



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
NOT A SAFE (FOIA), 5 U.S.C. 552(b)(6)

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

13-JUL-2016

SEP - 8 2016

Repository ☐

Reference No.

10884561

OWNER INFORMATION (Type or Print)

Name

Address

City

LEWISVILLE

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1N4AL3AP9DN

Make

NISSAN

Model

ALTIMA

Model Year

2013

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

30-MAY-2016

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

57000

Failure Speed

80

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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).

TL* THE CONTACT OWNS A 2013 NISSAN ALTIMA. WHILE DRIVING 80 MPH, THE POWER INDEPENDENTLY REDUCED TO 40 MPH WITHOUT WARNING. THE VEHICLE WAS RESTARTED AND SHIFTED INTO THE DRIVE POSITION. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE VEHICLE HESITATED TO RESPOND. THE CONTACT STATED THAT THE FAILURE ALSO OCCURRED WHEN THE VEHICLE WAS SHIFTED INTO THE REVERSE POSITION. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN STATED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 57,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act 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.

July 7, 2016

[REDACTED]
Lewisville, TX [REDACTED]
[REDACTED]

Nissan North America, Inc
Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003

RE: [REDACTED]
Case: [REDACTED]
Vin: 1N4AL3AP9DN [REDACTED]

Dear Nissan North America/Whom ever it may concern:

I purchased a 2013 Nissan Altima in September of 2015 with less than 43,000 miles. The car is good on gas, drives fast, looks good but has major manufacture failures that your company has no interest in addressing. In February of 2016 while me and my husband was driving in traffic we came to a stop and the car shut off. The car started up fine but as soon as we placed the car in drive it shut off again. We repeated these steps maybe 3 more times until my husband was able to keep the car running while in drive so we could safely pull to the side of the road. we were close to the warranty expiring so we took the car to the nearest Nissan dealership in Antioch, CA. The manager in services told my husband and I that they would have to "duplicate" the problem before moving forward. Nissan kept our car for 3 days to no avail. Nissan said that they could not "duplicate" the problem and to come pick up the car. 2 days later we started experiencing the same problem. We decided to take the car to a different Nissan dealership in Concord, CA hoping that we would get a different outcome. Needless to say they couldn't "duplicate" the problem for 2 weeks!! The guy in Services admitted that they have MANY cars coming in with the same exact problem and he knew how to get the car to act up so that they could move forward. He called me 2 weeks later and told me that they had to "reset" the transmission computer. He also told me that even though I was very close to my warranty expiring that if the problem occurs again that they would still honor the warranty because the problem pre-existed. Not even a whole 2 months passed when my husband and I were moving from California to Texas did my car started having the exact same problems it had before. This time I noticed that the transmission was slipping. I was going 80 miles per hour on the freeway when my car slowed all the way down to 40 miles per hour while driving in front and on the side of a big rig truck!!!! I believe that is loss of motive power. I was so scared for my life I had to call my husband who was driving our moving truck to tell him the situation I was in just in case I was in an accident. We had to pull off on the next exit because the car would not make it any further. after that the car would take a few seconds to pull off when in drive or reverse so we definitely knew that it was the transmission. I contacted your company, Nissan Affairs the same day asking you to buy back the car because it is to dangerous to drive and obviously failed transmissions are repetitive when it comes to your cars. I waited several weeks just for you to deny me and not honor a problem that had recently occurred. Your company chose not to take care of me because my warranty had expired!!! I made it aware to your company that I have read several stories VERY similar to mines and you only offered to cover 20% of the cost which is around \$3400!!! I have only made 9 payments on this 3 year old car that only has 68,000 miles on it!! this car also has had other problems that I did not mention above. The car wouldn't recognize the fob key, the passenger airbag light stayed on while me or my husband would be sitting in the passenger seat, which you recently did a recall for and not to mention the hood latch that had a recall that was replaced. The Bluetooth works when it wants to and I had to cut the car off and on again to get it to function right. the idling dropped and jumped while driving. I had no warning signs leading up to or just prior to all these failures. This car is unsafe. Does there have to be a fatal accident before your company stand behind your product? I'm sure all these complaints I'm reading on the internet are reaching your company, Nissan Affairs. We the consumers put our trust in Nissan and you completely let us and our families down. These cars are unsafe to

drive!! In my denial letter regarding buying the car back your company wrote "As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced." lifelong customers??? your company apologize for any inconvenience?? Many consumers are having the same CVT problems. Your company is in denial and refusing to see the manufacturer defect in your products. How can Nissan turn a blind eye to all of your consumers complaining about the exact same problems?! How could your company not do a recall on these CVT transmissions and invest in greater transmissions and invest in safer product for your consumers?! These failures has nothing to do with buying a used car and the services of the previous owner/owners. This is an ongoing problem. I will never buy Nissan again, not because of the transmission, but for your company's lack of care in solving a known issue. I'm sure your company has been aware of these transmission defects for years and has taken no preventive measures to protect consumers from failure. Consumers on website searches and NHTSA has listed the same symptoms my car was having and note the same lack of warning signs. Numerous complaints on the NHTSA website note repeat oil cooler failures and transmission failures related to coolant contamination form the radiator oil cooler assembly. I also brought that to the Nissan dealership manager's attention and he denied it. All vehicles experiencing these failures are within the time period specified by the warranty but are often beyond the mileage limit. It also appears that the number of reported defects is increasing , which is concerning to say the least. Due to the nature of the reported defects, the severity of the reported failures, the repetitive nature of the failures and the limited or missing failure warning signs, I believe that an investigation is warranted. Extending a warranty for a short period of time and a limited mileage that most consumers breeze through in a few months or years in order to avoid a recall is not good for repeat business. Nissan, you should stand behind your product and correct issues at no expense to the customer, instead of leaving them stuck with the tab of \$3-\$4 grand. All I wanted was for your company to buy the car back or cover the cost of the new transmission 100% but I was denied that and instead your company was only willing to cover 20% on a transmission that is defective and should be deemed unsafe. I am seeking legal advice regarding this matter. I am also attaching other consumer complaints since your company refuse to take responsibility for your defective transmissions and other products.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.