

FEB 28 2018

A-11075933-9696

FEBRUARY 22, 2018

P. 1 OF 2

TO : NISSAN NORTH AMERICA, INC.
CONSUMER AFFAIRS DEPT.
PO BOX 685003
FRANKLIN TN 37068-5003

NISSAN CASE # [REDACTED]

RE: VEHICLE : 2009 NISSAN ALTIMA 2.5 S CVT VIN : 1N4AL21E09N [REDACTED]
PLACE OF WORK ON VEHICLE: NISSAN of NEW ROCHELLE
2533 PALMER AVE., NEW ROCHELLE NY 10801 TEL : 914 576 6200
INVOICE : [REDACTED] DATE: 1.5.2018 R.O. DATE : 1.5.2018
VEHICLE IN SERVICE DATE : 8.1.2009 MILEAGE ON R.O. DATE: 143,037
OWNER/CONSUMER CLAIM: FAILURE TO HONOR PZEV/SULEV WARRANTY

DEAR SIRs:

THIS IS A CLAIM FOR \$211.11 REIMBURSEMENT (INVOICE # [REDACTED]
RECEIPT COPY ENCLOSED) FOR AN OXYGEN SENSOR, COVERED UNDER
VEHICLE'S PZEV (PARTIAL ZERO EMISSIONS VEHICLE) WARRANTY; THIS IS
A 15 YEAR, 150,000 MILE WARRANTY ON ALL PARTS OF EMISSIONS SYSTEM.

CUSTOMER HAS ALSO INCLUDED A COPY OF NISSAN'S NATIONAL SERVICE
HISTORY FOR THIS VEHICLE, CLEARLY SHOWING PZEV/SULEV ONLY AS
FIRST LISTED WARRANTY UNDER "Warranty Coverage Information".
NOTE WARRANTY EXPIRATION: DATE OF 8.1.2024, 150,000 MILES.

CUSTOMER'S UNDERSTANDING IS THAT, TO BE DEEMED TO COMPLY WITH
APPLICABLE AIR QUALITY STANDARDS, AUTO MANUFACTURERS
NEGOTIATED "PZEV" STANDARD WITH CALIFORNIA AIR RESOURCES BOARD
DURING 1990s; N.Y. STATE ADOPTED PZEV STANDARD IN OR BEFORE 2005.

NISSAN, DESPITE MANIFEST INCLUSION OF PZEV WARRANTY ON "NATIONAL
SERVICE HISTORY", CLAIMS THAT OXYGEN SENSOR IS NOT COVERED SINCE
PZEV WARRANTY DOES NOT APPLY TO VEHICLE. WARRANTY COVERAGE
WAS SPECIFICALLY SOUGHT AT TIME OF WORK ON JANUARY 5, 2018.
DEALER REP ADVISED THAT NISSAN OF NORTH AMERICA WOULD NOT
REIMBURSE DEALER IF PROVIDED WORK UNDER PZEV/SULEV WARRANTY.

CUSTOMER FURNISHED N.Y. STATE VEHICLE REGISTRATION [REDACTED] TO
DEALER ON 1.5.2018; SAME REFLECTED ON DEALER'S INVOICE. INVOICE
SHOWS "HEATED OXYGEN SE" FOR \$194.80 PRE-TAX PRICE. AS AFORESAID,
CUSTOMER HAS PROVIDED COPY OF MASTERCARD RECEIPT HERewith.

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FEBRUARY 22, 2018

P. 2 OF 2

TO : NISSAN NORTH AMERICA, INC.

NISSAN CASE # [REDACTED]

KINDLY ALSO NOTE THAT, AS SHOWN ON ATTACHED COPY OF RECALL CAMPAIGN BULLETIN (REF. [REDACTED] & NISSAN'S CAMPAIGN [REDACTED], NISSAN HAD IMPROPERLY CALIBRATED ENGINE CONTROL MODULE (ECM) WITH PROJECTED EXPOSURE OF EMISSIONS SYSTEM TO EXCESSIVE HEAT. NISSAN DID NOT NOTIFY CUSTOMER OF THIS RECALL BUT CUSTOMER BECAME AWARE OF SAME DUE TO HIS OWN INVESTIGATION AND CAUSED RECALL WORK TO BE PERFORMED (INVOICE [REDACTED] COPY PROVIDED).

