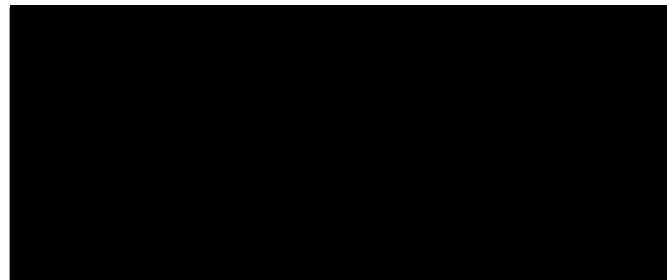


 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received JUN 1 5 2011 28-MAR-2011		Repository ☐ Reference No. 10393102	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
SUMTER		SC			
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		Make	Model	Model Year	
1N4BA41EX6C		NISSAN	MAXIMA	2006	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
4-2008	Carson Auto Centre Out of Business		No: Cylinders	Gas	
Original Owner	Dealer's City	State	Zip Code		
☐	Columbus	SC			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	☐ Cruise Control		Transmission only	01-AUG-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION				Failure Mileage	Failure Speed
				96000	35
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: DOTM9ABC036)		☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 A 2006 NISSAN MAXIMA. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 35 MPH AND ATTEMPTING TO DECELERATE, THE TRANSMISSION EXHIBITED A HARD DOWNSHIFT. THE VEHICLE WAS TAKEN TO A LOCAL TRANSMISSION REPAIR SHOP WHERE A DIAGNOSIS WAS PERFORMED BUT NO FAILURE CODES WERE PRODUCED. THE VEHICLE WAS THEN TAKEN TO A LOCAL MECHANIC WHO REPLACED THE TRANSMISSION FLUID, WHICH DID NOT CORRECT THE FAILURE. THE FAILURE PERSISTED AND THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 96,000 AND THE CURRENT MILEAGE WAS 110,000.					
 6-4-2011					
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 to 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.					

On the week of April 3rd, I called Nissan USA about my transmission and they told me that I would have to have someone from Nissan Dealership to look at my car. Nissan USA wanted to know what year, make, and model and the mileage on the car. (2006 Nissan Maxima ID 9,000 miles.)

On April 27, 2011 I took my 2006 Nissan Maxima to Jones Nissan and on their internal check of my transmission they found that it needed to be replaced. On April 29, 2011 I called Nissan USA about what needed to be done; they said they will not be able to help me. My case went up for review to 3 different managers, and all 3 would not help me. My file #1 with Nissan is 715 7160 and I paid \$100 to get the transmission checked out.

Here is a copy of the service record and the amount I paid:



CUSTOMER #: 44135

310333



INVOICE

1260 BROAD ST • P.O. BOX 1375 • SUMTER, SC 29151
803-469-3424 (Local) • 800-868-0338 (Toll Free)

FAX: 803-469-3428

www.jonesnissan.com

SUMTER, SC

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 510 ROSS A GRIMES

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	06	NISSAN MAXIMA	1N4BA41EX6C		117135/117135		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN06 DD						CASH	27APR11
R.O. OPENED	READY	OPTIONS: ENG:3.5_LITER_GAS TRN:A					

16:29 26APR11 08:08 27APR11

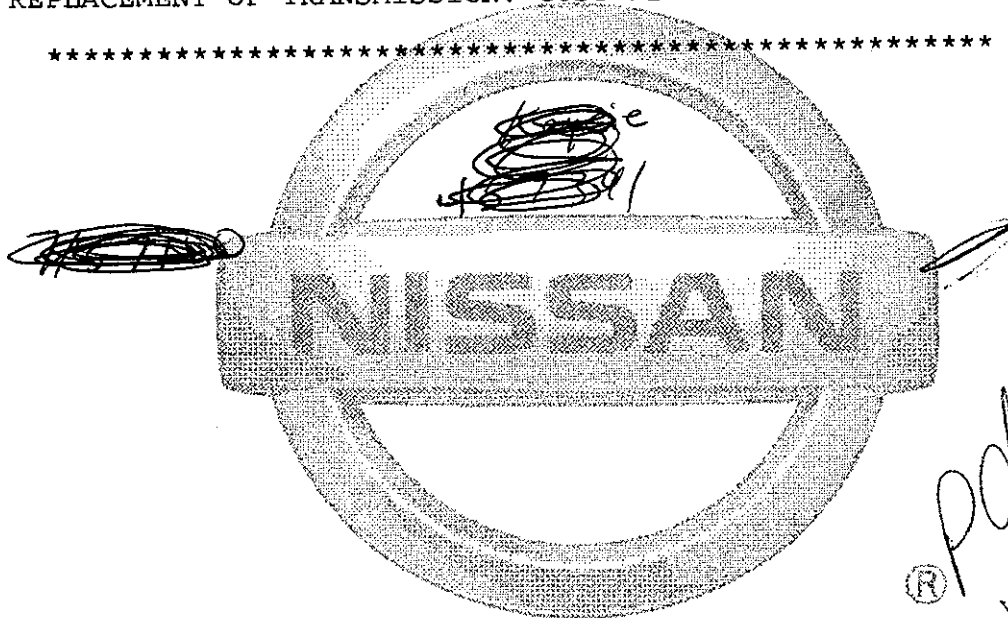
LINE OPCODE TECH TYPE HOURS

A C/S CAR SHIFTS HARD, SLIPS

CAUSE: FOUND INTERNAL FAILURE OF TRANSMISSION

21NIZZSLIP CHK TRANS SLIPPING

PARTS:	0.00	LABOR:	98.00	OTHER:	0.00	TOTAL LINE A:	98.00
RECOMMEND REPLACEMENT OF TRANSMISSION. CUST DECLINED REPAIR AT THIS TIME							



NOTICE OF ARBITRATION: THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN JONES NISSAN COMPANY, INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN JONES NISSAN COMPANY, INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE HEREOF, SHALL BE SETTLED BY ARBITRATION IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL, AND JUDGEMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE INFORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT, AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

I HAVE READ AND UNDERSTAND THE "DISCLAIMER OF WARRANTY" AND THE "NOTICE OF ARBITRATION" INCLUDED ON THIS REPAIR ORDER. I FULLY AND COMPLETELY AGREE TO ABIDE BY ITS TERMS AND CONDITIONS.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged to secure the amount of repairs thereto. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

PLEASE READ BEFORE SIGNING: DISCLAIMER OF WARRANTIES - All warranties on this product or products, are those of the manufacturer. The seller, JONES NISSAN COMPANY, INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and JONES NISSAN COMPANY, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or accessories. This disclaimer in

DESCRIPTION	TOTALS
LABOR AMOUNT	98.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	98.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	98.00

JONES NISSAN INC
1260 BROAD STREET
SUMTER, SC 29150
803-469-3424
10169005 / C3043788

Merchant ID: 010169005000
Term ID: 73043788

Ref #: 0010

Sale

2963

DEBIT

Entry Method: Swiped

Total:

\$ 98.00

04/27/11

16:21:35

Inv #: 000010

Appr Code: [REDACTED]

Apprvd: Online

Batch#: 000007

Retrieval Ref. #: 111720276439

Trace Audit #: 276439

Net ID: 470

Settle Date: 0428

Customer Copy

THANK YOU!