

**From:** [Reid, Randy \(NHTSA\)](#)  
**To:** [Gee-walford CTR, Tameika \(NHTSA\)](#)  
**Subject:** FW: Complaint - Investigation  
**Date:** Thursday, April 15, 2010 9:58:17 AM

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Tameika, please upload this complaint into the system and assign to a writer for response

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**From:** [REDACTED]  
**Sent:** Wednesday, April 07, 2010 6:05 PM  
**To:** Test, Crash (NHTSA)  
**Cc:** [REDACTED]  
**Subject:** Complaint - Investigation

I filed a complaint to NHTSA regarding the transmission on my 2005 Nissan Maxima. The car jerks and pops when in various gears causing surges. This is a big problem especially when pulling into traffic and getting such a hesitation before acceleration. I have managed to avoid being hit but just barely and I'm concerned that accidents may start to occur from owners not aware of the problem.

The Maxima was not a cheap car and should not have such wear on the powertrain at 70,000 miles. This was not a problem prior to 2004 with Nissan. I understand NISSAN changed the powertrain/transmission after that and that is when issues became a major problem. Nissan USA will not admit to a problem and acknowledges that NHTSA has not contacted them about the complaints, therefore, they do not see a need to address complaints.

Nissan owners need your help before this problem grows into a major problem causing deaths. I hope NHTSA does step in before it is too late and before it becomes another "Toyota" issue.

[REDACTED]

MCRUZ  
4/20/2010  
CW