

OCT - 9 2012

September 21, 2012

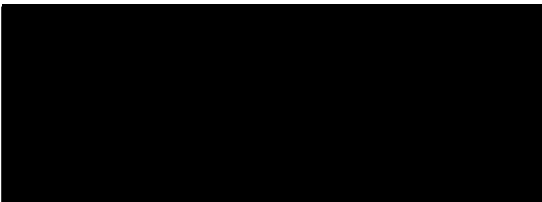

Louisville, Ky. 

National Transportation Safety Board
490 L. Enfant Plaza
East SW.
Washington D.C. 20594

Re: Nissan

Please take a few moments to read the attached letter that I have sent to Nissan. The letter should sufficiently explain the problems many consumers have had with their Nissan transmission as well as Nissan's continued reluctance to recall these cars.

Conduct an online search and you will see this is a problem shared by many Nissan owners. I would welcome a response from you and any suggestions you may have. I very much appreciate your time. Please feel free to contact me at  or email at 


Cc: Office of Attorney General, Frankfort Ky., Robert Winlock, Administrator
Consumer Protection Division Office, Lou. Ky., Consumer Reports, Yonkers, NY,
National Transportation Safety Board, Denver Colorado.NAM
10/9/12
RW

September 11, 2012

[REDACTED]
Louisville, Ky. [REDACTED]

Nissan Marketing
Mail Stop P3C
P.O. Box 685003
Franklin TN 37068-5003

Attn: Luke Peters (Customer Loyalty Manager)

Dear Mr. Peters,

Allow me to begin by telling you this is not my first letter to Nissan. I wrote a previous letter and mailed copies to several divisions within Nissan. That letter and this one is in regard to a 2006 Nissan Maxima that had 117,351 miles at the time of purchase. This was not a random choice of vehicles. I checked Consumer Reports for their reviews of used cars, researched car max and checked online reviews, none of which prepared me for the problem I would have with the transmission. Before my third monthly car payment, the transmission was shifting so hard I thought it would drop out of the car. It jolted the car so hard that it actually threw my head back and I am not exaggerating. I spoke to a mechanic at the local Nissan dealer who told me that it was most likely the valve body within the transmission, and I would have to have the transmission replaced. I am not new to used cars but never have I had to replace a transmission with so few miles.

I then spoke to mechanics at several more transmission repair shops who were not at all surprised at the problems I was having. Nissan used a valve body made of aluminum in the Nissan Maxima from 2000 through 2006. Aluminum will not hold up to heat and will cause the transmission to slam into gear and that I could expect this problem to surface after 75,000 miles. I talked to mechanics who told me what the car was doing because they were so familiar with the problem.

I went back online. Unless the search is specific, the problems with the valve body will not surface until it is too late. Too late meaning I now own the car and have inherited the problem. Therein lays the issue.

From the online reviews and the discussions with and including the mechanics from Nissan, your company, Mr. Peters, was and still is aware of the issue with the valve body. However they continued using it for six years! Because it is not currently a safety issue, Nissan has chosen not to recall despite the fact that it is a faulty design.

Quite frankly sir, I don't care if it is not considered a safety issue, though I have my doubts about that given the fact that it slams into gear hard enough to stop a car on a dime. What most concerns me is that I paid \$2800.00 for a repair that could have been

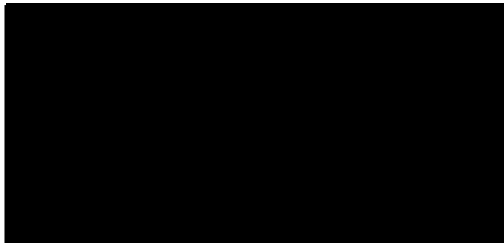
prevented if Nissan had listened to the numerous complaints. I'm out of pocket simply because I chose to do business with the wrong automaker.

I wrote Nissan requesting a reimbursement for the repair. When I received a return call one of your reps mentioned that I took the car to an independent rather than a Nissan dealer. I am holding the phone and thinking, are you kidding me? As if \$2800.00 is not enough, I am expected to pay an additional \$2000.00 to a company I already have began to distrust!

I am not going to quit writing letters Mr. Peters. Consumer Reports needs to include this information in their Used Car Guide, the Attorney General's Office needs to be involved and online reviews to dissuade buyers from purchasing those vehicles. Whether I can include some positive feedback depends on you sir because I am still requesting that Nissan reimburses the cost of the repair.

I am including a copy of the repair and would appreciate a response from you. If you wish to discuss this further, you may contact me at [REDACTED] or email [REDACTED]

[REDACTED] Have a good day.





4163 Bardstown Road
Louisville, Ky 40218
(502)499-0830

Description of Parts REBUILT CONVERTER LSKIT FILTER 4-5 CLUTCHS STEELS 6 VALVE BODY DEALER FLUSHED COOLANT	
NOTICE All past due charges are subject to interest of 1.5% per month, collection costs and attorney fees.	

Customer Name				Date In 7/18/2012	
Address					
City Louisville	State KY	Zip		Date Out 7/31/2012	
Home Phone	Work Phone	Cell:			
Year 2005	Make NISSIAN	Model MAXIMA	Color BLUE		
VIN:	1N4BA41E65C				
Transmission AW55	4X4:	License #	Mileage 129480	Engine 3.5	CYL: 6
Customer Complaint HITS HARD AT TIMES SLIPPING ON TAKE OFF DOWN SHIFTS PFC 900 PAYED DOWN 1900			Road Test Diagnosis		
Warranty 24 months or 50,000 miles, whichever comes first.			Payment Information		
Transmission warranty void if transmission: 1) subjected to excessive heat from engine malfunction, defective cooling system or any other cause of overheating. 2) subjected to stress from hanging vehicle in mud, snow, or any bogging situation. 3) Transmission not inspected by S and S Transmission 30 days after the date vehicle is picked up. 4) Towing/hauling a trailer, boat, heavy load, etc. in overdrive.			Cash Amount \$0.00 Charge Amount \$0.00 Credit Card Type Credit Card Amount \$1,800.00 Check Number 6017 Check Amount \$100.00		
			Charges		
			Price \$1,150.00 Labor \$1,510.00 Fluid \$60.00 Environmental Fee \$7.40 Tax \$72.60 Extended Warranty: \$0.00		
			Total \$2,800.00		
			THANK YOU		
SIGNATURE:					



LOUISVILLE KY 400

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AT NTSBHQ MAILROOM

HS

National Transportation Safety Board
490 L. Enfant Plaza
East 5th
Washington DC 20594

Re: Nissan

20594

