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November 1, 2013

[Redacted]
Baltimore, MD [Redacted]

Re: Nissan North America, Inc, Consumer
Affairs Dept./
Case No.: MU-233383

Dear [Redacted]

Thank you for your recent correspondence regarding the problems you experienced with Nissan North America, Inc, Consumer Affairs Dept./ Unfortunately, the Consumer Protection Division is not the proper state agency to assist you with these concerns. For this reason, by copy of this letter we are referring your complaint to the following which we believe will be better able to assist you.

National Highway Traffic Safety Administration
NHTSA Headquarters, West Building
1200 New Jersey Avenue
Washington, DC 20590
888-327-4236

<http://www.nhtsa.dot.gov/email.cfm>

If you do not hear from the above following receipt of this letter, you may wish to contact them directly to verify receipt of your referred complaint. Thank you again for notifying us of your concerns and we hope that the National Highway Traffic Safety Administration will be able to assist you.

Very truly yours,

Consumer Protection Division

cc: National Highway Traffic Safety Administration
NHTSA Headquarters, West Building
1200 New Jersey Avenue
Washington, DC 20590

NAM
11/5/13
SMD

[REDACTED]
Baltimore, MD [REDACTED]
[REDACTED]

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OFF OF THE ATTY GENERAL
2013 OCT 29 P 3:11

October 24, 2013

Md. Attorney General Douglas F. Gansler

Consumer Complaints

200 St. Paul Place

Baltimore, Md. 21202

Dear Complaint Department,

We are writing this letter to share our story with you with the hope that you will find the story news worthy and begin an investigation into the manufacturing defects of Nissan.

Nissan has been consistently of manufacturing vehicles with transmission defects. This issue has been brought to their attention and they have failed to address the issue. Thousands of Nissan Altima, Maxima, and Quest owners are having transmission troubles early on in the life of our transmissions. Nissan is standing behind the short warranty that is offered on all of their vehicles. However, if thousands of car owners are having the exact same issue long before 100,000 miles, we believe there is a manufacturing problem not caused by simple wear and tear. This is a safety issue because the transmission defect happens even when the car is in motion and it's so early in the life of the car, that it is unexpected.

We have also attached a copy of the letter we have sent to many of the Nissan executives, the Better Business Bureau as well as the Maryland State Attorney General asking for review of this matter. There are many blogs and websites where people are reporting their issues and express the lack of attention from Nissan which we have also experience firsthand. There are also several open class action lawsuits on this matter.

We look forward to hearing from you and hope that you find this issue worthy of your attention.

Sincerely,

[REDACTED]

Enclosure

Consumer Complaints:



Top Class Actions

Connecting Consumers to Settlements, Lawsuits and Attorneys

On September 30, 2011, Chimicles & Tikellis filed a class action lawsuit against Nissan North America, Inc. and Nissan Motor Co. Ltd. (collectively "Nissan") in the United States District Court for the District of New Jersey for alleged premature automatic transmission failure in Maxima, Altima, and Quest vehicles. The complaint alleges that Nissan Maxima (MY 2004-06), Altima (MY 2005-06), and Quest (MY 2004-07) vehicles with the 3.5 liter V6 engine and Aisin RE5F22A 5-speed automatic transmission may contain a design defect causing them to be predisposed to transmission slippage, premature clutch wear, overheating, and other problems that ultimately result in serious and expensive damage to the vehicles' transmission.

Shortly after Plaintiffs' filed the class action lawsuit in the District of New Jersey, Nissan moved to dismiss the case. Plaintiffs' thereafter filed an opposition motion and in September 2012, Judge Irenas issued an opinion in large part denying Nissan's motion. The parties are now in the discovery stage of litigation.

Consumer Complaints:

40k miles except for a leaking power steering pump. I drive to school up elevation several times a month about 90 miles on a 75mph highway. With 50k miles on the car, I noticed a dangerous loss of power driving on 75 mph highway up hilly roads - this was the 1st occurrence. Even diesel trucks were passing me here.

I thought it was a fluke of the CVT - my previous 2007 Nissan with a CCVT did not do this - 2007 Maxima. The current car (max 3.5 300 hp) sports edition gets stuck in 6th gear and won't down shift causing the engine to rev to 7000-8000 rpms just to maintain speed up a long gradual hill. I used to do 80-90 mph up this hill passing people and diesel trucks. Now, I can't even do 60mph up the same hill. I thought it was normal but no - It's getting worse. I work on cars. Believe me, this not normal!

The next few times I was making this 80-mile trip with 60k miles on the car, I had to stop twice to let the CVT rest. There were the same issues but worse. The car lost torque with high rpm and would not even go - CVT was very hot and made a whining noise the last couple of weeks. Just recently, I'm finding that I have to pull over and stop three times just to make the 80-mile trip - same issue and higher frequency. The car seems to drive normal in city traffic, short distances, but this is a fluke.

The Computer or the CVT, possible valve body, (code P1178) is going bad. I owned 3 Maximas. This never happened with my 2007 CVT Maxima or my 2002 Max. This new CVT is supposed to last longer than the older technology. I'm going to take it to the dealer and call Nissan Customer Relations. I paid \$36000 for my car - so if they don't fix it... I will go back to Honda Acura or Toyota. Believe me; I love my 2010 Maxima SE. It's awesome on those long drives, up hills and around town... but that CVT has some serious problems with it.

I understand it's a new technology, but Nissan needs to admit it, and these dirty salesmen and Nissan dealers need to stop trying to sell loyal customers things they don't need and just fix the CVT. I will give Nissan a second chance... because I'm thinking of buying a 2013 Max. But Nissan Corporation needs to stand behind their product. Nissan Corp. also needs to let these dealers know to stop trying to rip off loyal customers who may not know much about cars. Just fix the CVT and everyone will be a happy camper!

Consumer Complaints:

I bought a 2006 Nissan Xterra in February of 2008 with 5,000 miles. Apparently, even at that time, Nissan knew that there was a problem with the transmission and radiator and sold me the car anyway. In May of 2013, I began to have problems (transmission slipping) and had to replace them at a cost of over \$4,000.00. Nissan is refusing to take any responsibility for the problem. I recently found out that this is a common and well-known problem in these trucks.

██████ of Phoenix, AZ on May 27, 2013
Satisfaction Rating 3/5

We had bought our 2005 Nissan Maxima back in 2008. A week after we bought it, we started to see it had transmission issues. (Car was hard shifting.) We went back to the dealership and they didn't find anything. I've been driving it for about 5 years now and car gets awful on short stops :(I already had to spend money on motor mounts and a transmission sensor. They did the flushing as well and car still does the same thing. I am really disappointed about Nissan... beautiful car but I won't deal with problems like these anymore.

