECALL LOOKUP

2009 NISSAN SENTRA S

VIN: 5N1AB61E5SL [redacted] [Change VIN](#)

SERVICE CAMPAIGN	Effective Date	Nissan ID	
SENTRA CURTAIN AIR BAG	April 16, 2009	PM952	DETAILS

2016) Lemon Law claim if within
10yr of purchase etc

You can search for safety recalls all the way back to March 1994.

This information was last updated on April 28, 2016.

If you have additional questions regarding vehicle recalls, [email us](#) or call 1-(800) NISSAN-1.

<p>LEARN</p> <ul style="list-style-type: none"> See All Vehicles Build Your Nissan Get a Brochure Estimate Credit Score Customer Promise Compare Competitors Snug Kids NMAC Payment Options Finance Customer Support Investor Relations 	<p>SHOP</p> <ul style="list-style-type: none"> Local Nissan Offers Get an Internet Quote Search Inventory Estimate Payments Get Pre-Approved Book a Test Drive Certified Pre-Owned College Grad Program Nissan Mobility Assesst Military Program 	<p>EXPERIENCE NISSAN</p> <ul style="list-style-type: none"> News & Events Future & Concept Nissan Blog NissanConnect Performance GT Academy Habitat For Humanity Wounded Warrior Project® Dashard Fan App 	<p>FOR OWNERS</p> <ul style="list-style-type: none"> Owners Portal LEAF® Owners Portal Manuals & Guides Nissan Finance Portal Express Service One to One Rewards Collision Assistance Nissan Navigation Store Parts & Accessories eStore NissanConnect Support 	<p>NISSAN CONNECT</p> <p>5.4M</p> <p>JOIN MAILING LIST</p> <p>ENTER EMAIL</p>
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LACKS AUTO SERVICE, INC.
 4089 WATERLICK ROAD
 FOREST VA 24551
 (434) 525-2556

90 DAY OR 4000 MILE WARRANTY UNLESS OTHERWISE NOTED. WARRANTY VOID IF
 REPAIRS ARE MADE AT ANOTHER SHOP WITHOUT OUR INSPECTION FIRST.
 CHARGE ACCOUNTS NOT PAID WITHIN 30 DAYS, WILL BE PUT ON CASH BASIS.

2/8/2016 9:56 AM

page 1

Invoice # [REDACTED]

Vehicle : 2008 Nissan Sentra 2.0 L 1997 CC L4 DOHC 16 Valve
 VIN : 3N1AB61E68L [REDACTED]
 Created : 2/8/2016 8:44:10 AM
 Complete : 2/8/2016 9:55:48 AM
 Invoiced : 2/8/2016 9:55:48 AM

Day Phone : [REDACTED]
 Tag/State : [REDACTED]
 Color : Green
 Odometer In : 80294
 Odometer Out : 80294

Labor/Notes

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1	13*	SCAN	CHECK COMPUTER SYSTEM	\$70.00	\$70.00
INCLUDES HOOKING UP DIAGNOSTIC SCAN TOOL TO VEHICLES COMPUTER, READING ALL DATA, DIAGNOSING PROBLEM AND RECHECKING AFTER REPAIRS. NOTE: DOES NOT INCLUDE ADDITIONAL TESTING OR REPLACEMENT OF PARTS AND / OR RELATED COMPONENTS.					
CODE: P0452 ENGINE EMISSIONS LARGE LEAK					
0	13*	L	CHECK TIRE PRESSURE LIGHT	\$75.00	\$0.00
0	13*	L	CHECK BURNING SMELL ?	\$75.00	\$0.00
EVERYTHING LOOKS GOOD - WE DID PIN UP SPLASH SHIELD UNDERNEATH ENGINE THAT WAS HANGING DOWN					
0	13*	L	REPLACE GAS CAP	\$75.00	\$0.00
0.3	13*	L	RESET TPRESSURE MONITOR LIGHT	\$75.00	\$22.50

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	[REDACTED]	GAS CAP		\$16.40	\$16.40

Labor		\$92.50
Parts	\$17.26	less discount : \$0.86
Sublet/Misc.		\$0.00
SHOP & ENVIR. SUPPLY		\$0.00
Charges		\$0.00
Sales Tax		Tax @ \$16.40 * 5.3000%
		\$0.87

Total Due \$109.77

Tech 13 Certification # [REDACTED]

Handwritten signature: Paid m/c [unclear]

CUSTOMER SIGNATURE _____

Search Results

2008 NISSAN SENTRA

Recalls 3 Result(s)	Investigations 0 Result(s)	Complaints 116 Result(s)	Manufacturer Communications 29 Result(s)
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RECALL 6: Displaying 1 - 3 out of 3

RECALL Subject : PORTABLE AUTOMOTIVE GPS PRODUCTS/OVERHEATS

Report Receipt Date: SEP 10, 2010
NHTSA Campaign Number: 10V401000
Component(s): EQUIPMENT

All Products Associated with this Recall ▼

Details ▲

11 Associated Documents ▼

Manufacturer: NISSAN NORTH AMERICA, INC.

