

NHTSA ccmMercury Routing Slip



CL-11064030-2924

Printed: 1/18/2018

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

NHTSA #: ES18-000212

XREF #:

Delivery: EML

Rec'd Date: 1/18/2018

Doc Type: CNG

Address To:

Referred By: NAD-200

Doc Date: 1/5/2018

Due Date: 2/16/2018

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM SENATOR BOOZMAN ON BEHALF OF CONSTITUENT [REDACTED] RE
2011 NISSAN MAXIMA CONSUMER COMPLAINT AGAINST NISSAN CORPORATE**

Ack Date:

**Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: BRIAN BARNARD

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE JOHN BOOZMAN
UNITED STATES SENATE
213 W. MONROE STREET, SUITE N
LOWELL, AR 72745
Tel: 479-725-0400 Fax: 479-725-0408 E-mail:

JAN 19 2018

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	1/18/2018	2/16/2018	
NGA-010	SIGN	1/18/2018		

RR
1-19-18
W

213 W. Monroe, Suite N
Lowell, Arkansas 72745
479-725-0400



UNITED STATES SENATOR • ARKANSAS

John Boozman

Fax: 479-725-0408

<http://www.boozman.senate.gov>

Constituent Service Authorization Form

Name

Mailing Address

Deer Creek AR

Phone #1:

Phone #2:

Email:

Social Security Number:

DOB:

Agency Involved: Nissan

Location claim filed with agency: Nissan Corporate (over phone)

Date filed: 1-5-17

Identifying Number:

Description of Problem: attached

Thank you!

In accordance with the provisions of the Privacy Act, I hereby authorize Senator John Boozman or a member of his staff to make the appropriate inquiry about this issue, on my behalf.

Signature:

Date: 1-5-18

ES18-000212

January 5, 2018

Issue Requesting Assistance For: Consumer Complaint against Nissan Corporate

Complaint:

My current vehicle is a 2011 Nissan Maxima (the 4th Nissan I have purchased in my lifetime). The car has 93k miles. While returning home from a school related professional development, my car started making a horrible knocking noise. I was afraid to continue driving the car...I no longer felt safe. So, I stopped at a garage to have it checked. To my shock and surprise I was informed the transmission was going out and that this was a common problem with the CVT (type of transmission).

This prompted me to do some research and I discovered that Nissan is well aware of the issues regarding the CVT. In fact, to the extent that they did repair SOME of the transmissions, by offering an extended warranty. I called Nissan and they reviewed my case, but refuse to take any responsibility in repairing my car. I will attach the receipts of the expenses I have incurred due to this issue. Not only the car repairs, but since this is our family car, I had to rent a car multiples times, as well as borrow one during the duration of the repairs. This repair has been financially DEVASTATING to my family (total cost \$3807.91).

I feel that it is an unethical business practice on the part of Nissan to know that this well documented problem exists, but refuse (even on an individual basis) to correct it. This is not how a business in America should operate! Businesses should be held to the same standard that schools, government, small businesses, etc. are expected to live up to.

Please take action to remedy this issue with Nissan. My expectation from them is to reimburse me the cost of my repairs and rental. I feel like that is fair and ethical.

I have included some online links that you can refer to (just a few) that speak to the issues regarding the CVT. Thank you for your hard work, consideration, and service to our country. You are much appreciated!

Sincerely,

[Redacted Signature]

Informative links:

[Redacted Informative Links]

NAME	
ADDRESS	
CITY, STATE, ZIP	
2ND AUTHORIZED NAME	PHONE

MATERIALS: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

[illegible]

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE,
INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)

☐ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):

_____ This amount includes a charge of \$ _____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initiaing the following: _____ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged. I understand that the repairs thereto, if cannot repairs prior to their completion, will be omitted. The cost of \$ _____ will be omitted.