██████ of Escondido, CA on May 23, 2013
Satisfaction Rating 1/5

I bought this Nissan Maxima at a side dealer after it had only one owner and 62,000 miles. Two weeks after my warranty was up, it started changing gears ruff. Then after time, the oil started to get dirty to the tranny. After time progressed, it would clunk every time like it went to drive and also while driving. Finally, I took it in and it has bad transmission. And \$3,500 later, they said it's fixed. This is a regular transmission mechanic, not Nissan. I picked it up on Friday to see if it works and how long it would last seeing as this is a main issue on all these cars. We're losing money and being cheated by Nissan.

██████ of Phoenix, AZ on May 21, 2013
Satisfaction Rating 2/5

CVT fault code P1778 - I experience serious loss of power up hills with high rpm on a 75mph highway, stuck in 6th gear, hot transmission, and whining noise from the CVT. I bought a new Nissan 2010 with a CVT, cost \$36000. It worked excellent or fine or great for the first

Consumer Complaints:

as to what to do about this issue and I most definitely would not recommend to any of my family, friends, or enemies to purchase any Nissan vehicles!!!! Thank you!!!!

██████ of Pocola, OK on July 31, 2013

Satisfaction Rating 1/5

2006 Nissan Maxima - I bought this car used and am having the same issues with the transmission. Hard shifts from 1st to 2nd gears when accelerating or decelerating. I have not taken the car in to have the transmission checked because I am having electrical issues also. I haven't found out how much it will cost to fix the electrical issues yet. Has anyone else had electrical issues with these cars? This is the first Nissan I have ever owned and will definitely be the last. I was always told they were good cars... Apparently not.

██████ of Baldwin, NY on June 26, 2013

Satisfaction Rating 1/5

A few months ago, I took my Nissan Maxima to the dealer for checking because the TCS light came on. I then found out that I had transmission problem and it would cost about \$3,500 to get it replaced. I recently found out that it is a common problem with Nissan Maximas.

██████ of Blacksburg, SC on June 6, 2013

Satisfaction Rating 1/5

I purchased a 2006 Nissan Maxima used from a Nissan dealer. 30 days after I bought it, the transmission started slipping really bad and the engine knocks and rattles when it's in drive. I called the dealer; they said to bring it in so I did. The mechanic said it needed a new transmission and that he would put one in for \$3,500. They said they could not help me because it was out of warranty so the \$3,500 would have to come out of my pocket. But I cannot afford that right now. So I am paying on a car that I cannot drive. I had a '96 Maxima and never had one problem with it. That's why I chose Nissan this time when buying the '06, but not again after being treated like a dog. I will never purchase another Nissan.

██████ of Brooklyn, NY on May 31, 2013

Satisfaction Rating 1/5

Consumer Complaints:

told by the service rep that since my car was driving so horribly they did not feel safe taking my car on the interstate!!!! What would I be paying \$180 for when my car doesn't have the service engine light displayed and I've been told before that the car could not be diagnosed because there was no code?

I contacted Nissan Consumer Affairs shortly after my visit to Hudson Nissan. The representative checked my notes and stated "You've had two transmission put in your Maxima?" I responded "Yes." I explained to him what was going on with my car and he told me that I needed to take the car back to a Nissan Dealership service department and pay the money to have a diagnostic test. I asked him if Nissan was going to reimburse me. He told me I would have to have the test performed and fax the sheet with the code to Nissan Consumer Affairs and then Nissan would make that determination. I told him that I didn't think that I should have to pay any money because of a problem with my car that I'd reported when my car was covered under the extended warranty.

I haven't taken my car back to any Nissan Dealership because I need for Nissan to take responsibility to check my car and find out what's wrong with it because I believe this current issue with my car is a result of the initial problem that I've been trying to get Nissan to diagnose while my car was covered under warranty. In regard to the warranty, I was given the incorrect date as to when my warranty ended from the Nissan Dealership that I purchased the car from in November 2007. The dealership is East Charlotte Nissan which is located in Charlotte, NC. My warranty contract stated that my warranty ended on a different date (past October 2012). I have the original warranty contract and I contacted Nissan Consumer Affairs regarding this matter and was told to contact the dealership where I purchased the car. I call the manager twice and was told that he would return my call and he has yet to return my call.

I am angry and very disappointed as an owner of a 2006 Nissan Maxima!!!! This car began giving me problems within the first several years after I purchased it in November 2007. I'd always heard that Nissan cars were great and one could count on driving these vehicles with minimum problems through 200,000 miles!!! I barely made it to 70,000 before encountering these problems. This car had approximately 55,000 miles on it when I purchase it and it was purchased as a certified vehicle!!!!!! At this point, I am at a crossroad

Consumer Complaints:

as well and they sent regional technician to meet me at Hudson Nissan in Charleston, SC twice to test my car and locate the cause and of course the problem could not be found.

I took the car back to Hudson Nissan in August 2012 and also contacted Nissan Consumer Affairs because my warranty was nearing the end. I was told by Nissan Consumer Affairs that if the problem persisted in a reasonable amount of time after my warranty ended that Nissan would repair my car under the extended warranty since I'd been taking the car back/forth to have the problem diagnosed without success. I tried to get Nissan to define what "a reason amount of time" meant. Of course, the individual could not be specific. Nissan gave me free complimentary oil changes for one year since they were unable to find the problem with my car.

The representative from Nissan Consumer Affairs asked if I wanted my case to be closed. I told her I did not because the problem was not resolved. She said that she had to close the case; however, notes of the events surrounding my car would be available should the problem occur within a reasonable time after my warranty expired. My car continued (and still does today) to have problems--dragging and slipping through May 2013. When I called Hudson Nissan to inform them of the problem, I was told that I needed to bring the car to them while it was displaying these problems. I told the manager that the car would not drive in this manner after I'd turned the ignition off. I attempted to take the car to Hudson Nissan when it was driving horribly; however, it was after hours and I could not contact the service department.

Most recently, my car has declined in its performance and when the gear is in "R" or "D" while my foot is on the brake, it is idling extremely loud and sounds like a diesel truck or tractor!!! This is quite embarrassing!!!! I took my car to Hudson Nissan for an oil change in June and they heard the noise and told me that I needed to pay \$180 for them to have a starting point to figure out what's going on with my car. The service personnel said it could be a problem with the engine, carbon buildup, broken catalytic converter, or else they didn't really know.

