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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6) 11/04/2011


Villa Grove, IL
November 04, 2011

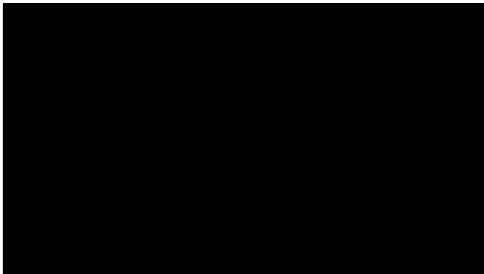
Dear NHTSA:

I am the owner of a 2008 Nissan Ultima. I purchased the car new. I have experienced a dangerous vibration/wobble in the car for many months and many miles. All attempts to work with Nissan on the problem have been exhausted. I am seeking a higher authority for help.

I have attached a copy of the last certified letter that was sent to two vice presidents of Nissan. Subsequent, to this letter, I received a call from Nissan executive offices. This call came on Friday October 28th. I returned the call at 04:20 PM on the same date. The original call advised me to call 615-725-7105 and ask for Cory or Cora to discuss my vehicle. During this call she again advised that the vehicles problems were a result of my driving style and NOT a mechanical problem with the car. She admitted all individuals involved had experienced the wobble and vibration. As before she said we needed to drive the car harder, faster and avoid driving the car in the 30 to 40mph range. This answer is not only absurd it's also unsafe...and unacceptable. I expressed to her my desire to just have Nissan fix the problem and she advised that there was no fix and the car was operating fine...

My wife and I have both driven cars for in excess of forty years each. We have never had a car that vibrated like this. We drive in a normal and reasonable manner. Contrary to what Nissan says this car has a transmission flaw that is unsafe. I have never had this happen with any vehicle in my life. I think it is apparent Nissan does not want to meet it's obligation to fix the car because it would be admitting a defect and thus liability.

Looking for help from a higher authority because Nissan will not address my concerns...


MC
12-5-11
DW

VIA CERTIFIED MAIL

October 24, 2011

[REDACTED]
Villa Grove, Illinois [REDACTED]

Mr. Al Castignetti
Vice President Nissan USA
1 Nissan Way
Franklin, Tennessee 37067

Mr. John Spoon
Vice President Service Nissan USA
1 Nissan Way
Franklin, Tennessee 37067

Dear Sir:

I am the owner of a 2008 Nissan Ultima 2.5 SL (VIN -1N4AL21E68N [REDACTED]). I purchased the car new from Worden Martin Nissan in Champaign, IL..They have since become Illini Nissan.

The car has developed a vibration, wobble or shimmy at speeds of thirty to forty miles per hour. In the last 18 months I have taken the car into Illini Nissan for repair on multiple occasions. My wife, the primary driver, believes the vibration has progressively worsened and that the mile per hour range has increased. We have spent countless hours and money trying to get this defect corrected..

Initially I believed it was nothing more than a tire issue. Illini Nissan ruled that out and determined that it was a problem with the continuously variable transmission, (Xtronic CVT). Additionally, I was advised that Nissan was aware of problem and had service alerts and/or bulletins available to service facilities. After many attempts to reprogram the transmission and being referred to three different service reps and the service manager I was advised that all attempts to alleviate the defect were ineffective. I was also told the computer download of the car showed it had been driven very conservatively and with utmost care. I was referred to Nissan Customer Service.

After months and receiving little more than lip service from four different reps (Nicole-Vicki-Demitrius-Gabby) I was told that a Nissan engineer would inspect the car on October 06, 2011, at the Nissan dealership. After this inspection I was again advised that vibration existed and is a transmission problem. Told that specialist would contact me on October 07, with a follow-up-never happened. I was subsequently advised that his solution was to drive the car harder and

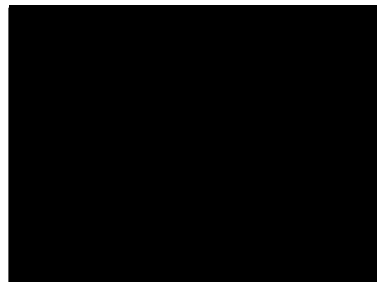
faster with quicker acceleration and to avoid driving in the 30 to 40 mph range. To say I was shocked and appalled is an understatement. I told service manager that was absurd and unacceptable. He agreed with my feelings and again referred me to Nissan Customer Service.

On Friday October 21, I was advised by Nissan rep that Nissan feels car is within Nissan specifications and that the case is closed. I have jumped thru all your hoops and ultimately told I don't have a problem, yet EVERY individual that drove this car agreed the vibration exists. The vibration is so bad that passengers ask what is wrong with car. It is an embarrassment to drive. I am in a catch-22 - the dealer says he can do no more and Nissan customer service says car hasn't been in a repair facility enough to warrant any action on their part.. What about all the times car was at Illini Nissan that I received no written repair report??

Lastly, without a doubt the safety of this vehicle has been compromised. What will happen on snow and ice as problem continues to worsen? What happens when transmission decides to lock up or quickly drop to a lower or higher ratio on a slippery road??

I am at wits end with Nissan and , as such, write this letter. Where is your commitment to excellence in providing outstanding vehicle ownership and a new benchmark for excellence. Is it just more lip service?? I own a Nissan vehicle that the safety of driving has been compromised due to a Nissan engineering/design problem. I simply want my automobile fixed or replaced before it turns into a Ford Pinto like liability issue...

Thanking you in advance and awaiting your reply, I remain

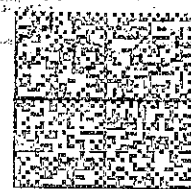


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11/23/2011

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