

18 December 2024

██████████  
██████████  
Virginia Beach, VA ██████████

Hello,

The other day while my wife was driving our 2006 Nissan Pathfinder with one of our grandsons who is ██████ years old and was in the backseat car seat, as she left our home and drove partway through our neighborhood the engine stopped. The fuel gauge was at 1/2 (one half) a tank. Lucky for us she did not enter the extremely busy roadway just outside of our neighborhood and had the car stopped in the middle of the turn with traffic this breakdown could have been a disaster with injuries.

She called me and I came to the side of neighborhood road and checked out the vehicle and only thing I could think of is it was out of gas? So I poured a couple of gallons of gas into the tank from a gas can I have in my garage and it started right up. The fuel pump works but not the fuel sensor which I suspect is connected to the fuel gauge on the dash. I then drove the pathfinder to the local gas station and filled up the tank, the fuel gauge then read full tank, then I took the Pathfinder home and parked it. My wife drove our Toyota 4R instead with the youngest grandson.

Two hours later as I picked up another one of our grandsons for his ██████ and was turning on the engine the fuel gauge only indicated half a tank of gas which I knew was incorrect as I just filled it up and had not driven it, so I continued driving the vehicle to my grandsons ██████ and just before we pulled into the recreation center the fuel gauge then red Zero gas and the Service Engine Soon light came on and stayed on. After his ██████ I drove the Pathfinder home and parked it.

I was trying to think of what would cause the fuel gauge to read incorrectly and went online to see if anyone experienced these issues with their 2006 Nissan Pathfinders. I saw the Voluntary Safety Recall which address the Fuel Sensor and the exact same issues I was experiencing.

The next day I contacted the local dealership Bannister Nissan which is in Chesapeake, VA where I purchased the vehicle and dropped it off for repairs.



The dealership service representative told me my Pathfinder VIN was not identified for this Recall and I had to pay for the repairs but I could also file a claim which is what I am requesting with this letter.

As I read the Recall for the fuel sensor as it relates to certain 2006 Nissan Pathfinders I did not see any VIN identified, only that it was a voluntary recall, which to me as I read it you bring it in and get it fixed as it is a identified problem Nissan has addressed. My wife and I have 3 vehicles, and she seldom drives the Nissan Pathfinder. Had she driven it like most vehicles are routinely driven the mileage of only 74,000 miles for as long as we have had it would have occurred very much earlier.

I am filing this complaint and requesting reimbursement of \$676.43 for the repairs on my 2006 Nissan Pathfinder in accordance with the Voluntary Safety Recall, Reference: NTB10-031, dated March 18, 2010. Enclosed is the recall, my receipt from the dealership for the repairs I paid for and my vehicle registration information.

Very Respectfully,

A solid black rectangular box used to redact the signature of the sender.



930 N Battlefield Blvd Chesapeake VA US 23320  
https://www.banisternissanofchesapeake.com

RO# : [REDACTED] | Tag# : 8807

Ready for Pickup: Wed Dec 18, 2024 | 9:18 AM

**Customer**

[REDACTED]  
[REDACTED]  
NO@EMAIL.COM  
[REDACTED]

**Pickup-Customer**

Same as Customer

**Billing-Customer**

Same as Customer

**Vehicle**

2006 Nissan Pathfinder-  
PEWTER

5N1AR18W060 [REDACTED]

License: ZUY4458

74,224 Mi In / 74,224 Mi  
Out

**Service Advisor**

MAKAYLA RICHARDSON

757-410-8018  
Transportation Type

SELF

|    |      |                                                  |              |        |
|----|------|--------------------------------------------------|--------------|--------|
| 1. | MPVI | PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION | Internal Pay | \$0.00 |
|----|------|--------------------------------------------------|--------------|--------|

Job added by MAKAYLA RICHARDSON on Fri Dec 13, 2024 | 2:56 PM

1.COMPLIMENTARY SERVICE

|                                                        |       |        |
|--------------------------------------------------------|-------|--------|
| MPVI -PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION | Labor | \$0.00 |
|--------------------------------------------------------|-------|--------|

1. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

|    |         |                                                                                                                                                                                                                                                    |              |        |
|----|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------|
| 2. | MECDIAG | Customer States: MECHANICAL DIAGNOSTIC- FUEL SENSOR CONCERN, GAS GAUGE IS FLUCTATING. C/S HE WILL HAVE HALF A TANK, THEN NOTICE THE FUEL GAUGE DROP SIGNIFICANTLY. HE WILL GO TO FILL UP AND ITS FULL, BUT THEN HE SEES ITS DROPPING AGAIN. ADVISE | Customer Pay | \$0.00 |
|----|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------|

Job added by MAKAYLA RICHARDSON on Fri Dec 13, 2024 | 2:56 PM

1.SEE LINE 3

|                                |       |        |
|--------------------------------|-------|--------|
| MECDIAG -MECHANICAL DIAGNOSTIC | Labor | \$0.00 |
|--------------------------------|-------|--------|

1..

Total Labor  
\$0.00

Total Parts  
\$0.00

|    |                    |                         |              |          |
|----|--------------------|-------------------------|--------------|----------|
| 3. | RECOMMENDATI<br>ON | FUEL LEVEL SENDING UNIT | Customer Pay | \$650.80 |
|----|--------------------|-------------------------|--------------|----------|

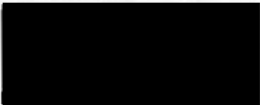
Tags: Recommendation Add-on

Job added by MAKAYLA RICHARDSON on Mon Dec 16, 2024 | 3:35 PM

RO# [REDACTED] Tag# : 8807

Ready for Pickup: Wed Dec 18, 2024 1 9:18 AM

Customer



Billing-Customer  
Same as Customer

Vehicle  
2006 Nissan Pathfinder-  
PEWTER  
5N1AR18W06C [REDACTED]

Service Advisor  
MAKAYLA RICHARDSON  
Transportation Type  
SELF

1.P0463 FOUND CODE FOR FUEL LEVEL SENDING UNIT/ CIRCUIT , RECCOMEND REPLACE FUEL LEVEL SENDING UNIT ,  
DROP FUEL TANK AND REPLACE SENDING UNIT

RECOMMENDATION -RECOMMENDATION Labor \$507.00

1. COMPLETE REPLACEMENT OF FUEL LEVEL SENDING UNIT. CLEARED DTC CODES AND NO RETURN. CUSTOMER  
CONCERN ADDRESSED AND FIXED.

Parts \$143.80

17342-EA000 - PACKING FUEL GAUGE 1 - \$14.25

25060-ZS00B - SENDER UNIT - FUEL GAUGE 1 - \$129.55 SOR

SOR No



Requested By

MAKAYLA RICHARDSON

SOR Date

16 Dec 2024

SOR Qty

1

Total Labor  
\$507.00

Total Parts  
\$143.80

Labor \$507.00

Parts \$143.80

Sublet Labor \$0.00

Sublet Parts \$0.00

Fees \$16.04

Discounts \$0.00

Tax \$9.59

Deductible \$0.00

Insurance/Warranty \$0.00

Original Estimate  
Fri Dec 13, 2024 12:56 PM \$182.92

Invoice Total \$676.43

Next service due: 75000 miles on Wed Dec 25, 2024

SA Notes

MAKAYLA RICHARDSON approved recommendations on behalf of [REDACTED]



# RECALL CAMPAIGN BULLETIN

Reference:

NTB10-031

Date:

March 18, 2010

## VOLUNTARY SAFETY RECALL CAMPAIGN 2006 AND 2008 FRONTIER, XTERRA, PATHFINDER FUEL GAUGE INACCURACY

**CAMPAIGN ID #:** PC042  
**NHTSA #:** 10V-075  
**APPLIED VEHICLES:** 2006 and 2008 Frontier (D40)  
2006 and 2008 Xterra (N50)  
2006 and 2008 Pathfinder (R51)

**Check Service COMM to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting a voluntary safety recall campaign on certain MY2006 and 2008 Frontier, Xterra, and Pathfinder vehicles to address a potential fuel gauge inaccuracy. Specifically, the issue can cause the fuel gauge to show that the vehicle still has some fuel, typically about one quarter tank, when the fuel tank is actually empty. To remedy this potential condition, Nissan is conducting this Voluntary Safety Recall Campaign to replace the fuel level sending unit with a new one at no charge for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number PC042 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 safety 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. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

## OWNER'S LETTER (example of typical owner's letter)

Dear Nissan Frontier Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2006 and 2008 Model Year Nissan Frontier vehicles. Our records indicate that you own or lease a Model Year 2006 or 2008 vehicle identified on the cover of this notice.

