Nissan North America, Inc.

Feb. 5, 2015 01-10691427-3627

Consumer Affairs Department

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

P. O. Box 685003

Franklin, TN 37068-5003

Chris,

FEB 19 2015

This is Second letter I have sent you in reference to the 2014 Nissan Altma 2.5V Ser# 1N4AL3AP5EN[redacted] Please reference letter of Jan 7, 2015 Case #[redacted] I sent the vehicle in for repairs on the computer and other items as agreed. We found oil leaks on the bottom of the car and they repaired, rear main seal on the engine and other defects, refer to work order #[redacted]. And they reinstalled a plastic guard under the car that had fallen down. According to Bob Moore Dealership, all items on my grievance list had been corrected. Eighty five miles down the road another driver noticed smoke was boiling out from under the car. After discussion with service manager on the phone, we returned the car to the dealer ship and the preformed work order #[redacted]which was a new oil seal on the transmission pump. I was given assurance that the vehicle was repaired and all oil was washed from vehicle except a small amount on top of the catalytic converter, that could not be reached, and that this would soon burn off. It smelled like we were driving a refinery and still does, we have to open the windows each time we made a stop at a red light. Other grievances are: I cannot get wipers to go fast enough in a heavy rain. And the mileage has never lived up to what you are advertizing. The best we can get is 32, not 38. Now, after 480 miles the complete undercarriage of the vehicle is covered with oil again and smokes. The Air bag light is coming on again as before (indicating that the bags will not inflate in case of an accident) on the passenger side and the only way I can get it go off is to stop the car and restart the vehicle. I feel like I am driving a death trap from fire or failure of air bags, I do not wish to drive this vehicle any longer. I am requesting a full refund on the piece of garbage before myself or my wife is killed. I am forwarding a copy of this letter and enclosures to the NHTSA also. I will be eagerly awaiting your reply.

CC: NHTSA, 1200 New Jersey Avenue SE West Building, Washington DC 20590

[redacted]

[redacted] Afton Ok [redacted] [redacted]

ET
22715
SMD

Nissan North America, Inc.

Consumer Affairs Department

P.O. Box 685003

Franklin, TN 37068-5003

January 7, 2015

Sir or Madam

This letter is to inform you of a recent purchase my wife and I made in June of 2014. There seems to be a flaw or bad computer on our 2014 Nissan Altima 2.5 SV, Ser. # 1N4AL3AP5EN[redacted]. As early as 189 Miles on the odometer we have experienced numerous malfunctions on the vehicle. First one was the gas meter read low levels then went to the correct level. Refusing the key code to enter vehicle and also to start the vehicle. I would take the key from my pocket and hold it next to the equipment and still no cooperation. However, the malfunction I am most concern about is the air bag activation on the passenger air bag. It has malfunction at least 15 to 20 times and the only way to get the light off is to pull the vehicle over and turn the engine off; then restart the car. I am notifying you of this problem for your information should a recall become necessary due to the more complaints.

Sincerely

[redacted]

Afton, Oklahoma [redacted]

[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

AFTON, OK [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

INVOICE

PAGE 1

BOB MOORE®
NISSAN OF TULSA
8190 E. Skelly Drive
Tulsa, OK 74129
www.bobmoore.com
Telephone: (918) 628-0280

SERVICE ADVISOR: 4325 PAUL FRAILEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	14	NISSAN ALTIMA	1N4AL3AP5EN[redacted]		14654/14654	T2399B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23JUN14 DD			17:00 23JAN15			CASH	22JAN15

R.O. OPENED	READY	OPTIONS: DLR [redacted]
08:50 20JAN15	16:11 22JAN15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT HE HAS AN OIL LEAK
CAUSE: .
AD14AA RPL CRANKSHAFT REAR MAIN SEAL - A/T * (N/C)
15297 WN
1 12279-3TS0A SEAL-OIL,CRANKSHAFT REAR (N/C)
1 31375-1XF00 RING-SEAL (N/C)
1 20691-19U00 GASKET-EXHAUST (N/C)
1 20692-24U0A GASKET-EXHAUST (N/C)
3 01223-N0021 NUT (N/C)
2 40262-JA000 NUT-KNUCKLE SPINDLE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
14654 REAR MAIN LEAKING/ CHECKED/ADJUSTED FRONT TOE AD14AA 7.90
FOUND REAR MAIN LEAKING. REMOVED TRANS AND REPLACED REAR MAIN SEAL AND
FRONT PUMP SEAL ON TRANS AND NUTS AND GASKETS ON FRONT TUBE AND NUTS ON
LOWER CONTROL ARMS. CHECKED TOE. COMPLETE. PRINTER BROKEN, NO PRINT OUT
SHEET
****

B CUST STATES THAT HE SETS HIS HEAT AT 75 DEGRESS AND IT BLOWS COLD AIR
CAUSE: .
MISC heat working like designed (N/C)
15297 WN
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
14654 NO PROBLEM FOUND HEAT AND AIR ADJUST AS IT SHOULD DUE TO TEMP
INSIDE CAR TO OUTSIDE TEMP. COMPLETE
****

C CUST STATES THAT THE BACK UP SCREEN WENT HAYWIRE WITH RED AND YELLOW
SPOTS
CAUSE: .
RX4PAA update audio visual software (N/C)
15297 WN
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
14654 UPDATE A/V UNIT RX4PAA 0.50 PERFORMED NTB13-085 UPDATED A/V
UNIT AS PER BULLETIN. COMPLETE
****

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

AFTON, OK [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

[redacted]

INVOICE

PAGE 1

BOB MOORE®
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8190 E. Skelly Drive
Tulsa, OK 74129
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Telephone: (918) 628-0280

