



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**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  
U.S.C. 552(B)(6)  
Date Received: 21-JUL-2016  
Repository:   
Reference No.: 10887580

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: JASKSON State: MS Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: 1N4AA5AP8DC [REDACTED]  
Make: NISSAN Model: MAXIMA 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  Cruise Control Powertrain: Multiple Failure: Incident Date(s): 14-JUN-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 100000 POWER TRAIN  
*CVT - Defective Transmission*  
*Nissan Sold these Dangerous - Death Traps They were Recalled in 2013 Class Action Settlement 2013*  
Failure Mileage: 80000 Failure Speed:

**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 MAXIMA. WHILE ACCELERATING FROM A STOP, THE VEHICLE ROLLED BACKWARDS. THE CONTACT STOPPED THE VEHICLE BY DEPRESSING THE BRAKE PEDAL. THE ACCELERATOR PEDAL WAS DEPRESSED ONCE AGAIN AND THE VEHICLE FAILED TO ACCELERATE BEFORE STALLING. THE VEHICLE WAS ABLE TO BE RESTARTED AND RETURNED TO NORMAL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE CVT TRANSMISSION FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 80,000. (See Attached Documentation)

① CVT Transmission Defective (Nissan Recalled these 2013 transmission) / Due to the identical problems I had with my 2013 Nissan (class suit reached 2013)  
② Engine light failed to come on or no warning signs leading up to or just prior to this failure  
③ Car stalled multiple times - then go 5-10mph -  
④ while in Drive when accelerate Car went reverse like a jet

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 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.

9-3-2016

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

Date of incident June 3, 2016. (1) Defective CVT Transmission (2) Nissan Recalled thousands of these (particular type of transmission for the 2013 Nissan transmission, (settlement Reached under a Class Action Lawsuit Reached 2013) Told by Cooperate Nissan office my 2013 Nissan vehicle VIN number was NOT part of the batch of Nissans recalled, even though clearly the CVT transmission is defective.

3. on June 3 2013 while Stopped @ traffic Light I went to go forward in Drive when light changed to green - The Nissan Accelerated like a JET backwards almost causing collision with car directly behind me. I put foot on brakes placed car in park put flashers on!

4. Each time I Attempted to go forward - Nissan car would go backward 3X. Then I attempted to go left to go off the major highway. the car only accelerated 5-10 mph while on coming traffic head to T-Bone me. Then suddenly the car took off like a Jet almost causing another collision (S) could NOT determine source of problem as engine light failed to come on NO warning signs leading up to or just prior to the failure

ATTACH ADDITIONAL SHEETS IF NECESSARY

(see) Attached documents I requested Nissan take my transmission - to determine the defective part. They refused. They had ups. Pick up all defective CVT-transmissions

Please SEEK JUSTICE for my Reimbursement Service Department (said many problems. to the CVT TRANSMISSIONS

US Department of Transportation  
 National Highway Traffic Safety Administration  
 1200 New Jersey Avenue SE.  
 Washington, D.C. 20077-9382  
 Official Business  
 Penalty for Private Use \$300

JACKSON  
 MS 390  
 06 SEP '16  
 PM 3L



NO POSTAGE  
 NECESSARY  
 IF MAILED  
 IN THE  
 UNITED STATES

**BUSINESS REPLY MAIL**  
 FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
 National Highway Traffic Safety Administration  
 Office of Defects Investigation, NEF-100  
 1200 New Jersey Avenue SE.  
 Washington, D.C. 20077-9382**



**Think your vehicle has a safety defect?**

**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline**

**888-327-4236**

**NHTSA**  
 www.nhtsa.gov

Vehicle Owners' Questionnaire (VOQ)  
 U.S. Department of Transportation  
 National Highway Traffic Safety Administration

**safercar.gov**

CUSTOMER #: [REDACTED]

\*INVOICE\*



GRAY-DANIELS NISSAN NORTH

6080 I-55 North Frontage Road · Jackson, MS 39211  
(601) 899-7400 - Main · (800) 530-7522 - Toll Free  
(601) 899-7463 - Fax  
www.graydaniels.com

DUPLICATE 2  
PAGE 1

JACKSON, MS [REDACTED]

HOME: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 701237 Bryan Miller

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	13	NISSAN MAXIMA	1N4AA5AP8DC [REDACTED]		82980/82980	T1717	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
03JUN16 DD		03JUN2016	17:00 03JUN16		95.00	CASH	03JUN16
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] ENG:3.5 Liter					
07:04 03JUN16	17:17 03JUN16						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE.

EI67 CUSTOMER STATES CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE.