SIGNED

DATE _____

GT8870
00 14

Customer Number [REDACTED]

Invoice No: [REDACTED]

INVOICE

McLARTY DANIEL Nissan

2501 S.E. Moberly Lane
Bentonville, AR 72712
(479) 845-8484
BentonvilleNissan.com

Page 1 of 1

DECATUR, AR

Home: [REDACTED]

Bus: [REDACTED]

Contact: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]

work SERVICE ADVISOR: 5788 MIKE BOENNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	NISSAN MAXIMA	1N4AA5AP6B0 [REDACTED]		94059 / 94059	[REDACTED]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
14OCT11			17:00 26DEC17		0.00	CASH	26DEC17

H.O. OPENED [REDACTED] BOOKED [REDACTED] OPTIONS: ENG:3.5_Liter

13:08 22DEC17 13:01 26DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A TOW IN, CUST. HAD TRANSMISSION BOUGHT FROM US REPLACED AT ANOTHER SHOP, NEEDS TRANSMISSION FLUID ADDED TO PROPER LEVEL/ AND PROGRAMMED

30 TOPPED OFF TRANS FLUID AND PROGRAMMED TCM

9756	C	1.00			110.00	110.00	
2	999MP-NS200P	TRANSMISSION FL			19.99	19.99	39.98
94059	completed						

B** SES LIGHT CRANKSHAFT SENSOR

10 REPLACED CRANK SENSOR

9756	C	1.00			110.00	110.00	
1	23731-JA10C	CRANKSHAFT POSITION SENSOR			130.65	130.65	130.65
94059	completed						

C** TEST BATTERY AND CHARGING SYSTEM REPLACE BATTERY

CAUSE: TEST SHEET ATTACHED

BATTERY TEST BATTERY AND CHARGING SYSTEM REPLACE BATTERY

9756	C	0.40			30.00	30.00	
1	999M1-NB35C	GROUP 35 BATTERY			94.99	94.99	94.99
94059	completed						

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

25.00

Disclaimer of Warranties

As is, the only warranties applying to this repair are those which may be offered by the manufacturer. The selling 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 repair 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. Not responsible for loss of damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

I acknowledge receipt of the Parts and Labor Listed.

X

Customer Signature

Environmental Compliance Charge

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

Conveniently schedule your next appointment online at www.landermclarty.com.Business Hours:
M-F 7AM to 6PM
Sat 7AM to 4PM

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 250.00
PARTS AMOUNT	\$ 285.62
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 25.00
TOTAL CHARGES	\$ 540.62
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 51.36
PLEASE PAY THIS AMOUNT	\$ 591.98

Customer Copy

Hertz

CARCO CARRIAGE HLE NWA HLE CORPORATION LICENSEE
BENTONVILLE HLE PHONE 479-254-6886
507 S W 14TH
BENTONVILLE, AR 72712

RENTAL RECORD NO.

CUSTOMER INFORMATION		CHECK OUT / CHECK IN		COMPUTATION OF CHARGES	
LIC # [REDACTED] LIC STATE: AR EXP: 02/05/18		RENTAL: BENTONVILLE 96110- 3 12/11/17 18.00 RETURN: BENTONVILLE 96110- 3 12/13/17 18.00 DUE: SILOAM SPRINGS 96110- 3 12/13/17 18.00		DAYS 2 \$ 39.00 SA \$ 78.00 SUBTOTAL \$ 78.00 DISCOUNT 10% -\$ 7.80 VLF RECOVERY \$ 2.95 PER DAY \$ 5.90 ENERGY RECOV \$ 1.49 PER DAY \$ 2.98 TAXABLE SUBTOTAL \$ 79.08 TAX 22.500% \$ 17.79 TOTAL CHARGES \$ 96.87 CHARGED ON MC ON 12-11-17 \$ 96.87	
AUTHORIZATION INFORMATION MC XXXXXXXXXX 12-11-17 TTL AUTH \$ 96.87		PLAN IN: NDLA MI IN: 15320 PLAN OUT: NDLA MI OUT: 15170 RATE CLS: C MI DRIVEN: 150 MI ALLOWED: 150 MI CHARGED: 0			
VEHICLE INFORMATION OWN/VEH: 91216/0463877 TYPE: 2017 ELANTRA LIC: [REDACTED] FUEL OUT: 3/8 FUEL IN: 8/8 TANK CAP: 14.0 ROW/STALL		RES: [REDACTED] PREPARED BY: XNAKT COMPLETED BY: XNAKT DRDATE: 12/15/17			
ADDITIONAL CHARGES/PROGRAMS - LOW DECLINED AT \$ 25.99 PER DAY (T) FULL VALUE - LIS DECLINED Hertz LIABILITY PROTECTION IS SECONDARY - PAI.PEC DECLINED AT \$ 6.05 PER DAY (N) FPO DECLINED - FUEL & SVC APPLIED					

HOW WAS YOUR EXPERIENCE?
WE'D LIKE YOUR FEEDBACK.