SERVICE ADVISOR: 4325 PAUL FRAILEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	14	NISSAN ALTIMA	1N4AL3AP5EN[redacted]		14656/14656	T2399

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23JUN14 DD			17:00 29JAN15			CASH	29JAN15

R.O. OPENED	READY	OPTIONS: DLR: [redacted]
16:13 28JAN15	15:11 29JAN15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A STATES THAT CAR IS SMOKING UNDERNEATH AND LEAKING BLUE FLUID
CAUSE: /
JD88AA RPL CONVERTER HOUSING OIL SEAL * (N/C)
15297 WN (N/C)
2 31375-1XF00 RING-SEAL
WD44AA ADJUST FRONT WHEEL ALIGNMENT * (N/C)
15297 WN
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
14656 FRONT PUMP SEAL ON TRANS JD88AA/WD44AA 7.90 FOUND BLUE NS3
FLUID LEAKING FROM BELL HOUSING. REPLACED FRONT PUMP SEAL ON TRANS.
ALIGNMENT, PRINTER DOWN.
****

Thank You.
We appreciate your business with Bob Moore Nissan. If you have any question's, comment's or concern's regarding your visit please feel free to contact me personally.
Jarrett Rector- Fixed Operations Manager
918-703-0273 EMAIL - JRECTOR@BOBMOORE.COM

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

CHRYSLER Jeep Ford KIA

FLETCHER AUTO GROUP

Follow Up

Name [redacted]

Address [redacted]

City, State, Zip [illegible] [redacted]

Best Contact Phone # [redacted]

Date 6/30/14 Time 3:00p

Service Advisor # ______ RO # ______

Inspected By # ______ On Date ______

EMAIL [redacted]

Year	Make	Model	Mileage	RO#
			875	

Vin # 1 N 4 A L 3 A P 5 | Year E | N | [redacted]

Customer Complaint/Concern

Gas pedal/leather on steering wheel

☐ Satisfactory May Require Future Attention ☐ Requires Immediate Attention

Interior/Exterior

Item	☐	☐	☐
Headlights (check high and low beams)/Taillights/Brake lights/Hazard warning lights/Turn signals/Exterior lamps			
Windshield washer spray/Wiper operation/Wiper blades/ Windshield condition			
Parking brake			
Clutch operation (if applicable)			
Cabin air filter replaced at owner's manual service interval O Yes O No			

Battery Performance (see attached ED-18 printout)

Good	☐
Replace	☐

BATTERY

Under Hood

Item	☐	☐	☐
Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/ Windshield washer fluid/Automatic transmission fluid			
External drive belts and radiator hoses			
Hydraulic clutch reservoir fluid (M/T vehicles)			
Engine air filter replaced at owner's manual service interval			

Under Vehicle

Item	☐	☐	☐
Brake lines/Hoses/Parking brake cable			
Shock absorbers/Struts/Suspension/Tie rod ends and boots/ Steering gear and dust seals			
Exhaust system			
Engine oil and/or fluid leaks			
Drive shaft boots/Constant velocity boots and bands			

Tire Condition

Left Front		Right Front
Wear pattern	Wear pattern	
Tire tread ______ 32nds	Tire tread ______ 32nds	

Left Rear		Right Rear
Wear pattern	Wear pattern	
Tire tread ______ 32nds	Tire tread ______ 32nds	

Spare	
Wear pattern	Front tire inflation set to ______ psi
Tire tread ______ 32nds	Rear tire inflation set to ______ psi

Brake Condition

Left Front		Right Front
______ mms	______ mms	

Left Rear		Right Rear
______ mms	______ mms	

Brakes not inspected on this visit ☐

Comments

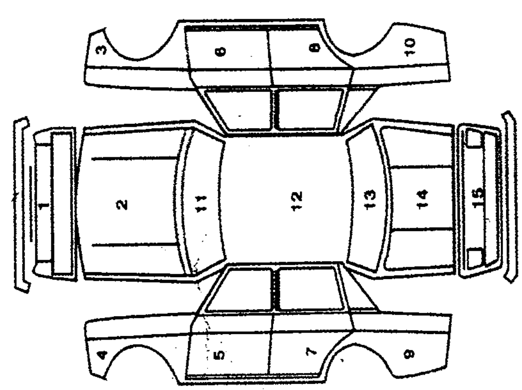
NOTE: Brake fluid NOT filled - fluid level indicates pad wear

AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLER/DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for the loss or damage to vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailable parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your employees' permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.

WAIVER OF TRIAL BY JURY

THE PARTIES AGREE TO WAIVE TRIAL BY JURY FOR ANY AND ALL CLAIMS, DISPUTES AND/OR CAUSES OF ACTION ARISING OUT OF, OR RELATING TO, THE VEHICLE OR THIS SERVICE ORDER, INCLUDING SERVICE TO THE VEHICLE OR REPRESENTATIONS OR OMISSIONS REGARDING THE VEHICLE. THE PARTIES AGREE TO THIS WAIVER IN THE INTEREST OF AVOIDING, AMONG OTHER THINGS, DELAYS [redacted]



DAMAGE NOTED: ☐ NONE ☐ LF ☐ F ☐ RF ☐ LR ☐ R ☐ RR

CUSTOMER SIGNATURE [redacted]

MULTIPLE POINTS INSPECTION REVIEWED WITH SERVICE ADVISOR

[redacted]
afton, ok. [redacted]

TULSA OK 741
03 FEB 2015 PM 3 L

USA FOREVER 2014

Consumer Complaint
NHTSA
1200 New Jersey Ave. SE
West Bldg.
Washington D.C. 20590