

CL-10312434-6979

2/23/16

2010 MAR -2 PM 2:20

To whom it may concern,

I bought a brand new 2004 Nissan Maxima. It only has 57,000 miles on it. The transmission is jerking, kicking and jumping out of gear. I checked the internet concerning problems with the 2004 Nissan Maxima and thousands of people are having the same problem. I took it to a Nissan Dealership and they said the transmission is no good and that they were aware of this problem in the 2004 Nissan Maxima S.E. I called the 1-800-NISSAN-1 customer service number and they are also ignoring me. I heard that the transmission is suppose to have a 60,000 mile warranty. Prices to fix this transmission ranges from \$3,400 to \$4,500. Is there anyone there who can help me to convince Nissan Customer Service to help me with my problem.

Thanks,

Name -

Home -

Temple Hills, MD.

Home Tel. -

Cell phone -

ET
03/05/16
KS



MAIN LINE 301-423-8400
SERVICE HOURS MONDAY THRU FRIDAY 7:30 A.M. - 6:30 P.M.
www.passportauto.com

Implied including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

REF. NO. - 6725819

1-800-NISSAN-1

LIMITED EXPRESS WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SEE OTHER SIDE FOR DETAILS. PASSPORT NISSAN OF MARLOW HEIGHTS HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. IF THERE ARE ANY PROBLEMS PLEASE DO NOT HESITATE TO CALL US. THANK YOU FOR GIVING US THE PRIVILEGE OF SERVICING YOUR CAR.

CUSTOMER NO. 162030	ADVISOR LEE A MARTIN	323	TAG NO. 4267	INVOICE DATE 02/15/10	INVOICE NO. NICS800595
LABOR RATE	LIC [REDACTED]	MILEAGE 57,094	COLOR BLUE/	STOCK NO.	
YEAR / MAKE / MODEL 04/NISSAN/MAXIMA			DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. 1 N 4 B A 4 1 E 9 4 C [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.		P.O. NO.	R.I. DATE 02/15/10		
RE [REDACTED]	BUSINESS PHONE	COMMENTS EF BLUE TEAM			

LABOR & PARTS

J# 1 24NIZ AUTOMATIC TRANS UNITS: TECH(S):606 0.00
CUSTOMER STATES TRANSMISSION SLAMS INTO GEAR, ESPECIALLY
WHEN ITS WARMED UP
INSPECTED, TEST DROVE VEHICLE, NEEDS TRANSMISSION ASSY.
WAITING FOR AN AUTHORIZATION
JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 02/15/2010 / 34254 MI 00NIZ90000 90K MILE SERVICE *

ENVIRONMENTAL CONCERNS HAVE FORCED US TO CHARGE FOR THE
EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL
AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL
PARTS AND CLEANING SOLVENTS USED IN THE REPAIR OF YOUR
VEHICLE. YOUR INVOICE MAY ALSO INCLUDE A CHARGE FOR SHOP
MATERIALS.

*CASHCHECKCHARGE *
*INITIALSDATETIME *

ANY SPECIAL ORDER PARTS NEEDED FOR REPAIR OF YOUR VEHICLE
MUST BE PAID IN ADVANCE AND ARE NOT REFUNDABLE.
THANK YOU FOR LETTING US SERVE YOU!!!
AT PASSPORT NISSAN, SERVING YOU IS OUR BUSINESS!!!

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

TOTAL INVOICE \$ 0.00

WHILE YOUR MOTOR VEHICLE IS ON THE
PREMISES OF THE AUTOMOTIVE REPAIR FACILITY,
THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE
RESPONSIBLE FOR DAMAGE TO YOUR MOTOR
VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU
SHOULD ASK A REPRESENTATIVE OF THE
AUTOMOTIVE REPAIR FACILITY ABOUT THE
EXTENT OF ITS RESPONSIBILITY, INCLUDING THE
EXTENT OF THE INSURANCE COVERAGE OF THE
AUTOMOTIVE REPAIR FACILITY.

Thank You!
**WE APPRECIATE
YOUR BUSINESS.**

CUSTOMER SIGNATURE





SOUTHERN MD 207

20 FEB 2010 PM 4 7



OFFice of Defects INVESTIGATIONS (CRD)
NVS-216
1200 New Jersey Ave S.E.
WASHINGTON, DC 20590

