


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.H.A. No. 2127-0008

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received OCT - 2 2012 14-SEP-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10475427</p>			
<p>OWNER INFORMATION (Type or Print)</p>									
Name		Address		City		State		Zip Code	
[REDACTED]		[REDACTED]		HAVERTOWN		PA		[REDACTED]	
Daytime Telephone Number		Evening Telephone Number		E-mail Address				[REDACTED]	
<p><i>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).</i></p>									
<p>VEHICLE INFORMATION</p>									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model		Model Year	
IN4BA41E65C [REDACTED]				NISSAN		MAXIMA		2005	
Date Purchased		Dealer's Name and Telephone Number				Engine: No: Cylinders		Fuel Type:	
[REDACTED]		Ardmore Nissan 610049-4400				[REDACTED]		[REDACTED]	
Original Owner		Dealer's City		State		Zip Code		[REDACTED]	
[REDACTED]		Ardmore		PA		[REDACTED]		[REDACTED]	
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)			
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		[REDACTED]		[REDACTED]		15-AUG-2012			
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>									
Vehicle Component Code: 100000 POWER TRAIN						Failure Mileage		Failure Speed	
[REDACTED]						60000		[REDACTED]	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>									
Tire Make			Tire Model (Name or Number)			Tire Size (Example P215/65R15)			
[REDACTED]			[REDACTED]			[REDACTED]			
DOT No. (Example: DOTM19ABC036)			<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:				
[REDACTED]			[REDACTED]		[REDACTED]				
Tire Component Code						Tire Failure Type:			
[REDACTED]						[REDACTED]			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>									
Make:			Date Manufactured:			Model No./Name:			
[REDACTED]			[REDACTED]			[REDACTED]			
Seat Type:			Installation System:						
[REDACTED]			[REDACTED]						
Child Seat Component Code:			Failed Part:						
[REDACTED]			[REDACTED]						
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>									
Crash		Fire		Number of Persons Injured		Number of Deaths		Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0		0		N	
<p>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).</p>									
<p>TL* THE CONTACT OWNS A 2005 NISSAN MAXIMA. THE CONTACT STATED THAT THE TRANSMISSION FAILED. THE CONTACT STATED THAT THE VEHICLE WAS ACCELERATING AND SHIFTING GEARS INDEPENDENTLY. THE VEHICLE WAS TAKEN TO A TRANSMISSION SPECIALIST WHERE THEY ADVISED THAT THE VALVE BODY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THERE WERE NO RECALLS FOR THE FAILURE. THE FAILURE MILEAGE WAS 60,000. THE VIN WAS UNAVAILABLE.</p> <p><i>Current Mileage 88,000 at ardmore nissan I have an appointment on Monday Oct 8th for Recalls.</i></p>									
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>						<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>			
<p><small>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.</small></p>									

9/14/12

Pat's Automatic Transmission Service Inc.

18 South Sproul Road
 Broomall, PA 19008
 (610)353-8888

STATE LICENSE & EPA NUMBER

VEHICLE 2005 Nissan Maxima GLE
 ENGINE V6 3.5L Vin:D Gas MFI FWD 4
 LICENSE [REDACTED]
 Mig In/Out 85770 /
 V.I.N. [REDACTED]

DATE 09/11/12 DUE DATE 09/11/12 Order : 5946 05:20PM 1

PARTS & LUBRICANTS USED	QTY	PRICE	TOTAL	COMMENTS & DESCRIPTION OF LABOR	QTY	PRICE
Gasket	1.00	7.30	7.30	AW55-50SN Transmission		
7 QT. Atf	7.00	15.00	105.00	Replace Valve Body Assembly		375.00
New Valve Body	1.00	1443.6	1443.			