I feel that I should not have to pay ONE BROWN PENNY to have my car checked for whatever this problem has escalated to since I've been trying to get a diagnosis over the last year and 1/2!!! I also asked that my tires be checked for balance and alignment and I was

Consumer Complaints:

gear it don't want to move and transmission light, would indicate that the transmission is in 5th gear but you say to yourself that it wasn't like that when turned the car off. So now you know that every repair shop is saying that I need a Transmission at a avg cost of \$3,000. I have spend so much money in this car I could have almost bought another one. 04, 05, 06 Nissan Maxima is a piece of junk and if I can't get some kind of help with this one I won't be buying another Nissan. There should be some kind of recall on these cars.

██████ of Dallas, TX on Aug. 6, 2013
Satisfaction Rating 1/5

I purchased my 2006 Nissan Maxima new from the dealership. At 62k miles, the transmission started to slip and the car jerked when shifting. I brought it to the Nissan dealership and they told me I needed a new transmission and valve body for a cost of \$6,000 (1-year warranty). I opened a case with Nissan Consumer Affairs to see if they would provide any assistance. They said they would not provide anything. I then brought my car to an independent transmission shop that sees this problem with Maximas several times a month. They quoted me \$4,400 to rebuild the transmission and replace the valve body (3-year warranty). The car has since been repaired and runs fine so far. I plan to keep it for 3 more years and then sell. I will never buy another Nissan and will encourage everyone I know to never buy a Nissan. There is an inherent problem with the transmission in this make/model/year and a class action lawsuit is under way.

██████ of Moncks Corner, SC on Aug. 5, 2013
Satisfaction Rating 1/5

I have had two transmissions put in my 2006 Maxima over the last two years. I purchased the extended warranty which ended in October 2012. Since having the transmission replaced, my car still drags when taking off and it wants to excel automatically when driving. I've taken my car to a local Nissan dealership service dept (Hudson, Nissan, Charleston, SC) to report these problems. The problem is that the car would not replicate the problem once the engine was turned off and I was told by the service manager that my car does not generate a code for them to diagnose the problem. I've contacted Nissan Consumer Affairs

Consumer Complaints:

gone to an independent tire seller and they have seen this problem with many Nissan TPMS sensors. Apparently the material that these sensors are made from is really poor and corrode easily especially if you drive your car in the rain or snow. This is a dis-similar metal problem between the wheels and the sensors. The Maxima constantly has problems with the sensors (All four have been changed). Even after changing, the warning light starts coming on within 2 weeks after being changed. I'm always adding air to the tires. Both vehicles have been good with only a few problems across the years but this TPMS sensor problem is a pain in the butt.

I have been told that the wheels on Altima have had problems because they would not seal and continued to leak air and that some owners have had them replaced at no charge. Also, I had seen that the TPMS on Nissan Rogue models had a recall and were replaced by the dealership, if the owner complained, but the dealer would not do anything for our Frontier or Maxima even though the part number in the Nissan website shows the TPMS for Rogue, Frontier, and Maxima to be the same item (Go figure!). Has anyone had any positive responses from Nissan with replacing the TPMS sensors for their 2007 vehicle or other vehicles?

██████████ of Concord, NC on Aug. 7, 2013

Satisfaction Rating 5/5

When I first got this car it had 35,000 miles on it. Already at 200,000 miles I have replace the front struts 3 times, the rear struts 4 times, the window master switch, both front wheel bearings, right front axle, the timing chains and timing gears and guilds twice, and now this transmission is acting up. It sometimes don't want to pull off and the shifter light is saying that the trans is in 5th gear. You have to turn the key switch off for a few minutes and let what ever happening reset itself. And at times you can be driving down the road and the car would jerk and when that happen the car will go any faster than the speed you are already at and you have almost nothing with the gas pedal and every time this happen and you move the shifter lever over to see what gear the transmission is in it always say 5th gear.

Now when it happen the check engine light will come and have the code 345 which is high timing on bank one or bank two of the engine, and when the check engine light is on, you can turn the car off and you think that it's ok but the next time you start the car and put in

Consumer Complaints:

problem. My car has left me stranded on the hwy numerous times b/c of the failed transmission. I will never buy another Nissan again.

██████ of Dothan, AL on Sept. 12, 2013
Satisfaction Rating 1/5

I own a 2004 Nissan Maxima! The transmission has started to slip. I got on Google to find out that Nissan has had 1000 of complaints and they aren't doing anything about it! I've also seen where they were in a lawsuit for the same problem! I proceeded to call Consumer Affairs where I was told that it was pretty much normal wear and tear! I WILL NEVER PURCHASE ANOTHER NISSAN! I'm disgusted with the fact that they aren't doing anything about it and are making customers take the charge!

██████ of Springville, AL on Aug. 21, 2013
Satisfaction Rating 5/5

I have an 2006 Nissa Maxima. Some days, my car would drive great and other days the lights would come on and start shifting very hard. After doing research on several forums, we figured out that there were pennies that had slid down on my electronic board. Inside the car where the screen is located, I would put my extra change, etc. We took apart the dash around the radio and a/c units. There's an electronic board right there that lines up the screen area. The pennies slide down perfectly onto the electronic board causing the ABS, Traction control, engine light, etc. to come on. After removing the two pennies and replacing the board (\$49.99 on eBay), everything is working great. I hope this can help someone else fix their car without spending a lot of money.

██████ of Ontario, NY on Aug. 9, 2013
Satisfaction Rating 2/5

We own two 2007 Nissans: a Frontier and a Maxima. They were both bought new from a dealer in Webster, NY. Since 2009 we have been having problems with the Tire Pressure Monitoring System light coming on at random times. As of today, 08-2013, we have replaced SEVEN of the eight TPMS on the vehicles. The dealer has been of little help with this problem, saying that the sensors go bad and then charging for the replacement. I have

Consumer Complaints:

sometimes from 2nd to 3rd gear!!!! I will never buy another Nissan again!!! I'm determined that Nissan has had a undocumented FLAW in this year/make!! They truly need to recall all the vehicles for this make and year... After all the complaints I have read on the internet from so many buyers...

██████ of Lexington, SC on Oct. 15, 2013

Satisfaction Rating 1/5

About got us killed in NC mountains. The car started jumping in and out of gear. Nowhere to pull over. Motor mount is broken due to hard shifting. Very crappy work on Nissan's part. Hadn't had car but 1 year this month and already replaced the struts. Just replaced the rotaries and a sensor. Now looks like transmission. Nissan needs to do their part and recall them since they caused the problem. Should have purchased an American-made car...

