

SEP 22 2010

September 15, 2010

Nissan North America  
Consumer Affairs  
P. O. Box 685003  
Franklin, TN. 37068-5003

Re: 2005 Nissan Maxima VIN # 1N4BA41E55C [REDACTED] (File # 6927485)

To Whom It May Concern:

I am a long time Nissan customer, having bought a Nissan B210 in the 1980's (vin not available). I have owned 4 Nissan trucks (three of which I bought new from the local Nissan dealer), a 1994 frontier (vin unavailable), a 2001 Nissan Frontier (VIN 1N6DD21SX1C [REDACTED]), a 2008 Nissan Frontier ((VIN 1N6AD06U58C [REDACTED]), which was traded in on a 2010 Nissan Frontier I recently purchased (VIN 1N6BD0CT5AC [REDACTED]). I helped my mother-in-law purchase a 1993 Nissan Sentra (VIN 1N4EB31F9PC [REDACTED]), my step-daughter had a Nissan Sentra (it was about an 87 or 88 model and VIN not available), and my step-son had a 1997 Nissan Altima (VIN 1N4BU31D5VC [REDACTED]), which was passed along to my step-grandson in 2010. Because I had been pleased with all the Nissan vehicles I have had, I decided to go for a more luxurious vehicle and purchased a Nissan Maxima on 8-13-10. It was purchased through a used car dealer friend at auction. We drove the vehicle and it appeared to have no problems and ran well.

However, on the drive home, after it had been driven about 35 miles, the transmission began banging and slipping. I have since learned in talking to others about the transmission problem I am having, that this appears to be a problem with Maximas (and if I had been aware of this before, I would not have bought it). After talking to you, I checked on the internet about Nissan transmission problems and was surprised at the extent of complaints (over 122,000) with everyone wondering why there hasn't been a recall. It appears that Nissan could end up with their reputation damaged like Toyota did if this isn't corrected.

Again, I want to say that I would not have brought this car, would not have even considered this Maxima, if I had known about the unreliability of the transmission. I have never had any problems with transmissions in any vehicle I have owned, and we have a tendency to keep vehicles for many years. We have a Toyota Sienna with 164,000 plus miles on it, we have had Hondas with 150,000 miles, another Toyota with over 150,000 miles on it, and never had problems with transmissions in any of these vehicles. So I have not been concerned about transmissions when purchasing a car.

You had recommended that I take the Maxima to a Nissan dealer and have it diagnosed. I did this on 9-13-10 and they indicated that we need to replace transmission at a cost of \$3252 + all fees and fluid. This is a beautiful car, and I was looking forward to a happy experience with it as it is the first luxury car I have owned. I think under the circumstances, Nissan should take care of replacing the transmission with no cost to me. I am definitely not happy about just purchasing this vehicle and having this problem with it. I would like someone to contact me regarding this.

[REDACTED]  
Oak Ridge, Tn. [REDACTED]

✓ bcc: NHTSA, 1200 New Jersey Ave., SE, West Bldg, Washington, DC 20590  
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