### Reason for Recall

The fuel tank shells on some vehicles manufactured during these time periods were built out of specification. As a result, the fuel sender unit may skew over time, and send an incorrect reading to the instrument panel fuel gauge, causing it to show that the vehicle has approximately one quarter tank when the fuel tank is empty. If this were to occur on your vehicle, the vehicle could stall, which could create an unsafe condition which could result in a crash.

### What Nissan Will Do

Your Nissan dealer will replace the fuel level sending unit inside the fuel tank with a new one having a modified float arm. This service, free of charge for parts and labor, should take three hours to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Nissan is also providing complimentary 24 hour Roadside Assistance until March 31, 2011. If you have purchased a Nissan Security+Plus extended service contract that includes the benefit of Roadside Assistance and the expiration date is after March 31, 2011, twelve months of Roadside Assistance will be provided beyond the contract expiration date.

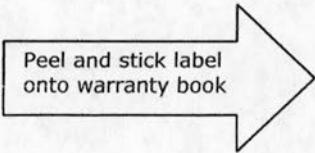
### What You Should Do

Contact your Nissan dealer as soon as possible to have your vehicle inspected. In the meantime, **please maintain the fuel level in your vehicle so that the fuel gauge reads above the one half position.** In addition, please remove the sticker located on the bottom of this letter and place it into your Nissan Warranty Information Booklet to remind you should you ever need to use it. Some of the benefits provided include 24 hour emergency roadside fuel delivery and towing to the nearest Nissan dealer. The toll-free number is 1-800-528-2053. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If you have previously paid to have your fuel gauge replaced prior to this campaign, you may be eligible for reimbursement of the related expense. Please contact the National Consumer Affairs Department for instructions. 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). If the dealer fails, or is unable to make the necessary repairs free of charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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



Peel and stick label  
onto warranty book

Nissan is providing complimentary 24 hour Roadside Assistance on your 2006 or 2008 Nissan Frontier vehicle until March 31, 2011 or 12-months from your Nissan coverage end date. Please call the toll-free number 1-800-528-2053 if you need roadside fuel delivery, towing, dead battery jump start, flat tire, or lockout service.

DMVVD167 RG2000P3 651



VIRGINIA AND LOCAL MOTOR VEHICLE REGISTRATION

VSA-0 (REV 07/12)

| Veh. Identification (VIN) |                     | Date Issued | Plate Number | Plate Type | Sticker | Expiration Date |        |  |
|---------------------------|---------------------|-------------|--------------|------------|---------|-----------------|--------|--|
| 5N1AR18W06C               |                     | 07/03/24    |              | PA         |         | 07/31/25        |        |  |
| Vehicle Make              | Model               | Body        | Year         | Color      | Fuel    | Vehicle Use     | Axles  |  |
| NISSAN                    | PATHFINDER          | PATHFINDER  | 2006         | GRY        | GAS     | PRIVATE         | 2      |  |
| Purchase Date             | Odometer at Titling | Lien at Reg | EW           | GW         | GVWR    | GCWR            | Unit # |  |
| 04/22/06                  | 2116 ACTUAL         | N           | 4582         |            |         |                 |        |  |

VIRGINIA BEACH VA

VIRGINIA BEACH CITY

CMA 201  
DMV224

Y

This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.



RICHMOND VA RPDC 230  
18 DEC 2024 PM 8 L



NEF

Administrator  
National Highway Safety Administration  
1200 New Jersey Avenue SE  
Washington DC  
20590

20590-

