



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

MAR 08 2011
05-JAN-2011

Repository

Reference No.
10374800

OWNER INFORMATION (Type or Print)

Name

Address

City POWAY

State CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1N4BA41E05C

Make

NISSAN

Model

MAXIMA

Model Year

2005

Date Purchased

2008

Dealer's Name and Telephone Number

Engine: 3.5L

No: Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

28-NOV-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

66000

Failure Speed

<10 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment

Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS 2005 NISSAN MAXIMA. THE CONTACT STATED THAT WHEN HE SLOWED DOWN TO MAKE A TURN THE AND I SHOULD HAVE BEEN A SMOOTHER TRANSITION. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHO STATED THAT THE FAILURE WAS CAUSED BY A FAULTY VALVE BODY CONTROL ASSEMBLY. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE AND CURRENT MILEAGE WAS 66,000. THE WARRANTY WAS FOR 60,000 miles. THE DEALER CHARGED \$96 FOR DIAGNOSIS AND ESTIMATED \$1500 FOR REPAIRS. BY THE DEALER BUT BY A REPUTABLE TRANSMISSION SHOP (TRANSMASTERS AUTO CARE) FOR \$1376.68. THE TRANSMISSION SHOP AND INFORMATION ON INTERNET FORUMS INDICATE THIS IS A COMMON PROBLEM. (over)

TRANSMISSION DOWNSHIFT ABRUPTLY REPAIRS.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

IT APPEARS THAT NISSAN ENGINEERS CHOSE ~~AND~~ AN IMPROPER MATERIAL(S) THAT LEADS TO PREMATURE FAILURE BY WEARING OUT TOO QUICKLY. BASED ON INTERNET FORUMS, THE TRANSMISSION COOLER MAY BE TOO SMALL AND LEADS TO THE TRANSMISSION RUNNING 'HOT' AND WEARS OUT THE VALVES DUE TO EXCESSIVE FRICTION. NISSAN MAY NOT HAVE ADEQUATELY TESTED FOR THIS PRIOR TO SELLING THE CAR AT DEALERSHIPS. I BELIEVE THE TRANSMISSION IS A DEFECTIVE DESIGN AND ATTACH ADDITIONAL SHEETS IF NECESSARY SHOULD BE RECALLED.

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

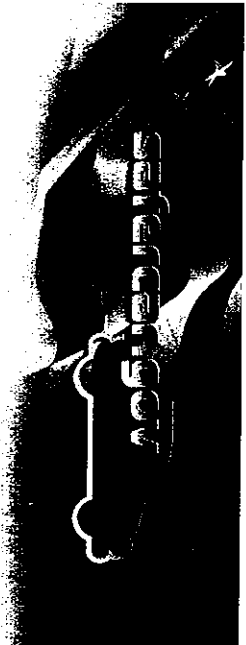
Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

12/24/10

1-800-NISSAN1 - NISSAN N. America x 41661

LISA

Mossy NISSAN POWAY - Service Manager Michael Teng
Regional Specialist - Darrin Shepard 858 668-3609
Inquiry No. 7034982 (LISA)

Ref. to. Paul 866-799-1690 x 1491

Car ID.

1N4BA41E05C [REDACTED]

recommen
V.B.C.A.
Replacement
No gaurantee
that it would
fix

- Denied any responsibility. Out of Warranty. After the holiday

- Took to Transmaster
- 2nd diagnosis
- Similar recommendation but offered rebuilt version from Sonnex - SLEEVED or HARDER METAL. (Should permanently fix defect)

NO BETTER THAN ORIG → NISSAN ORIGINAL PART

- Picked up from Transmaster

- 1/6/10

- Runs fine.

Called National Hwy & SAFETY Association

- safecar.gov

- 10374800

confirmation no. 320825

1/5 - 1/6 waited a bit prior to authorizing repair called Nissan N.A. one more time to give them a chance

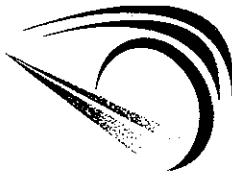
- Valve Body Control Assembly
- Powertrain Dyno?
- Shift Point

No Resp



®

By law you have the right to have emissions service done at the facility of your choosing.



