

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11484018
Date: Monday, September 19, 2022 7:35:45 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]
Subject: Re: Request # [REDACTED] Complaint - 11484018
To: 4me+nhtsa@telesishq.com

MANUFACTURER:
Nissan - Certain Vehicles with CVT Transmissions

SUMMARY:

* Nissan CVT issues are common among Nissan vehicles. Otherwise known as a continuously variable transmission, the feature was intended to increase the performance of vehicles by creating smoother gear shift capability. From 2012 to 2018, several models of Nissan vehicles received the transmission, including the Sentra, Versa, Versa Note, Altima, Rogue, and Murano models.

* Some of the most common issues with the vehicles directly relate to the transmission. Reported issues include loss of power, transmission jerking, transmission slipping, CVT coolant hose leaks and failures, and a CVT error message being displayed. These problems call the Nissan CVT transmission reliability into question and can result in serious harm to unsuspecting drivers.

* Nissan extended the warranty on some of these vehicles equipped with the CVT transmission from 5 years or 60,000 miles to 10 years or 120,000 miles. The extension covers repairs, replacements, and towing for issues related to the continuously variable transmission. For the warranty to be effective, vehicle owners must take their Nissan to a dealership for repairs.

CONSEQUENCE:

*

Service Bulletin Subject: Transmission judder, including shake, shudder, and vibration
Service Bulletin Date: April 1, 2016
Components: Transmission
Affected Vehicles: 2013 to 2016 Nissan Altima and 2014 to 2016 Nissan Rogue

*

Lawsuit Name: Waldo Leyva, et al. v. Nissan North America, Inc.
Lawsuit Subject: Sentra Xtronic CVT transmission overheating
Components: Transmission
Affected Vehicles: 2012 to 2017 Nissan Sentra
Outcome: Pending

*

Lawsuit Name: Batista vs. Nissan North America, Inc.

Lawsuit Subject: Nissan installed CVT transmissions with known defects without warning consumers

Components: Transmission

Affected Vehicles: 2013 and 2014 Nissan Pathfinder, Infiniti QX60/JX35

Outcome: Nissan extended the warranty on the vehicle to 24 months or 24,000 miles, whichever came first and gave affected owners a transmission software update.

SOLUTION:

If you believe Nissan CVT issues are causing problems for your vehicle, the first step is to make sure your vehicle is safe to drive. Take your vehicle to the dealership if the transmission is still under warranty or the warranty on your vehicle was extended. Ensuring the safety of all vehicle occupants is a priority.

If your warranty expired and Nissan chooses not to extend it, your best option may be to file a lawsuit. Several lawsuits have been filed against Nissan in recent years and many resulted in favorable outcomes for vehicle owners. Contact a qualified lawyer for more information about how to receive compensation for your vehicle defects.

Think You Have a Lemon? Call Us Today!

The lemon law attorneys of Stern Law, PLLC are committed to helping consumers who have bought or leased vehicles that are defective. We firmly believe that you should not have to suffer the burden of constant repairs and other problems due to a poorly manufactured car

Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

asrcfederal.com | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

[REDACTED]

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11484018
Date: Tuesday, September 20, 2022 12:30:24 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]
Subject: Diagnostic test 12/17/2021

To [REDACTED], nissanconsumeraffairs@my-nissan-usa.com, 4me+nhtsa@telesishq.com

My 2013 Nissan Altima sedan, which show I had a recall for a hood latch which Nissan fixed. But if you see the pink page it shows items requiring immediate attention it took many years to research that this car is equipped with a variable voltage control system. My engine is a QR25DE which has been a problem as of 2021 which my car QR25DE 2.5l engine still remains in many Nissan QR25DE 2.5l in-line 4 engine. These faulty Nissan CVT transmissions are manufactured by JATCO a Japanese automatic transmission company. JATCO is 75% percent owned by Nissan motor Co. LTD

[REDACTED]

Thank you,

[REDACTED]
ASRC Federal Holding Company

[REDACTED]
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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2901 South Loop West
Houston, TX 77054
713-661-9955
FAX: 713-349-6163