██████ of Roanoke Rapids, NC on Oct. 5, 2013

Satisfaction Rating 1/5

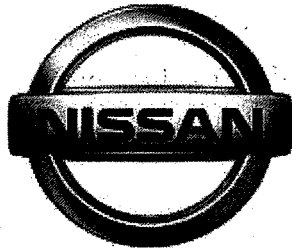
I purchased a 2006 Nissan Maxima 1 year and 5 months ago and need a transmission already. I contacted the dealership and they said it would cost me 3200 to fix it. They said I could trade it but that was all they could do. The salesperson who sold me the car told me he couldn't help me because I didn't purchase an extended warranty. He was very rude to me and was only interested if I wanted to trade it. I contacted the corp office and haven't had a return call yet. I'm still making payments on a car that I owe more than what it is worth. I don't know what to do at this point and no one to help me. I have read that you still have problems after putting a transmission in. Please BEWARE of purchasing a 2004 through 2006 Nissan Maxima. These dealerships don't care about their customers.

██████ of Tampa, FL on Sept. 14, 2013

Satisfaction Rating 1/5

I own a 2004 Maxima. I have had 6 transmissions replaced with Nissan. I'm currently dealing with Cindy from Consumer Affairs. I still owe \$9000 on the car. I informed them I'm not happy and they need to do something else besides keep changing it. I stated they should pay off my loan or give me a car that's reliable. Cindy stated no, they need to find the

Consumer Complaints:



-
- **591** Complaints & Reviews
- 1.45/5

Overall Satisfaction Rating

5/5 3%

4/5 2%

3/5 4%

2/5 21%

1/5 70%

based on 310 ratings

Nissan Maxima

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Nissan does NOT participate to monitor feedback and resolve your issues. Are you this business? Learn about [Consumer Affairs for Brands](#).

Consumer Complaints & Reviews



of Temple, TX on Oct. 21, 2013

Satisfaction Rating 1/5

My 2005 Maxima is so annoying! I fell in love with the car when I first bought it, but now I'm really regretting it. Now, at 79,000 miles my vehicle has been jerking when I place the vehicle in both drive and reverse!! It also jerks when going from 1st to 2nd gear, and

Consumer Complaints:

#407 [REDACTED] 2013-08-22 21:41

I have a 06 Nissan Maxima the transmission went out On my Car at 79k and I still have to make Car payments. Nissan needs to be held responsible for these vehicles. I don't have \$3,000 to repair my car. Nissan need to fix this

#406 [REDACTED] 2013-08-20 05:56

I had my 2005 nissan maxima for two years and now the transmission is going I

#405 [REDACTED] 2013-08-19 14:39

I have the same issue. My '06 Maxima is out of warranty and now I have to take to a 3rd party shop to get diagnosed and hopefully repaired.

I may end-up trading this car in after a year, it is very unusual for a 7 yr old car with 65K miles for a transmission to go out this soon.

I want to get added to this suit, and hopefully get re-imbursed for my repair dues.

#404 [REDACTED] 2013-08-15 15:33

I have a 2005 Maxima that I have spent 4k to have a transmission replaced and TODAY YES TODAY, I find out that I need another transmission. Actually the man at AAMCO transmissions informed me about this suit. How can I join? Please advise if anyone knows

#403 [REDACTED] 2013-08-13 22:20

I have a 2006 maxima and same problems with the transmission.

#402 [REDACTED] 2013-08-12 16:11

I have a 2005 Nissan maxima that has jerking problems also. How can I be added to this class action lawsuit?

#401 [REDACTED] 2013-08-12 08:56

My 2005 Nissan Quest is in the shop as of Friday and the transmission is out. I would like to be added to this suit also please!

#400 [REDACTED] 2013-08-12 08:56

My 2005 Nissan Quest is in the shop as of Friday and the transmission is out. I would like to be added to this suit also please!

Consumer Complaints:

I have a 2006 V6 3.5 Altima. My car has a very hard knock when it goes into reverse and drive after the engine gets hot. It also hesitate when driving to change gears shifting. How can I be added to Nissan Transmission Defect Class Action Lawsuit? Please contact me with information. Thank You.

#416 [REDACTED] 2013-09-03 14:24

Tranny won't go into 3rd its like it kicks into. Neutral please help

#415 [REDACTED] 2013-09-01 15:07

It's not the whole transnition in question, its only the valve body which can be replaced with updated one. I also went thru Nissan customer affairs and they didn't want to help so I did the research and took my car to Level 10 in NJ in march and for \$1300 my car runs like new. Do not spend the money with dealers. There is a couple companies who sells updated valve body, but from my experience Level 10 is good. You can take your car there and get 20000 miles warranty or order the piece and give somebody to put it. This is my last Nissan vehicle. Goof luck guys

#414 [REDACTED] 2013-08-28 21:04

I am the ownew of a 2005 maxima with transmisdion jerking can I be added to this class action suit?

#413 [REDACTED] 2013-08-28 21:04

I am the ownew of a 2005 maxima with transmisdion jerking can I be added to this class action suit?

#412 [REDACTED] 2013-08-28 21:04

I am the ownew of a 2005 maxima with transmisdion jerking can I be added to this class action suit?

#411 [REDACTED] 2013-08-27 13:27

I have a 2005 Altima 2.5s that jerks while shifting from 1st to 2nd gear.
How can I be added to this law suite?

#410 [REDACTED] 2013-08-23 08:50

I spoke with the law firm that filed the case. They told me it was dismissed. I guess it was not on the merits but the firm is no longer pursuing a case against Nissan.

#409 [REDACTED] 2013-08-23 08:50

I spoke with the law firm that filed the case. They told me it was dismissed. I guess it was not on the merits but the firm is no longer pursuing a case against Nissan.

#408 [REDACTED] 2013-08-22 21:41

I have a 06 Nissan Maxima the transmission went out On my Car at 79k and I still have to make Car payments. Nissan needs to be held responsible for these vehicles. I don't have \$3,000 to repair my car. Nissan need to fix this

Consumer Complaints:

#423 [REDACTED] 2013-09-13 10:46

I have leased a 2006 Maxima and my 6 Transmission went out on me while I was in traffic. Now it will cost me \$1,600.00 to have it fixed or replaced. I feel if its a recall on these cars for that problem., the manufactures are responsible for replacement.

#422 [REDACTED] 2013-09-12 18:30

I have an '06 Maxima that began slipping, jerking and hesitating at 76K miles. Took it in, dealership said they weren't aware of any issues with the tranny but recommended a flush/service. Their disclaimer, "it may resolve the issue, but there's no guarantee." As soon as I drop out of service bay area, it was to the same routine - slip, jerk, hesitate. Something needs to be done about this fraud. Please include me in this suit and contact me for any info or with updates.

#421 [REDACTED] 2013-09-12 07:21

My transmission is also bucking and jerking! I called consumer affairs only to be told its normal wear and tare! I will never buy another Nissan! Something has to be done about this problem! BC they aren't acknowledging it at all! IM DISGUSTED BY THE WAY THEY ARE HANDLING THEIR CUSTOMERS!

