

1-800-HELP-FLA (435-7352)
www.800helpfla.com
www.freshfromflorida.com



APR 28 2011

DIVISION OF CONSUMER SERVICES
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

April 20, 2011

Refer To: 1103-12176 / MR

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20590-0001

CL-10392696-1373

Subject: AGENCY REFERRAL
Business: NISSAN NORTH AMERICA, INC
Consumer [REDACTED]

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

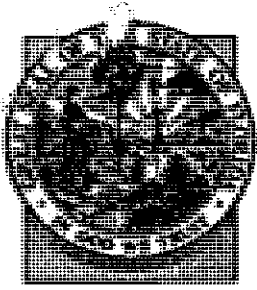
On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

Mr. Myles Robertson

Mr. Myles Robertson
Senior Consumer Service Analyst
850-410-3782
Fax: 850-410-3801
E-mail: myles.robertson@freshfromflorida.com

ET
050911
TGW



Florida Department of Agriculture & Consumer Services
ADAM H. PUTNAM, Commissioner
Tallahassee, Florida

March 30, 2011

Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500
Phone: 1-800-HELP-FLA
URL: <http://www.800helpfla.com>

Refer To: 1103-12176 / MR

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
SE
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20520-0001

Subject: AGENCY REFERRAL
Business: NISSAN NORTH AMERICA, INC
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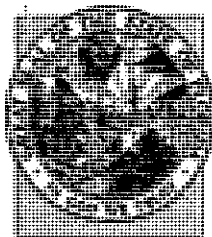
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Mr. Myles Robertson

Mr. Myles Robertson
Senior Consumer Service Analyst
850-410-3782
Fax: 850-410-3801
E-mail: myles.robertson@freshfromflorida.com



MOTOR VEHICLE REPAIR COMPLAINT FORM

March 23, 2011

ADAM H. PUTNAM
COMMISSIONER

Please return completed form to:

Florida Department of Agriculture and Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL
850-488-2221 - Calling from outside FL
www.800helpfla.com

Online Complaint Number: 92132

Case Number: 1103- 12176

Subject: Motor Vehicle Repair

Consumer Information

Name: [Redacted]
Country: USA
Address: [Redacted]
City/State/Zip: MIAMI SHORES, FL [Redacted]
Email: [Redacted]
I would like to subscribe to the Florida Consumer E-Newsletter: No
Age Group: 46- 55 Home Phone: [Redacted] Work/Cell Phone: [Redacted]

Business Information (Complaint Filing Against):

Name: NISSAN CORPORATION
Contact Person:
Address: NMAC P.O. BOX 660360
City/State/Zip: DALLAS, TX 75266
Phone: 800- 647- 7261
Authorized to contact Business: Yes

Vehicle Information:

Make: NISSAN
Model: MAXIMA
Year: 2005

Motor Vehicle Repair Information:

Date of Repair: 03/23/2011
Repair Type: Engine Repair
Did you receive a copy of the written estimate before the work was performed? Yes
Were the repairs the same ones you authorized? No
Did you authorize any changes to the original estimate? No
Are you currently represented by a lawyer? Yes
Have you filed suit in court? No

Explain your complaint, describing the events in the order in which they occurred.

My Nissan 2005 Maxima needs a new transmission at 88,000 and after having all the motor mounts replaced 4 times at my cost. Nissan USA fails to acknowledge a design flaw in its transmission design and this threatens public safety. A mandatory recall is necessary to address this issue. Thousands of Americans have issued a complaint to Nissan, several consumer websites have raised the alarm and warned the NTSB. Nissan is negligent in addressing this transmission problem and so is the State of Florida if it continues to ignore this public safety and consumer complaint. Nissan needs to issue a recall and replace these faulty transmissions. Local dealer-Esserman Nissan in Miami Lakes, claims ignorance. Read more at: http://www.consumeraffairs.com/automotive/nissan_maxima.html

What would satisfy your complaint?

A national recall by Nissan to replaced faulty transmissions in 2004-2005 their Nissan Maxima model.



ADAM H. PUTNAM, Commissioner
 Florida Department of Agriculture and
 Consumer Services
 407 South Calhoun Street
 Tallahassee, FL 32399-0800



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Master

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04/21/2011

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Defects
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