CUSTOMER AND HIS FAMILY MADE SEVERAL ATTEMPTS TO RESOLVE THIS MATTER IN GOOD FAITH; PHONE CALLS TO NISSAN'S CUSTOMER CENTER WERE UNAVAILING EXCEPT TO PRODUCE "SWITCHES" TO THREE APPARENT SEPARATE DEPARTMENTS THEREIN AND MULTIPLE REQUESTS FOR THE SAME INFORMATION PROVIDED TO DEALER AT TIME OF WORK.

[REDACTED]
NEW ROCHELLE NY [REDACTED]

EXHIBITS:

- 1. NISSAN VEHICLE NATIONAL SERVICE HISTORY dated January 5, 2018
p. 1 SHOWS "PZEV/SULEV WARRANTY" 15 YEARS : 150,000 MILES**
- 2. JANUARY 5, 2018 REPAIR ORDER/ INVOICE # [REDACTED]
p. 2 SHOWS \$211.11 "PAID" (MASTERCARD RECEIPT INCLUDED)**
- 3. RECALL CAMPAIGN BULLETIN # NTB 12-092 DATED 10.11.2012
NISSAN CAMPAIGN I.D. : PC 130**

**CC: N.Y. STATE ATTORNEY GENERAL, CONSUMER FRAUDS BUREAU,
44 S. Broadway, White Plains NY 10601
NEW YORK STATE DEPT. of ENVIRONMENTAL CONSERVATION
Division of Air Resources, 625 Broadway, Albany NY 12233-3255
NATIONAL HIGHWAY TRANSPORTATION SAFETY ADMINISTRATION
Headquarters, 1200 New Jersey Ave. SE, West Bldg., Washington DC 20590
U.S. ENVIRONMENTAL PROTECTION AGENCY, Region 2
290 Broadway New York NY 10007-1866**



National Service History

Open Campaigns:	1 Active Campaign(s)		
TSB:	156 Active TSB(s)	Warranty Information:	
Service Contract:	No Active Service Contract(s)	Branded Title:	

Vehicle Detail

VIN: 1N4AL21E09N [REDACTED]
Model Year: 2009
Make: Nissan
Model Line: ALTIMA
Model Code: 05719
Model: ALT 2.5 S CVT
Exterior Color: K50-DARK SLATE
Interior Color: G-CHARCOAL
Manufacturer Date: 06/13/2009
In Service Date: 08/01/2009
PDI Date: 07/23/2009
Sold By: PORTER NISSAN NEWARK, DE
Odometer: 17,020
Date: 12/12/2011

Customer

Customer/ Company Name: [REDACTED]
City, State, Zip: NEW ROCHELLE, NY
Last updated on at

Vehicle Options

Code	Description
L92	MATS WITH HOOKS
A92	MOONROOF WIND DEF

Open Campaign Information

Campaign Number	Campaign Description	Perform Status
PC130	09 ALT SULEV EMIS NTB12-092	N

Nissan One To One Rewards Program

Account not found for this VIN, please verify on NOTOR Site

Warranty Coverage Information

Warranty Type	Expiration	
	Date	Odometer
CALIF EMISSION (PZEV/SULEV ONLY)	08/01/2024	150,000
OUTER TRIM CORROSION	08/01/2010	12,500
ADJUSTMENTS	08/01/2010	12,000
POWERTRAIN COVERAGE	08/01/2014	60,000
FEDERAL EMISSION DEFECT	08/01/2012	36,000
EVAPORATIVE EMISSION VENT TUBE CLOG	08/01/2024	150,000
FEDERAL EMISSIONS PERFORMANCE	08/01/2011	24,000