#420 [REDACTED] 2013-09-08 20:55

I have a 2003 Murano I have replaced my transfer case three years ago called Nissan for help and got no where with them I had to pay out of pocket \$3000. Two months after that I have to replace the catalytic converter another big job. Now a month ago I had to replace the gas pump again another big expensive job. And need less to say I have fix the hub bearings, front lower control arms, the exhaust x2, stabilizer bar, and the manifold. But my major problem now is my transmission the problem started last summer where after driving the car for about 20 to 30 min and then get into traffic the car starts to hesitate when pressing on the gas I took the car to the dealer w/ no help they told me I had to bring the car when it was happening and this problem doesn't happen all the time. So finally I take it again and they tell me I need a new transmission. I have been doing research and found out that there was a extension on the warranty that I did not know about and was never told by Nissan. I call Nissan North America for help again and they refuse to help in any way even if you didn't know about the extension they just do not care!! This is a very dangerous and scary problem esp when merging from highway to highway. I am extremely disappointed with Nissan they do not care about the safety of there customers they know of this problem and don't do anything about it I guess several thousand people have to die before they really care. I vow to never buy another Nissan and will never recommend anyone to buy an Nissan!!!

#419 [REDACTED] 2013-09-08 19:31

I own a 2005 Nissan maxima transmiion went bad went and rebuild it cost me \$2500 6 month after transmiion went bad again will never buy a nissan again

#418 [REDACTED] 2013-09-05 17:31

Our 2005 quest has transmission problems. We have attempted to contact Nissan but have been ignored from corporate.

Help?

#417 [REDACTED] 2013-09-03 20:37

Consumer Complaints:

#429 [REDACTED] 2013-09-21 17:45

I recently purchased a 2004 Nissan maxima 5speed. I am having trouble with shifting and sudden surges in acceleration. I am scared to drive my wife and children anywhere in this car. Please contact me so I can be added to this lawsuit. I will provide more info on my transmission problems when u contact me.

#428 [REDACTED] 2013-09-20 09:41

I have a 2005 Maxima that I purchased 2 years ago. When I purchased the vehicle it had 79k and currently I have 88k on it. I started experiencing problems 3 months ago with the bumping sounds. I took it to a mechanic which told me I need to change my front Mounts. Two months later I started g having slipping problems and the transmission was jerking. I took it to another mechanic which told me that I need another readmission which will cost me \$2000 to replace it. st this time i am not driving the car because I don't feel safe and I'm afraid i'll make it worst. I feel that Nissan should have notified everyone about this situation especially since they knew this would cause a problem in which so many people would have this problem.

#427 [REDACTED] 2013-09-19 12:42

I bought a 2004 maxima with 51k two years ago i currently have 75k on it my car has had 6 transmission replaced. im currently dealing with cindy from TN consumer affairs about my issue i owe 9k on my car i informed her they should pay off my car of give me one that is worth it, my car has left me stranded on the hwy numerous times. i will never buy another nissan again. i feel lik nissan is using me and my family as ginea pigs to find out the problems and putting me @ risk with my transmission stranding us on the hwy

#426 [REDACTED] 2013-09-18 15:20

9/18/2013: there is an active lawsuit in the discovery stage. Go to www.chimicles.com/automobile-defects.com, then scroll down to 'Relevant Cases', and select the link 'Nissan Transmission Failure'

#425 [REDACTED] 2013-09-17 20:47

I just joined the class action suit against Nissan because I'm sick of this problem. Its scary and dangerous to drive my car. Did they not see what happened with Toyota? Are they waiting for someone to have an accident or loss of life? This is ridiculous. I refuse to give Nissan another dime to make bandaid repairs for something that should clearly be recalled. Join the suit and make them fix the root cause of our problem:

<http://www.chimicles.com/nissan-transmission-failure-altima-maxima-and-quest-vehicles>

If for some reason the link doesn't work go to www.chimicles.com and click the "select cases" button/tab. As others have said, the case is now in the discovery stage of litigation. The more of us who join, the better our odds of getting to trial.

#424 [REDACTED] 2013-09-15 10:12

My transmission has jerked slowing down (whole car hiccups). Dealership said nothing was wrong under warranty, just exchange fluid which was done. Problem now has it in the shop with no answers. It needs a new tranny. I bought this car because it wascacealed transmission and was supposed to have no problems. I have heard and read thousands of posts on these faulty transmissions. Recalls should have gone out. I have a 2005 Nissan Altima SE with the 3.5 V6.

Consumer Complaints:

#437 [REDACTED] 2013-09-25 09:54

I have an 2007 Nissan Altima. I had the catalytic converter put in last week which cost me \$1,200 and now my transmission/TCM is gone bad. My car is in the shop now and will cost me over \$3,200 to get repairs done. It would be nice if the dealer would reimburse me.

#436 [REDACTED] 2013-09-25 08:51

I also have a story on #395. Anyways I took my van to a Nissan dealer per Nissan USA and they told me to get it checked and they will help me since they helped with my Maxima. Well guess what. I just got a call, after the dealer is charging me \$253 to change the transmission fluid and of course it still does not work, and Nissan USA telss me, "Sorry [REDACTED] we can not help you at this time." No explanation why...can't talk to anyone to find out why or nothing. My Case# is 12036361 and the lady handling my issue was Rikki Ford at ext.457277. (800-343-6913) \$41K for a vehicle and this is the treatment they give you for an issue that seems to be a major problem that should have been recalled a long time ago. SOMEONE PLEASE HELP US ALL. When will this class action lawsuit take

place and how can we all be a part of it? Please email me at [REDACTED] - Thanks

#435 [REDACTED] 2013-09-25 05:57

Me and Wife [REDACTED] bought a Nissan Maxima 2005 we have been having problems with this car since 08 or 09, when the car start to change gears it jerk really bad, and if you have the car on a inclimb and try to put in drive the car makes a loud noise when you put it drive.

#434 [REDACTED] 2013-09-24 20:10

nissan should make this a recall for all the costumes that are spending money in something tath is defective and nissn is responsible.

#433 [REDACTED] 2013-09-24 18:11

Add my 2006 Maxima shifting hard and slipping going to have it look at this week.

#432 [REDACTED] 2013-09-23 13:53

I leased an 07 quest on December 28th 2006. And choose to purchase it after the lease was done. I have been the only owner and it now has 58842 miles and the transmission is slipping, knocking, and surging while driving. nissan has avoided my inquiries even after i brought it in and asked that the mechanic check the transmission. They told me it was the motor mounts. I replaced them and still had the same knocking and slipping. I am not happy with their service.