BUSINESS HOURS
6:30 A.M. - 6:30 P.M. M-F
7:00 A.M. - 4:00 P.M. SAT

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR Taylor	1618	TAG NO. [REDACTED]	INVOICE DATE 12/17/21	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 175,363	COLOR /	STOCK NO. [REDACTED]
HOUSTON, TX [REDACTED]	YEAR / MAKE / MODEL 13/NISSAN/ALTIMA/4DR SDN I4 CVT 2.5			DELIVERY DATE 12/27/12	DELIVERY MILES [REDACTED]
[REDACTED]	VEHICLE I.D. NO. 1 N 4 A L 3 A P 8 D N [REDACTED]			SELLING DEALER NO. [REDACTED]	PRODUCTION DATE 11/27/12
[REDACTED]	F.T.E. NO. [REDACTED]		P.O. NO. [REDACTED]	R.O. DATE 12/17/21	[REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]			

MO: [REDACTED]

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX NIES JOB# 3 TOTAL 0.00

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	C01 SHOP SUPPLIES		7.50
TOTAL - MISC			7.50

TOTALS

THANK YOU FOR YOUR BUSINESS!!

TOTAL LABOR....	26.95
TOTAL PARTS....	33.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.34

TOTAL INVOICE \$ 70.79

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, CENTRAL HOUSTON NISSAN hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and CENTRAL HOUSTON NISSAN neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

**NOTICE PURSUANT TO §70.001,
PROPERTY CODE**

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS & COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT, OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

CENTRAL HOUSTON NISSAN is not responsible for loss or damage to cars or articles left in cars due to fire, theft or any other cause beyond our control. Any warranties on the products sold hereby are those made by the manufacturer. The seller, CENTRAL HOUSTON NISSAN, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CENTRAL HOUSTON NISSAN neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
I ACKNOWLEDGE RECEIPT OF THE PARTS AND
LABOR LISTED

X
SIGNATURE OF THE PERSON RESPONSIBLE OR
AGENT FOR PERSON RESPONSIBLE

2901 South Loop West
Houston, TX 77054
713-661-9955
FAX: 713-349-6163



BUSINESS HOURS
6:30 A.M. - 6:30 P.M. M-F
7:00 A.M. - 4:00 P.M. SAT

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR Taylor	1618	TAG NO. [REDACTED]	INVOICE DATE 12/17/21	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	175,363	COLOR /	STOCK NO. [REDACTED]
HOUSTON, TX [REDACTED]	YEAR / MAKE / MODEL 13/NISSAN/ALTIMA/4DR SDN I4 CVT 2.5			DELIVERY DATE 12/27/12	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1 N 4 A L 3 A P 8 D N [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE 11/27/12
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 12/17/21		
[REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 175363

JOB# 1 CHARGES

LABOR-----				WARRANTY	
J# 1 01NIZRECALL	RECALL	TECH(S):1390			
MANUFACTURER RECALL ISSUED RECALL R21A6 ALTIMA HOOD LATCH NT					
B21-055 IMPORTED FROM DBS ON 12/17/2021 07:46					
RECALL R21A6					
Replace Primary Hood Lock Spring and Install Label and					
Lubricate Secondary Hood Lock					
PARTS-----					
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
1	65697-9H50A	SPR-HOOD LOCK			
1	60599-9HP1D	LABEL-L			
TOTAL - PARTS				0.00	

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, CENTRAL HOUSTON NISSAN hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and CENTRAL HOUSTON NISSAN, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----				26.95	
J# 2 00NIZOCR	MAINTENANCE PACKAGE	TECH(S):231			
MAINTENANCE RECOMMENDED PACKAGE -- CHANGE ENGINE OIL (SYNTHETIC) REPLACE ENGINE OIL FILTER RESET SERVICE INTERVAL INDICATOR -- CENTRAL CARE BENEFITS FOR 120 DAYS -- RESET TIRE PRESSURES TOP UP FLUIDS AS NEEDED ==> TU 0.30 / Labor \$ 29.95 / Parts \$ 30.00 / Total \$ 59.95 <==					
PERFORM RECOMMENDED PACKAGE					
PERFORM RECOMMENDED PACKAGE					
OIL CHANGE & FILTER PLUS RAINX AND FUEL TREATMENT					
PARTS-----					
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
1	PKOC4	4 CYL OIL CHANGE	33.00	33.00	
50	ENOIL5	GENUINE NISSAN O	****	****	
1	WY8000	BRAKE STRIP	****	****	
1	11026-JA00A	WASHER DRAIN	****	****	
1	15208-65F0E	OIL FILTER	****	****	
TOTAL - PARTS				33.00	