CASE

2533 Palmer Avenue, New Rochelle, New York 10801 • 914-576-6200 • NYS Facility ID No. 7118186

CUSTOMER NO.	ADILKA	101677	INVOICE DATE	01/05/18		
LABOR RATE	120.00	MILEAGE	143,037	COLOR	GUN METAL/	STOCK NO.
YEAR / MAKE / MODEL	09/NISSAN/ALTIMA/4DR SDN I4 2.5S CV			DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO.	1N4AL21E09N			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE	01/05/18	REPRINT#	1	
RES.	BUSINESS PHONE	COMMENTS	MO:			

JOB# 1 CHARGES

LABOR			
J# 1 99NIZ01	PERFORM MAN RECALL	HOURS: 2.10 TECH(S):15749	WARRANTY
CUSTOMER REQUEST TO PERFORM RECALL			
PC130 09 ALT SULEV EMIS NTB12-092			
REPLACE CATHALYST CONVERTER, FLEX PIPE AND ECM. AS			
PER RECALL			
TECH REPLACE CATHALYST CONVERTER, FLEX PIPE AND ECM			
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----			
1	20692-65J00	GASKET-CATALYST	WARRANTY
1	20010-ZX10A	TUBE-EXH FR W/CA	WARRANTY
-1	20010-ZX10A	CORE RETURN	WARRANTY
3	01223-N0021	NUT	WARRANTY
1	20691-19U00	GASKET-EXHAUST	WARRANTY
2	14036-3TA0B	GASKET-EXHAUST M	WARRANTY
5	14094-JG30A	NUT	WARRANTY
4	14069-JD00A	BOLT	WARRANTY
8	14069-ZN50A	BOLT	WARRANTY
1	140E2-JA93E	MANI ASSY-EXH W/	WARRANTY
FOR JA92E DELETE 14014-JA02A BRK			
-1	140E2-JA93E	CORE RETURN	WARRANTY
1	16590-JC21B	COVER-EXHAUST MA	WARRANTY
TOTAL - PARTS			0.00

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD. WARRANTY REPAIRS TO BE PERFORMED AT THE SELLER'S PLACE OF BUSINESS. VEHICLE WITH 90,000 MILES AND MORE, DEALER ONLY RESPONSIBLE FOR COMPONENTS THAT WERE REPLACED. ANY CONCERNS THAT MAY OCCUR WITH VEHICLE IN THE AFTERMATH OF THE REPAIRS ARE CUSTOMERS RESPONSIBILITY.

THANK YOU FOR CHOOSING US TO SERVICE YOUR VEHICLE.

YOUR COMPLETE SATISFACTION IS OUR PRIMARY GOAL!!!

WE ARE DEDICATED TO EXCELLENCE. FACTORY TRAINED EMPLOYEES.

THANK YOU FOR CHOOSING NISSAN OF NEW ROCHELLE TO SERVICE YOUR VEHICLE.

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE. IT IS EXTREMELY IMPORTANT TO US THAT YOUR SERVICE EXPERIENCE WITH NISSAN OF NEW ROCHELLE WAS TRULY EXCEPTIONAL AND THAT YOU GRADE US ACCORDINGLY.

IF FOR ANY REASON YOUR TREATMENT AND CONCERNS WERE NOT HANDLED WITH EXCELLENCE, PLEASE CONTACT US AS SOON AS POSSIBLE.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR			
J# 2 00NIZMPI	MULTI POINT INSP	HOURS: 0.00 TECH(S):15749	0.00
PERFORM MULTI POINT INSPECTION			
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----			
1	226A0-EN21A	HEATED OXYGEN SE	194.80
3	14064-JG30B	STUD	194.80
TOTAL - PARTS			194.80

JOB# 2 TOTALS

PARTS 194.80

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 194.80

JOB# 3 CHARGES

LABOR			
J# 3 00NIZESP800	BATTERY CHECK	HOURS: 0.00 TECH(S):15749	0.00
PERFORM BATTERY CHECK USING MIDTRONICS ESP-800 HAND HELD TESTER			

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 0.00



almer Avenue, New Rochelle, New York 10801 • 914-576-6200 • NYS Facility ID No. 7118186