#431 [REDACTED] 2013-09-23 09:52

I recently bought a 2006 nissan maxima with only 56k miles on it and it shifts like crap. It takes like 20 seconds to shift from reverse to drive . I would like to be added to this because I feel that I shouldn't have to pay anything for a car with this amount of miles

#430 [REDACTED] 2013-09-22 17:44

I have an 05 maxima with the same transmission problem everyone else is having. How can I get in the class action law suite? Any info is appreciated

Consumer Complaints:

#446 [REDACTED] 2013-10-01 11:21

I own a 2006 Nissan Maxima. The transmission stopped working properly and eventually gave out. I had to pay \$5000 to replace my transmission. How so I get in on the class action lawsuit?

#445 [REDACTED] 2013-09-30 17:20

I own a 2005 Nissan Quest. I recently replaced my catalytic converter. Our van does the jerking, slamming and slipping problems like the other comments. It has just over 100K on it and the timing chain has started making a ticking sound also. I've loved my 1991 Sentra. It has 205K on it with almost no problems. I got the Quest hoping for a similar experience. Boy have we been disappointed.

#444 [REDACTED] 2013-09-30 08:03

#443

#443 [REDACTED] 2013-09-30 07:57

I am the owner of a 2006 Maxima. I replaced my catalytic converter 07/2013 and now I have to replace my transmission. I am experiencing the jerking, slamming and slipping problems as described in the other comments that I have read. I hope the lawsuit is successful!

#442 [REDACTED] 2013-09-30 07:08

I have a 05 Nissan Maxima with transmission issues. I am interested in this lawsuit because I have been told by several mechanics that it is a common issue. Odd thing is I had a 89 Nissan Maxima with the same issue and went American after that nightmare. So I decided to give Nissan another chance and here I am again! SMH.... Dishonest Company!

#441 [REDACTED] 2013-09-29 17:13

Long time Nissan guy first car I bought was the Datsun B-210 also had the 280zx - 95 Maxima -2005 Pathfinder and 2004 Maxima with transmission problems- good bye Nissan hello Hyundai -please keep me up to date

#440 [REDACTED] 2013-09-28 17:48

I own a 2005 Nissan Maxima for about a year and a half and the transmission needs to be replaced, it slips in 2nd and 3rd gear and should be recalled.

#439 [REDACTED] 2013-09-25 21:21

2004 Nissan Maxima

#438 [REDACTED] 2013-09-25 19:49

My wife and I have had a 2006 Maxima for 2 years and have had multiple transmission problems. My mechanic has repaired the throttle body and the transmission has been flushed, and it jumps when shifting gears and the car does not accelerate when pressing the gas pedal. Died while in traffic, (DANGEROUS) Would love to see Nissan stand behind their product.

Consumer Complaints:

#453 [REDACTED] 2013-10-07 18:19

I have a 2004 Nissan maxima it jerks going in and out of gear and is getting worse every day. will never consider buying another Nissan product

#452 [REDACTED] 2013-10-07 08:09

I've been waiting to hear anything about this law suit. I have a 2005 Maxima and of course, I had the same problem. It was very expensive to fix. I would like to be updated and possibly added to the lawsuit.

#451 [REDACTED] 2013-10-06 21:39

I have a 2006 Nissan Maxima where I purchased an extended warranty in March 2007 when it was bought. A little over 100K the car was jumping, jerking, didn't want to take off in traffic after I stop, and almost causing me accidents. Went to Nissan Dealership and was informed I need to buy a new transmission which was going to cost me \$4500 I was informed by them. The manager at Nissan suggested I could buy one of their new cars instead. Went to another company, Transmission Repair shop in Lewisville, TX and was informed I had issues with the transmission valve. They informed me this was the issue and that Nissan was aware of the problem. I went and Googled and read more about this and they were absolutely correct. Not once did Nissan made me aware of this. When I bought this Maxima it had almost 20K at the time I was told I wouldn't have major problems with the engine, or transmission until I have turned it over at least 200K. They were such liars.

#450 [REDACTED] 2013-10-05 14:36

I brought my 2005 maxima in 2011. It had over 100k on it already but it came with an extended warranty. Less than a year later, i started having slipping, jerking and rough acceleration problems. I had no idea that 05 maximas were notorious for having transmission problems. Even with the warranty i still ended up paying over \$2,000. Had i known about the transmission issues i would have NEVER brought that car. It seems that Nissan was well aware of the transmission issues and chose not to address them. Shame on them. I hope that all the money that the have gotten from customers in need of transmission repairs gets paid back to the customer two fold.

#449 [REDACTED] 2013-10-05 02:03

I have a 2006 Nissan Altima and have been experiencing slipping, jerking hard even when stopped at a light almost causing me and my three kids to collide to another vehicle. It gotten so bad that my back end jerks so hard feel like I have been hit by a car and just if yesterday my car would go in reverse and make a loud jerking sound. Then when I put it in drive there is an delay then the jerk comes and then nothing after, would not drive what so ever . This is ridiculous and dangerous and have had almost three wrecks in one day due to this defect . If someone could please include me in the law suit known defect and putting my life and my three kids at risk.

#448 [REDACTED] 2013-10-03 19:10

We have a 2007 quest. We bought it two years ago and haven't been able to drive it due to the transmission not shifting right which now has left the computer messed up. It was in the shop for six months and four transmissions put in. The mechanic doesn't know how to fix it. Dealer said the transmission caused computer failure. We are so frustrated and need help or advice on what to do. We've invested so much money in this vehicle that wont work.

#447 [REDACTED] 2013-10-03 16:55

I have a 2006 Maxima. I am having the same transmission problem with jerking and slipping as described in this class action. Please include me in this class action against Nissan or advise how to be included.

Consumer Complaints:

Have owned a 2004 Nissan Maxima for 2 yrs and the transmission had been going out and jerking for 6 mos! Has there been an official recall on this model??

#461 [REDACTED] 2013-10-14 08:00

I have owned over 4 nissans and have never experienced such B.S as with this 2005 maxima transmission replaced 6 months later started leaking 2months after that has to be replaced again " !@# \$"

#460 [REDACTED] 2013-10-13 16:11

I have one maxima 2004 , its about 70k miles.. now is showing the same problems with the transmission. When the transmission try to change the shif it meke differents things.. a hard and strong noise and impact... delay in change to new shift,,sometime crazy change.. go down or go up suddenly... also .. the control panel show an alert of bad shift function.

#459 [REDACTED] 2013-10-11 18:06

Same problem 06 max transisiom

#458 [REDACTED] 2013-10-10 23:23

05 pathfinder died today with 98200 miles. TCM in tranny. I'm not going to pay one red cent for nissans half a\$\$ed repairs either. It seems as though they try and break your wallet with a few b.s. Reasons (tires were the reason for my vibration supposedly) while you're under warranty, and then they tell you what is really wrong. This is complete b.s.. Their motto should be "trying to shift ,so I can drive" , instead of "shift, drive". Please add me to the list.