- 1) Visit WWW.HERTZSURVEY.COM
- 2) Enter Access Code: 9611003
- 3) Take Brief Survey

Note: I have a reservation for another rental for Dec. 21st. I have to travel to Little Rock and at this time my car is still being repaired. This trip is for a doctor appt. made over 6 months ago. I don't have the receipt for that yet, but it is with this company.

Note- That receipt is now attached as well!

Thanks

-> See next page

THANK YOU FOR RENTING FROM
HERTZ LOCAL EDITION

THANK YOU FOR RENTING FROM Hertz

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

Hertz

CARCO CARRIAGE HLE NWA HLE CORPORATION LICENSEE
BENTONVILLE HLE PHONE 479-254-6886
507 S W 14TH
BENTONVILLE, AR 72712

RENTAL RECORD NO. [REDACTED]

CUSTOMER INFORMATION		CHECK OUT / CHECK IN		COMPUTATION OF CHARGES	
LIC # [REDACTED] LIC STATE: AR EXP: 02/05/18		RENTAL: BENTONVILLE 96110- 3 12/20/17 20.00 RETURN: BENTONVILLE 96110- 3 12/21/17 18.23 DUE: BENTONVILLE 96110- 3 12/21/17 20.00		DAYS 1 \$ 25.50 EA \$ 25.50 SUBTOTAL T\$ 25.50 FUEL PUR OPT T\$ 30.81 VLF RECOVERY \$ 2.95 PER DAY T\$ 2.95 ENERGY RECOV \$ 1.49 PER DAY T\$ 1.49 TAXABLE SUBTOTAL \$ 60.75 TAX 22.500% \$ 13.67 TOTAL CHARGES \$ 74.42 CHARGED ON MC ON 12-20-17 \$ 75.85 REFUND ON MC ON 12-22-17 \$ 1.43	
AUTHORIZATION INFORMATION MC XXXXXXXXXXXX [REDACTED] 12-20-17 TTL AUTH \$ 75.85		PLAN IN: CRL MI IN: 34857 PLAN OUT: CRL MI OUT: 34404 RATE CLS: F MI DRIVEN: 454 TR-X MI 1 MI ALLOWED: 454 MI CHARGED: 0			
VEHICLE INFORMATION OWN/VEH: 91216/0461889 TYPE: 2016 CHEROKEE 2.4 4N LIC: [REDACTED] FUEL OUT: 8/8 TANK CAP: 15.8 ROW/STAL: [REDACTED]		PREPARED BY: XNAKT COMPLETED BY: XNAKT DRDATE: 12/22/17			
ADDITIONAL CHARGES / PROGRAMS - LDM DECLINED AT \$ 25.99 PER DAY (T) FULL VALUE - LIS DECLINED Hertz LIABILITY PROTECTION IS SECONDARY - PAI,PEC DECLINED AT \$ 5.05 PER DAY (N) EPO ACCEPTED AT \$ 30.81 PER RENTAL				HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK. 1) Visit WWW.HERTZSURVEY.COM 2) Enter Access Code: 9611003 3) Take Brief Survey	
* TRANSFER EXCHANGE FROM: 96110 DATE: 12/20/2017 TIME: 17.05 ORIGINAL RENT LOCATION: 96110		VEHICLE #: [REDACTED]			

THANK YOU FOR RENTING FROM
HERTZ LOCAL EDITION

THANK YOU FOR RENTING FROM Hertz

STATEMENT OF CHARGES - NOT VALID FOR RENTAL