TRANS. REF 22A

MOSSY NISSAN

888-327-4236 HWY & SAFETY ASSOCIATION

BAR #ARD227410 EPA #CAD000263899

14100 Poway Road | Poway CA 92064

858-668-3600

PLEASE READ IMPORTANT INFORMATION ON BACK

Owner/Driver Information:		Billing Information:		Service Order
[Redacted]	1350333	[Redacted]	1350333	R06080364
POWAY CA [Redacted]		POWAY CA [Redacted]		License Plate
Home Phone: [Redacted]		Reference:		Tag Number
Work Phone: [Redacted]		Billing: R		B984
Alternate Phone: [Redacted]		Terms: COD		

Please verify your primary Email address (note any changes) [Redacted]

Date In	Mileage In	Date Out	Service Advisor
12/21/2010 6:06 p.m.	66,275	12/21/2010 6:06 p.m.	Darren Sheppard
Year, Make, Model	VIN	Unit Id	Exterior/Interior Color
2005 NISSAN MAXIMA	1N4BA41E05C [Redacted]	290252	SPIRITED BRONZE / CAFE LATTE
Description / Item	Qty	Price	Extended

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

Service Request #1

Completed by 2615

Condition CUSTOMER REPORTS WHEN DRIVETRAIN IS WARMED UP, TRANSMISSION WILL HAVE A HARSH SHIFT ENGAUGEMENT. LOW SPEEDS 1ST TO 2ND GEAR

Cause

Correction Inspected and found harsh shift from 1st to 2nd. inspected mounting of engine and transmission. no problems found. as per TSB, Recommend replacement of valve body assy.

**customer declined repairs at this time, Pending nissan approve!*

- Customer Request Diagnosis

Diagnosis	Labor: \$96.00	Parts: \$0.00	Sublet: \$0.00	Subtotal for Request #1	\$96.00
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Service Request #2

Completed by 2615

Condition CHECK AND SET TIRE PRESSURE LF _ RF _ LR _ RR _

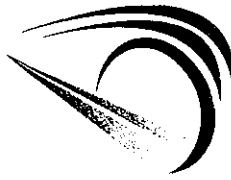
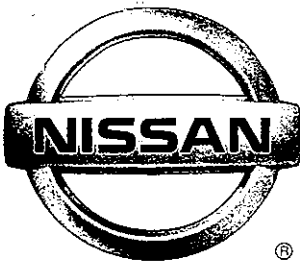
Cause

Correction Set tires to 33 psi

- We Support a Green Environment
- Our complimentary service will protect our environment and improve your fuel economy.

Labor to: Perform Tire Inflation Service

Labor: \$0.00	Parts: \$0.00	Sublet: \$0.00	Subtotal for Request #2	\$0.00
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MOSSY NISSAN

Owner/Driver: [REDACTED]

Service Order: **R06080364**

Page 2 of 2

PLEASE READ IMPORTANT INFORMATION ON BACK

Description / Item	Qty	Price	Extended
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Service Request #3

Completed by

Condition ADDITIONAL SERVICE REQUEST
Cause Travis
Correction Control valve assembly, causing harsh shift 3.5 including diag - \$1500
 -5 qts matic K
 -Silicone
 Raditor hoses, leak noticed at top - \$215
 Drive belts, cracking - \$120
 Air filter dirty - \$40.00
 Low pressure hose, leaking 2.0 includes evac and recharge - \$350
 All four tires, at wear indicators 225/55r17
 Alignment
 Induction service
 Injector service
 Powersteering fluid exchange
 Brake fluid exchange

Dealer
Repair
Estimate

• Technician Recommends the Following Items

Labor: \$0.00	Parts: \$0.00	Sublet: \$0.00	Subtotal for Request #3	\$0.00
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Cost of Diagnosis
Paid

Additional or Supplemental Authorizations:

12/22/10 10:48 arr 3480 CALLED CUSTOMER. LEFT MESSAGE. PENDING AUTH FOR ASR
 12/22/10 10:55 arr 3480 CUSTOMER RETURNED CALL, REVIEWED ASR, PENDING AUTH.