#457 [REDACTED] 2013-10-10 14:06

i am part owner of h&h auto have had 3 or 4 nissans that we had to buy new transmissions for and at least 2 of those went bad include us in suit thanks.

#456 [REDACTED] 2013-10-09 11:48

I have had the same problems with my 2005 nissan maxima once it got over 70,000 miles. It jerks hard when going into gear and I'm afraid it's on it's way out completely. I'm still making payments on it and I don't have the \$2000 to have it repaired. The dealer refuses to work with me at all. I wish I had known about these problems beforehand. It's wrong the way Nissan is handling this situation. I love Nissans in general but will never purchase another after this incident.

#455 [REDACTED] 2013-10-09 00:11

i have the same problem with my 2005 maxima

#454 [REDACTED] 2013-10-08 07:30

I have 2004 with same problem. Bought from Nissan dealership. No mention of problems at time of sale. Please include me in this class action against Nissan or advise how to be included.

Consumer Complaints:

lawsuit in order to make Nissan cover the expense. Please advise as I am in the process of getting the tranny replaced. But if Nissan could do it at their expense, that would be best.

#469 [REDACTED] 2013-10-15 22:46

I have a 2005 maxima. I've replaced the transmission, cost \$3000. Car had approx 120000 miles. Please send me info on how to get in on the lawsuit. Thanks.

#468 [REDACTED] 2013-10-15 15:55

Cost me more than \$1,600.00

#467 [REDACTED] 2013-10-15 15:23

Happen to me twice replace the transmission at 74,400. Brought the car at 55,000... Nissan said I had to pay half of 4500 because I was 2400 over warranty(told by dealership that the warranty was 75,000). Once replaced told transmission would last life of the car... At 175k having same problem and have had it some time. Include me in any class action lawsuit...

#466 [REDACTED] 2013-10-14 16:52

I had to get a new transmission and also radiator, after taking my car in for months until it just stop running they kept saying they couldn't find out the problem I have a stack of repair papers. I have a 2007 nissan quest . I bought it brand new in 2006 of august and the first month I had to take it in for problems and every since just about every month I had to take my car in for some problem. the computer dic had to be replace. I really believe I brought a lemon. I do have all my repair receipts to show. If you need to get in touch with me you can reach me at [REDACTED]. I have also wrote to nissan complaints dept. My car kept jerking and they said they couldn't find the jerking. They replace the transmission twice within two to three years apart. I have also had the motor mounts replace everything you can think of I had repaired.

#465 [REDACTED] 2013-10-14 15:21

I have owned my 2004 Nissan Maxima going on 3 years. I have had the same problems with the jerking transmission and just recently replaced the valve body. Driver side window and sunroof will not open. I love Nissan and have owned 3 Maximas prior to this and I've never been as disappointed as I am now. Please include me in on any action taken to address this problem that has sadly decrease the reputation of what I thought was a good company.

#464 [REDACTED] 2013-10-14 14:38

2004 5 speed maxima. Same problems. After engine warms up car jerks when downshifting. Hesitates when accelerating. Include me in lawsuit. I have owned 4 other nissan a and never had a problem like this.

#463 [REDACTED] 2013-10-14 12:06

2006 Nissan maxims tranny shifts violently and sometimes wont shift out of 5th gear til car is turned off and than turned back on.....how do I add myself to this lawsuit? Thank you!

#462 [REDACTED] 2013-10-14.09:47

Consumer Complaints:

#477 [REDACTED] 2013-10-22 13:44

I just experienced the same issue with my 2005 Quest where the transmission starting slipping and I sold the vehicle and let the buyer know that the transmission was bad but took a major loss for the sell of the van is there anything I can do to get some monies back for my headaches with this van.

#476 [REDACTED] 2013-10-21 20:38

I am having the same transmission issues with my 05 Maxima. Cars should not need a new transmission before 100,000 miles.

How can I be included in this suit?

#475 [REDACTED] 2013-10-19 22:10

I HAVE HAD TRANSMISSION AND BRAKE PROBLEMS EVER SINCE I HAVE HAD MY 2004 MAXIMA . IF I HAVE TO STOP SUDDENLY AND THEN TRY TO TAKE OFF I GET THE HARDEST JERK FROM THE TRANSMISSION . i WAS TOLD JUST TO GIVE UP AND GET A NEW CAR FROM THE NISSAN DEALER. THE ONLY THING IS I CAN'T AFFORD A CAR NOTE RIGHT NOW SO THERE YOU HAVE IT . NISSAN PLEASE DO THE RIGHT THING . YOUR REPUTATION IS SUPPOSE TO BE THAT YOU PRODUCE QUALITY CARS ...YOU MISSED ON ON SOME OF YOUR CARS...TOYOTA DID THE RIGHT THING AND I AM SURE THEIR SALES ARE UP!!!!!!!!!!!!

#474 [REDACTED] 2013-10-19 17:46

2005 Nissan Maxima Transmission slips and jerks Was quoted 5700.00 to repair. Come on guys--do the right thing!!!!!!

#473 [REDACTED] 2013-10-18 07:30

2006 Nissan Altima

#472 [REDACTED] 2013-10-17 09:48

Hi I'm [REDACTED] I purchased a 2005 nissan altima no more then a year and a half with 78, 000 miles for 7,000 now with JUST 89, 000 miles on it the transmission has been giving me " !@# \$" been hearing all over from different auto techs. That it's this it's that...no price under \$2500 that I DO NOT have...asking for help please 24 years old this is my first car. I really liked it until I see all the problems it's caused me.

#471 [REDACTED] 2013-10-16 20:19

I have a 2005 Nissan Altima 2.5S as well, and have had issues with the transmission. I had the issue diagnosed and found out I needed a new transmission. I was not able to afford a new transmission at the time and had to settle for a used one. I am once again having issues with this transmission that cost me close to \$2,000.00 USED! It seems to stutter, jerk, and shift hard. I am not at all pleased that I am having issues again. Please include me in this class action law suite.

#470 [REDACTED] 2013-10-16 15:27

I bought my 2006 Nissan Maxima one year ago 10/2012 had 45k. Currently it has 60k but started experiencing the failed transmission problem at 50k. That is way too soon for a transmission to go out. I would like to be part of this

Consumer Complaints:

Chimicles & Tikellis LLP

Attorneys at Law

Class Action Lawsuit and Settlement News

Nissan Transmission Defect Class Action
Lawsuit

Monday, 16 January 2012 11:15

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Nissan Transmission Defect Class Action Lawsuit

By Sarah Pierce



A federal class action lawsuit claims Nissan knowingly sold certain Maxima, Altima and Quest vehicles equipped with defective automatic transmissions that can suddenly and unexpectedly fail while being driven.

