

CL-10221016-4079

From: hotline-inquiries, NHTSA <NHTSA>
Sent: Thursday, March 20, 2008 4:58 PM 2008 MAR 27 AM 11: 29
To: [REDACTED]
Subject: FW: RE: 2004 Nissan Maxima SE transmissions ~103917

-----Original Message-----

From: NHTSAHotline@Telesishq.com [mailto:NHTSAHotline@Telesishq.com]
Sent: Wednesday, March 19, 2008 10:37 AM
To: [REDACTED]
Subject: Re: RE: 2004 Nissan Maxima SE transmissions ~103917

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We appreciate the time you have taken to contact us and value your opinion. Your comments have been forwarded to the appropriate NHTSA personnel.

However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

[REDACTED]

> Please note that I have filed a complaint on your website on March 13,
> 2008. My confirmation number (ODI Number) is 10221016. I also placed a
> call that same day into your office and was informed that NHTSA only has
> 18 such complaints and none has warranted an investigation. I urge you
> to please take a look at this email coupled with the complaint
> referenced above plus any additional complaints that have since been
> added and consider an investigation. I'm aware that this still may not
> furnish a recall but the investigation is hope. The problems with these
> transmissions for the 2004 indeed are a public safety issue and a
> investigation/recall could potentially save lives. Due note that Nissan
> has redesigned the transmission in the 2005 models of the Maximas which
> let me know that they are aware of the flaws in the 2004 models.
>
> Your help, expertise and experience would greatly rectify this problem
> that all owners of 2004 Nissan Maximas are experiencing.
>
> Thanks
>
> [REDACTED]
> [REDACTED] daytime)
> [REDACTED] (home
> [REDACTED] (cell)
>
> -----Original Message-----

ET
04/01/08
KB

> From: NHTSAHotline@Telesishq.com [mailto:NHTSAHotline@Telesishq.com]
> Sent: Tuesday, March 18, 2008 10:36 PM
> To: [REDACTED]
> Subject: Re: 2004 Nissan Maxima SE transmissions ~103917
>
>
>
> Thank you for contacting the U.S. Department of Transportation's Vehicle
> Safety Hotline Information Center.
>
> If you are interested in filing a complaint you may call our Hotline at
> 1-888-327-4236 and a Customer Service Representative will be happy to
> assist you.
>
> You may also visit our website at www.nhtsa.dot.gov for information
> pertaining to Recalls and Defects. The site will provide you with the
> following resource information:
>
> *Compliance Testing Database
> *How To File a Complaint
> *Early Warning Reporting Assistance
> *Questions and Answers on Recalls and Defects
> *View Existing Defect Investigations
> *Monthly Defect Investigation Reports
> *Search Technical Service Bulletins
>
> We hope that you find this information helpful. However, if you need
> additional information on our services please feel free to contact us at
> 1-888-327-4236.
>
> Thank you,
>
> NHTSA.dot.gov Response Team
>
> Disclaimer: "This response is for information purposes only and does not
> constitute an official communication of the U.S. Department of
> Transportation. For an official response, please write U.S. Department
> of Transportation, National Highway Traffic Safety Administration, 1200
> New Jersey Ave, SE, West Building, Washington, DC 20590.
>
>
>
>
> > [REDACTED]
> > Please note that I am an owner of a 2004 Nissan Maxima SE. I
> > currently have an estimated amount of 79,000+ mileage on this vehicle.
>
> > I purchased this car brand new from a Darcar Nissan in Rockville, MD,
> > USA in December 2004. Please note that I still have a monthly car
> > payment that is due for at least 2 more years. However, I am in need
> > of a transmission. This is indeed a design flaw from Nissan. I have
> > placed a complaint file to Nissan and await an answer for a goodwill
> > fix.
> >
> > More importantly, this is not an isolated incident as I have done my
> > research on the internet viewing surveys, complaints and problems from
>
> > other owners of this make and model. My research yielded over 75
> > people that have experienced the same problems with this year, make
> > and model and this info came from only one website. Such owners have
> > replaced their transmissions already or are experiencing the exact
> > same problems with the transmission that eventually will warrant a

> > replacement. Additionally, I personally work with an owner of the
> > exact same car who has replaced his transmission in November 2007.
> >
> > The description of the problem is as follows: The transmission
> > hesitates to work and when it does it jerks violently into gear.
> > After the start of the problem, it will drive fine when it hasn't
> > gotten too warm. However, after about 25 minutes of driving when
> > accelerating the RPM's races out of control on high but the car isn't
> > moving at the same level; it's stalling. Then it hesitates to catch
> > the next gear while shifting and finally when it does, it jerks so
> > violently that it is unbelievable. Due understand that this is indeed
>
> > a public hazard and a danger to all. An example of the danger: I was
>
> > merging onto traffic that was going at least 55 - 60 mph, upon
> > entering when it was safe to do so, I tried to accelerate to get some
> > speed with the flow of traffic and it stalled really bad and that
> > could have caused a major accident.
> >
> > Please urge Nissan to do a recall on these transmission as this should
>
> > not be the responsibility of the consumer to fix their flaws or
> > mistakes.
> >
> > I would like to touch basis with one of your representatives to see
> > what I can do further or what will be done. I welcome the opportunity
>
> > to provide website addresses of other complaints on this same issue.
> > My information is as follows:
> >
> > [REDACTED]
> > [REDACTED]
> > [REDACTED]
> > Upper Marlboro, MD [REDACTED]
> > [REDACTED] (Daytime #)
> > [REDACTED] (Evening #)
> > [REDACTED] (Anytime - Cell phone #)
> > Notice. This message is intended only for use by the person or entity
>
> > to which it is addressed. Because it may contain confidential
> > information intended solely for the addressee, you are notified that
> > any disclosing, copying, downloading, distributing or retaining of
> > this message, and any attached files, is prohibited and may be a
> > violation of state or federal law. If you received this message in
> > error, please notify the sender by reply email, and delete the message
>
> > and all attached files. Thank you.
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