ADDITIONAL ITEMS CHECKED OR SERVICED

9/11/12 MPB
 Discover
 [Signature]

Date Time Phone Approved By Parts Ad Labor Ad Incees Total Coffer Reason for Price Increase

TOTALS	
Parts & Lubricants	1555.91
Labor	375.00
Subst	0.00
EPA	0.00
SHOP SUPPLIES	0.00
Gasoline	0.00
Deposit	0.00
Disc Applied	0.00
Sub Total	1930.91
Sales Tax	115.85
TOTAL	2046.76
BALANCE DUE	2046.76

This vehicle will be reassembled within

I HEREBY AUTHORIZE REPAIR WORK TO BE DONE AS DESCRIBED ABOVE WITH NECESSARY PARTS, TO BE LISTED AT YOUR REGULAR PRICES. I AGREE TO PAY CASH ON DELIVERY OF CAR OR ON SATISFACTORY TERMS TO YOU, AND UNTIL PAID IN FULL IT SHALL CONSTITUTE A LIEN ON THIS CAR. I FURTHER AGREE THAT YOU WILL NOT BE HELD RESPONSIBLE FOR CAR OR ARTICLES LEFT IN CAR IN CASE OF FIRE, THEFT, ACCIDENTS OR OTHER CAUSE BEYOND YOUR CONTROL. MY CAR MAY BE DRIVEN BY YOUR EMPLOYEES FOR ROAD TEST AT MY OWN RISK.

I accept the above terms and conditions

6107132254 P.02

HUMAN SERVICES ADM

OCT-01-2012 12:08

2005 Nissan Maxima

Pats Automatic Trans
18 South Sprawl Road
Brookville, PA 19008
610-938-6868

TERMINAL ID: 74548922
MERCHANT ID: 535530269360

DISCOVER
SALE SWEPD

BATCH: 000001
Ser 11: 12 17:24

TRAIL SER #: 002554

APPROVAL: 01/2008

TOTAL \$2046.76

THANK YOU!

CUSTOMER COPY

From: nnaconsumeraffairs@nissan-usa.com
Sent: Friday, September 07, 2012 3:51 PM
To: [REDACTED]
Subject: Your inquiry to Nissan [ref_00DA09j8L_500F08iBDc:ref]



9/7/2012

Case # 9362345
VIN # 1N4BA41E65C [REDACTED]

Dear [REDACTED]

Thank you for e-mailing Nissan North America, Inc.

A review of our records indicates that the vehicle with the vehicle serial number listed above is involved in the recall as follows:

Rear Suspension Member-Bushing-Sealing Replacement
Drivers Seat Harness Routing

Please contact your Nissan dealership for an appointment to have the recall repairs performed on your vehicle. These repairs are free of charge to you.

You are also advised to have your vehicle inspected by an authorized Nissan dealership for the issue with the vehicle.

If you have further questions or concerns that you would like us to help you with, you may call Nissan Consumer Affairs at 1-

800-NISSAN-1.

**Thank you for giving us the opportunity to
be of service.**

Sincerely,

Nissan North America, Inc.

**Charles Smith Factor
Consumer Affairs Representative
Nissan Consumer Affairs**



From: nnaconsumeraffairs@nissan-usa.com
Sent: Tuesday, September 11, 2012 2:54 PM
To: [Redacted]
Subject: Your inquiry to Nissan [ref_00DA09j8L_500F0BiBDc:ref]



9/11/2012

Case # 9362345

Dear [Redacted]

Thank you for contacting Nissan North America, Inc. and allowing us the opportunity to be of assistance. We are sorry to hear about the experience you are having with your and apologize for any inconvenience this may have caused you.

In order to look into possible assistance, a recent diagnosis by an authorized Nissan dealership is required. Please contact your local Nissan dealer and schedule an appointment, as the dealer is in the best position to diagnose and repair your vehicle. Your Nissan dealer will be more than willing to assist.

Case # 9362345 has been created to document your concern. Once the vehicle has been diagnosed, please contact us at 1-800-647-7261 and reference your case number.

Your satisfaction with your vehicle and your Nissan dealer is very important to us. Thank you for allowing us to be of assistance.

Sincerely,

Nissan North America, Inc.

**Charles Smith Factor
Consumer Affairs Representative
Nissan Consumer Affairs**