Original Estimate: **\$96.00**

Revised Estimate: **0.00**

Acknowledgement: I acknowledge notice and oral approval of an increase in the original estimated price.

Customer Signature: _____ Date: _____

Parts:	0.00
Labor:	96.00
Sublet:	0.00
Misc:	0.00
Taxes:	0.00
Total:	96.00

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and for attorneys fees in the event that collect is made at any payment due. If vehicle is returned to customer without repair service being performed a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

TransMasters Auto Care

8008 Miramar Road
San Diego, CA 92126
(858) 693-8282

REPAIR
*
INDEPENDENT
DIAGNOSIS

BAR#AC188178 - EPA#CAD981172679
"The Automotive Professionals"

X
Terms: CASH unless arrangements made prior to authorization. Vehicles left after repair is completed may be subject to a storage fee.

2005 Nissan Maxima SL	License # [REDACTED]	Repair Order # 14012
Mileage In 66485	Inv Date: January 6, 2011 @ 8:10am	
Color:	Unit #:	Service Writer: Sam Muniraj
PO #	Mfg. Date: 03/04	Status: Appointment
		Driver: Kasl, Eldon

Vehicle Problems	Requests for Service	Services Performed	Qty	Price	Ext
Customer states that: Customer Source : Road Sign					
Customer Complaint: Harsh Down shift					
Condition: Harsh down shift 2-1					
Cause : Valve Body Worn					
Labor Service - Valve Body - Renew OS					297.50
Rebuilt TS90-101DD	Valve Body		1.00	880.00	880.00
Labor Service - Transmission drain & fill OS					68.00
New ATFMULTI	ATF Multi Grade		6.00	6.75	40.50
Labor Service - External Inspection, includes: Scan Test, Road test, visual inspection, Trans Shift Point Inspection, Check for D.T.C's & advise.					170.00
Scan inspection and Pressure test OS					

Revisions of Original Estimate - Original Estimate of Services and Parts								\$0.00
Rev#	Date and Time	Who Contacted	Method	Contact #	Cont. By	Revise By	Total	
1	1/05/2011 3:00PM	[REDACTED]	By Phone	[REDACTED]	SM	\$1,350.00	\$1,350.00	
Replace the Valve Body (RBLD) and Trans Service \$1350.00 + TAX								

X
Customer accepts revision to the invoice and agrees to pay revised amount.
All parts + labor comes with 12/12000 miles warranty.

Warranty
Transmasters will, at their option, either replace, or repair the failed part at no charge to the customer at the Transmasters location. Transmasters does not cover any type of consequential damage(s). X

Estimate only, do not pay.

Repair Order Summary:	
Parts	\$880.00
Parts Discount	\$-150.00
Labor	\$535.50
Fluids	\$40.50
Haz. Materials	\$3.00

X
Customer acknowledges receipt of merchandise and services

Sub Total	\$1,309.00
Sales Tax (CA..)	\$67.68
Total	\$1,376.68

TRANS MASTERS
8008 MIRAMAR RD #A
SAN DIEGO, CA 92126

01/06/2011
Merchant ID:
Terminal ID:
227581017992

13:17:08
00000000538658
02605083

CREDIT CARD

VISA SALE

CARD #	XXXXXXXXXXXX
INVOICE	0002
Batch #:	000099
Approval Code:	012607
Entry Method:	Swiped
Mode:	Online
Tax Amount:	\$0.00
SALE AMOUNT	\$1376.68

CUSTOMER COPY



Sam
Sathia Muniraj

Ph. (858) 693-8282
transmasters@gmail.com

Import - Domestic - R.V.'s - 4x4's - Automatics
Standards - FWD - RWD - Clutches - CV's - Transaxles

- Maintenance
- Exchange Units
- Free Inspection
- Repair / Overhaul
- Free Towing*
- 3 Year Warranty*

*available



8008 Miramar Rd., San Diego CA, 92126
www.transmasters.com