520060 CPC	0.00		886.50	886.50
1 310CM-1XE3ERA REMAN TRANSMISSION ASSY-AUTOM (PREPAID SPECIAL ORDER PART)		2142.86	2142.86	2142.86
5 999MP-NS200P NS-2 CVT TRANSMISSION FLUID		19.99	19.99	99.95
1 999MP-AM006P TRANSMISSION COOLER FLUSH		10.49	10.49	10.49
PARTS: 2253.30 LABOR: 886.50 OTHER: 0.00		0.00	TOTAL LINE A:	3139.80

B Safety Inspection - 27 Point

MA00 Safety Inspection - 27 Point

520060 CPM	0.00		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		0.00	TOTAL LINE B:	0.00

C NO RECALLS OR CAMPAIGNS AT THIS TIME

CPWINR NO RECALLS OR CAMPAIGNS AT THIS TIME

520060 ISP	0.00			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		0.00	TOTAL LINE C:	0.00

ENVIRONMENTAL FEE

*PAID IN FULL CASH*

WARRANTY STATEMENT: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.	*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS		
		LABOR AMOUNT	886.50		
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	PARTS AMOUNT	2253.30		
		ADJUSTMENTS	0.00		
		SUBLET AMOUNT	0.00		
		MISC. CHARGES *	24.99		
		TOTAL CHARGES	3164.79		
		LESS INSURANCE	0.00000000		
		SALES TAX	253.18		
		PLEASE PAY THIS AMOUNT	3417.97		
		DATE	DEALERSHIP REPRESENTATIVE SIGNATURE		

REMIT TO: 445 Atlanta South Pkwy, Suite 135

June 21, 2016

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Re: North America Nissan  
Defective Transmission Reimbursement

Dear Congressman Thompson: Carlos Ghosn: Jose Munoz:

I'm sending this correspondence in hopes of receiving assistance in getting a problem resolved with Nissan North America Corporation. I requested to be reimbursed \$3417.97.00 by Nissan for a defective transmission Re: the 2013 Nissan that I own. I was almost killed due to the defective transmission. I was informed by the Nissan Service department when I entered extremely distraught, that Nissan recalled thousands of these Transmission Failures. To date, Nissan asserts that "no safety defect exists". A settlement for a Class Action suit was reached in 2013 due to the Nissan Transmission Failures.

The Unites States Code for Motor Vehicle (Title 49, Chapter 301) protects customer and public against unreasonable risk of death and or injury in an accident, and includes nonoperational safety of a motor vehicle. On June 3, 2016, while stopped at a traffic light, the 2013, Nissan I owed, accelerated like a jet backwards while in "drive" almost causing a trouble collision with the vehicle behind me. I could not determine what was wrong because the engine light failed to come on, "no warning signs leading up to or just prior to the failure" during this ordeal. I attempted to make my way off the busy highway and the vehicle stalled for 30-40 seconds in the middle of a busy intersection, and then shot out like a jet again almost causing me to hit head on into the back of another vehicle. I had no control of this vehicle. I was in a death trap! I didn't understand why and or what was happening. Although NHTSA reports the list of the same symptoms and note the same lack of warning signs but failed to reimburse me for the new transmission I was forced to get.

The Regional Specialist Nathaniel was rude, disrespectful and spun me around for several days with no resolution. I requested to be reimbursed for the defective transmission. I contacted the Corporate Office and spoke with Charity requesting to be reimbursed \$3417.97 for the cost to replace the defective transmission which almost took my life. Charity, without having any results, or reports from the transmission they took off my car indicated I didn't have "Nissan's" extended warranty, and "I didn't buy the car from Nissan Dealership, "couldn't do anything for me." I purchased my Nissan with less than 30,000

16-21-2016

miles, certified and with a warranty. I had owed two other Nissan's in the past with not problems. I request to be reimbursed \$ 3417.97 based on the facts. Nissan sold Nissans with defective transmissions, and is aware of this safety-related defect, which is determined by the class action settlement Nissan paid in 2013. I request NCCC and NHTSA investigate my complaint. Nissan never warned the consumers that the transmissions could fail due to the defects with the transmission but they continue to sell these cars to consumers. I most certainly had one of those defected transmission. Motor safety should exist in all groups of vehicles of the same design and or manufacturing with the same existing problem and as such, I request my \$3417.97 to be reimbursed. I am reporting this to you, NCCC, NHTSA, and Congressman Thompson. I almost lost my life and I am trying to prevent others from the same terrifying ordeal and to seek compensation. Continue to recall these vehicle transmissions.

[REDACTED]  
Jackson,  
Phone [REDACTED]  
[REDACTED]

6-21-2014