According to the Nissan transmission defect class action lawsuit, the allegedly defective transmissions are present in 2004-2006 Nissan Maximas, 2005-2006 Nissan Altimas, and 2004-2007 Nissan Quests. The class action lawsuit claims Nissan knew, or should have known, since at least 2004 that the automatic transmissions in these vehicles are defective, which can cause them to break down prematurely; experience transmission slips, delayed shifts, and acceleration surging; and suffer mechanical failure.

Rather than alerting consumers about this safety hazard and offering to repair the vehicles, "Nissan has concealed this problem from its customers at the time of purchase or lease and thereafter," the class action lawsuit states. Not only has this put consumers in danger, but it has also allowed Nissan to profit from the defect by selling replacement parts to Class Members.

The Nissan transmission defect class action lawsuit is brought on behalf of all U.S. consumers who purchased or leased any 2004 through 2006 Maxima, 2005 through 2006 Altima, or 2004 through 2007 Quest vehicle equipped with an automatic transmission. It is seeking class certification, damages, disgorgement of profits, and injunctive relief.

Comments

#479 [REDACTED] 2013-10-22 17:05

Someone please tell me how to get in on this lawsuit or any other. I have a 05 Maxima and it is garbage. Timing chain and guide failed at 80k, cat converter failed at 85k, and now at 90k the cat is bad again as well as trans is starting to slip. Worst car I have ever owned!!!! Never again Nissan they will not stand behind their vehicles!

#478 [REDACTED] 2013-10-22 16:14

I have a 2006 Maxima that we have spent over 4000 dollars on. Have had motor mounts replace, throttle body repaired, computer board replaced. Nothing helps. Nissan offered no help. Car only has 117k miles. Piece of junk. Please include me in lawsuit!!! I still owe 8k on car. I can't afford to replace it or have it fixed. Ill end up in a wreck!!!

[REDACTED]
Baltimore, MD [REDACTED]
[REDACTED]

October 22, 2013

Carlos Ghosn
Nissan Motor Company
PO Box 685003
Franklin, TN 37068-5003

Dear Mr. Ghosn:

We are writing to you to express concern and disappointment with Nissan. We currently own a 2005 Nissan Maxima that is driven primarily for transportation to and from work. The car was purchased because of the Nissan name, claims of reliability, low mileage and great gas mileage. We also have a domestic SUV for family recreational use. Several months ago, we felt some minor jerking when we shifted gears. Recently, the jerking has become stronger and more frequent, even happening when the car is in motion. Upon having the car looked over, to our horror, we were informed that we need a new transmission at 83,000 miles. This is baffling because it seems unheard for a vehicle with less than 100,000 miles to need a new transmission. We decided to contact your Nissan North America Consumer Affairs Department for assistance. We were advised to take the car to a Nissan dealer for inspection. That inspection revealed the same transmission problem and some other issues that are probably related to the

transmission defect such as a timing problem. Sheehy Nissan of Glen Burnie, Md. charged us \$150.00 for the inspection. We reported the findings back to your Consumer Affairs Representative who promptly advised that our car is beyond the warranty so Nissan could not help in this matter. Our horror then turned to shock because clearly the no car with less than 100,000 miles should need a new transmission, we were told over and over again.

We thought it was a smart purchase when choosing Nissan. We declined Toyota because of the constant news headlines and repeated recalls on their vehicles. They simply didn't appear trust worthy. We've owned other Nissans and was pleased with the performance and style so this was a no brainer for us. We have children who are coming of age so the expectation was to pass this car down and buy a newer model in the future. However, now we see the bigger picture. Other car makers have owned up to their mistakes and stood behind their products unlike what our experience is with Nissan.

After doing some research to figure out what could cause this issue, we found blog after blog, message after message and even a class action lawsuit or two claiming there is a defect in the transmissions for the Quest, Maxima and Altima vehicles. There are thousands of people who owed Nissans built between 2003 and 2006 with the same types of issues. Many have junked their car, while others have paid out pocket for repairs. We even see other Maxima drivers in traffic and ask them about their transmission; most say they've had major transmission

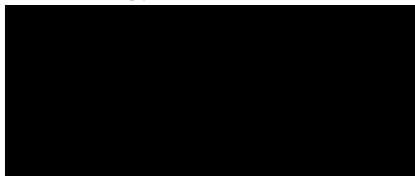
replacements and repairs. That is not coincidence or mere chance. There is something wrong with the manufacturing of your vehicles.

We understand business and finance but what about integrity, honesty, safety and pride in the product you produce. To ignore this issue is wrong. People like us trust they are buying quality vehicles for their families. We are at risk for bodily injury and financial hardship because of a widespread defect. We have also owned domestic vehicles had have never had major mechanical issues with less than 100,000 miles on those vehicles. We have a SUV that has 192,000 miles and never had a major problem such as this. Other car makers like Hyundai, Toyota and Kia stand behind the cars they produce, why doesn't Nissan?

Mr. Ghosn, please look into this matter because it is not simple wear and tear, there is a transmission problem with these vehicles that must be addressed. Please help us with this matter because it would be the honest thing to do.

We have also sent this document to the BBB Consumer Affairs, CNN News, U.S. Atty. General asking for their investigation in this matter. Also we have a list of customer testimonies about Nissan's transmission problems.

Sincerely,



Enclosure



NISSAN NORTH AMERICA, INC.

Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
Telephone: 1-800-647-7261

October 16, 2013

[REDACTED]
Baltimore, MD [REDACTED]

Case: **12303424**
VIN: **1N4BA41E65** [REDACTED]

Dear [REDACTED]

Thank you for allowing us an opportunity to review your concerns regarding your 2005 Nissan Maxima.

Nissan realizes situations may occur with your Nissan vehicle that, unfortunately, fall outside of the parameters of the New Vehicle Limited Warranty provided with your vehicle. As a company interested in winning lifetime customers, Nissan apologizes for any inconvenience you may have experienced, and we are pleased you took the time to contact us regarding the situation.

Nissan carefully considered your request during a review of all of the available facts pertaining to your specific situation. Nissan is unable to offer financial assistance with the repair of the transmission due to the vehicle being outside of the New Vehicle Limited Warranty.

We realize this may not be the answer you were looking for, but we hope that you understand our position. If you have any further comments or concerns, please feel free to contact our Consumer Affairs Department at 1-800-647-7261 and reference your case number.

Thank you again for taking the time to contact us.

Sincerely,

Nissan Division


William Miller

William Miller
Consumer Relations Representative
Nissan Consumer Affairs



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THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION
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BALTIMORE, MARYLAND 21202-2021



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