SUMMARY:

NISSAN IS RECALLING CERTAIN VEHICLES THAT WERE EQUIPPED WITH A GARMIN NUVI MODEL 750 NAVIGATION SYSTEM. THE BATTERIES CONTAINED IN THE AFFECTED GPS UNITS CAN OVERHEAT.

CONSEQUENCE:

OVERHEATED BATTERIES COULD RESULT IN A FIRE.

REMEDY:

NISSAN WILL NOTIFY OWNERS AND THE REPAIRS WILL BE PERFORMED BY GARMIN TECHNICIANS BY REPLACING THE BATTERY AND INSERTING A SPACER ON TOP OF THE BATTERY FREE OF CHARGE. THE SAFETY RECALL BEGAN ON SEPTEMBER 16, 2010. OWNERS MAY CONTACT GARMIN DIRECTLY AT 1-866-957-1981 OR NISSAN AT 1-800-647-7261.

NOTES:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

RECALL Subject : BRAKE MASTER CYLINDER/ROBERT BOSCH

Report Receipt Date: NOV 03, 2009
NHTSA Campaign Number: 09V431000
Component(s): SERVICE BRAKES, HYDRAULIC

All Products Associated with this Recall ▼

Details ▲

10 Associated Documents ▼

Manufacturer: NISSAN NORTH AMERICA, INC.

SUMMARY:

NISSAN IS RECALLING CERTAIN 2008-2009 SENTRA PASSENGER VEHICLES EQUIPPED WITH ROBERT BOSCH BRAKE MASTER CYLINDERS. A LEAK FROM THE MASTER CYLINDER IF THE AMOUNT OF BRAKE FLUID IN THE MASTER CYLINDER RESERVOIR DECREASES TO BELOW THE MINIMUM LEVEL, THE BRAKE SYSTEM WARNING INDICATOR WILL ILLUMINATE AS DESIGNED AND THE BRAKES WILL NOT FUNCTION PROPERLY.

*Transmission of Sentra
CVT & Brake Problems*

CONSEQUENCE:

IF THE WARNING LAMP IS CONTINUOUSLY IGNORED, ONE OF THE BRAKE CIRCUITS ON THE VEHICLE MAY FAIL INCREASING STOPPING DISTANCES AND IN...

light didn't turn on

REMEDY:

DEALERS WILL INSPECT AND REPLACE THE ROBERT BOSCH MASTER CYLINDER FREE OF CHARGE. THE RECALL BEGAN ON DECEMBER 14, 2009. OWNERS MAY CONTACT NISSAN AT 1-800-647-7261.

NOTES:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

RECALL Subject : BRAKE MASTER CYLINDER/ROBERT BOSCH

Report Receipt Date: JUL 11, 2008
NHTSA Campaign Number: 08V311000
Component(s): SERVICE BRAKES, HYDRAULIC

All Products Associated with this Recall ▼

Details ▲

13 Associated Documents ▼

Manufacturer: NISSAN NORTH AMERICA, INC.

SUMMARY:

NISSAN IS RECALLING 169,202 MY 2007-2008 SENTRA PASSENGER VEHICLES EQUIPPED ROBERT BOSCH MASTER CYLINDER. DUE TO THE MACHINING IRREGULARITY BY THE SUPPLIER, THE INTERNAL SEAL GROOVE IN THE BODY OF SOME BRAKE MASTER CYLINDERS MAY ALLOW FOR A GAP IN THE GROOVE CONTACT AREA OF THE SEAL. THIS MAY RESULT IN BRAKE FLUID SLOWLY LEAKING FROM THE MASTER CYLINDER INTO THE BRAKE BOOSTER ASSEMBLY, CAUSING THE BRAKE WARNING LIGHT TO ILLUMINATE.

CONSEQUENCE:

IF THE WARNING LAMP IS IGNORED, ONE OF THE BRAKE CIRCUITS ON THE VEHICLE MAY NOT OPERATE AS DESIGNED INCREASING THE RISK OF A CRASH.

REMEDY:

DEALERS WILL INSPECT THE MASTER CYLINDER/BRAKE BOOSTER ASSEMBLY AND IF BRAKE FLUID LEAKAGE IS DETECTED, THE MASTER CYLINDER WILL BE REPLACED WITH A NEW ONE FREE OF CHARGE. THE RECALL BEGAN ON AUGUST 20, 2008. OWNERS MAY CONTACT NISSAN AT 1-800-827-7261.

NOTES:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153
6.0.22

Nissan Defect List:

	<u>Date of Defect</u>	<u>\$\$ Spent Cost of Parts</u>	<u>Replaced (No)</u>
Curtain Air Bag	4/16/2009	?	
Low Tire Pressure Light TPS Part		Ⓟ Ⓟ 50	Yes
Malfunction Indicator Light			
EVAP Emissions Leak (W/ Fluid) Muffler (Rusting Problem)		? 180 + Labor	? Yes
Gas Cap		\$75	Yes
Mirror) w/ Visor Brakes)	NTSA Recm 12/14/2009	Ⓟ 40-50	Yes
Total Costs			

Lynchburg, VA



National Transportation Safety Administration
Attn: Recalls & Defect Dept.
1200 New Jersey Ave SE
Washington DC 20590

✓ PM