CASE

ORDER NO.	ADILKA	101677	3711	INVOICE DATE	01/05/18
LABOR RATE	120.00	MILEAGE	143,037	COLOR	GUN METAL/
YEAR / MAKE / MODEL	09/NISSAN/ALTIMA/4DR SDN I4 2.5S CV			DELIVERY DATE	
VEHICLE I.D. NO.	1N4AL21E09N			SELLING DEALER NO.	
F.T.E. NO.		P.O. NO.		R.O. DATE	01/05/18
BUSINESS PHONE	COMMENTS			REPRINT#	1

MO: 143038

JOB# 4 CHARGES

LABOR
J# 4 00NIZGTIRE GTIRE HOURS: TECH(S): 15749 0.00
INSPECT TIRE CONDITION
TIRE PRESURE LIGHT IS ON PLEASE CHECK
TECH RESET TIRE PRESURE LIGHT.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
J# 5 10NIZ DRIVEABILITY HOURS: TECH(S): 15749 0.00
RDR REAR OXIGEN SENSOR DEFECTED
TECH REPLACE OXIGEN SENSOR NO LABOR CHARGE TO CUSTOMER
ONLY PART.

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX NICS JOB# 5 TOTAL 0.00

TOTALS



TOTAL LABOR... 0.00
TOTAL PARTS... 194.80
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX..... 16.31

TOTAL INVOICE \$ 211.11

CUSTOMER SIGNATURE

NISSAN OF NEW ROC
26 PALMER AVE
NEW ROCHELLE, NY 10801
(914) 576-7600

Sale

Merchant ID: 542929805884715

Term ID: LK404311

January 05, 2018

Batch#: 000027

Ticket: 33755

MASTERCARD

Entry Method: S

XXXXXXXXXX

Seq. #: 0013 Hppr Code: FY740M

Total: \$ 211.11

APPROVED

Customer Copy

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RECALL CAMPAIGN BULLETIN

Reference:

Date:

October 11, 2012

VOLUNTARY EMISSIONS RECALL CAMPAIGN 2009 ALTIMA SEDAN AND COUPE ECM REPROGRAM AND MANIFOLD CATALYST

CAMPAIGN ID #: PC130

APPLIED VEHICLE: 2009 Altima Sedan and Coupe (C/L32)
with SULEV (California Specification) 2.5 engine

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Nissan has determined that some 2009 Model Year Altima vehicles are equipped with an improperly calibrated Engine Control Module (ECM) that may incorrectly detect engine valve closure as engine knock. To correct this condition, Nissan is conducting this Voluntary Emissions Recall Campaign to reprogram the Engine Control Module, and inspect (and if needed replace) the exhaust manifold and front exhaust tube. This service will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC130 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary emissions recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

For non-California owners:

Dear Nissan Altima Owner:

Nissan has discovered that your Altima may be equipped with an improperly calibrated Engine Control Module (ECM) that may incorrectly detect engine valve closure as engine knock. Due to this issue you may experience some minor drivability symptoms and a slight decrease in fuel economy under certain driving conditions.

What Nissan Will Do

To correct this condition, Nissan is conducting an Emission Recall Campaign to reprogram the Engine Control Module in your vehicle. For vehicles with greater than 50,000 miles, the manifold catalyst will also be replaced due to possible prolonged exposure to higher than anticipated exhaust gas temperatures. Any cracked manifold catalyst or front exhaust tube with catalyst will be replaced regardless of vehicle mileage. This free ECM reprogramming service should take about one hour to complete, but your Nissan dealer may require your vehicle for a longer period of time if catalysts need to be replaced or based upon their work schedule.

What You Should Do

Contact your Nissan dealer at your convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

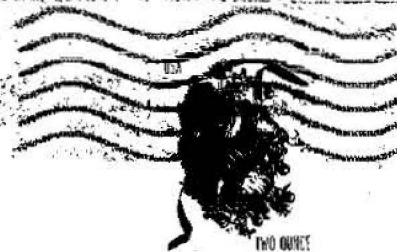
If the retailer fails, or is unable to complete the modifications free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

N72 N7

WESTCHESTER NY 105

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NATIONAL HWY TRANSPORTATION
SAFETY ADMINISTRATION
HEADQUARTERS
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

20590-