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JOB# 2 TOTALS

LABOR 26.95
PARTS 33.00

JOB# 2 JOURNAL PREFIX NIES JOB# 2 TOTAL 59.95

JOB# 3 CHARGES

LABOR-----				0.00	
J# 3 00NIZES	PERFORM EXPRESS INSP	TECH(S):231			
COMPLIMENTARY NISSAN VEHICLE INSPECTION (MULTIPOINT) ==> TU 0.00 / Labor \$ 0.00 / Parts \$ 0.00 / Total \$ 0.00 <==					
INSPECTION REPORT					
COMPLETE TECHNICIAN INSPECTION					

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X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE



2901 South Loop
Houston Texas, 77054
(713) 793-5350

Multi-Point Inspection Results

Your vehicle is currently being serviced and as part of that service your technician performed a comprehensive inspection of your vehicle. Below are the results of that inspection.

I will be in contact with you shortly to personally review your vehicle inspection with you and answer any questions you may have.

Please keep this with your maintenance records so you can refer to it on any future visits with us.

Thank you for the opportunity to service your vehicle today.

We appreciate your loyalty,
Taylor Adams



Click to see your
financing options



How to use this report:

The Items requiring Immediate Attention (in red) and Items Requiring Attention Soon (in yellow) are totaled for your convenience and understanding, but will only be performed after our review and with your approval.

RO #: [REDACTED]

01NIZRECALL	MANUFACTURER RECALL ISSUED RECALL R21A6 ALTIMA HOOD LATCH NTB21-055 IMPORTED FROM DBS ON 12/17/2021 07:46	\$ 0.00
00NIZOCR	MAINTENANCE RECOMMENDED PACKAGE * CHANGE ENGINE OIL (SYNTHETIC) REPLACE ENGINE OIL FILTER RESET SERVICE INTERVAL INDICATOR * CENTRAL CARE BENEFITS FOR 120 DAYS * RESET TIRE PRESSURES TOP UP FLUIDS AS NEEDED	\$ 59.95
00NIZES	COMPLIMENTARY NISSAN VEHICLE INSPECTION (MULTIPOINT)	\$ 0.00
SUB-TOTAL ESTIMATE WHEN APPROVED:		\$ 59.95

ITEMS PASSING INSPECTION

FRONT BRAKES

LEFT PAD: 7

RIGHT PAD: 7

LEFT ROTOR:

RIGHT ROTOR:

REAR BRAKES

LEFT PAD: 6

RIGHT PAD: 6

LEFT ROTOR:

RIGHT ROTOR:

BATTERY CAPACITY TEST**BATTERY TERMINALS / CABLES / MOUNTING****COOLANT****COOLING SYSTEM HOSES****DRIVE BELTS****ENGINE OIL****HEADLIGHTS/ TURN SIGNALS / HIGH BEAMS / FOG LIGHTS****HEATER / AC HOSES AND CONNECTIONS****HORN OPERATION****IN-CABIN MICROFILTER****MUFFLER / EXHAUST / MOUNTING****POWER STEERING FLUID****RADIATOR CORE AND CAP****REAR HATCH / HOOD LIFT SUPPORTS****REAR SHOCKS / REAR SUBFRAME / SUSPENSION****TAIL LIGHTS / BRAKE LIGHTS / TURN SIGNALS / REVERSE LIGHTS/ EXTERIOR LAMPS / REAR WIPER****WINDSHIELD WASHER FLUID****TIRE INSPECTION**

	TREAD DEPTH	CONDITION	TREAD DEPTH	CONDITION	
FRONT DRIVER	3/32 -	NO DAMAGE	3/32 -	NO DAMAGE	FRONT PASSENGER
REAR DRIVER	6/32 TO 4/32	NO DAMAGE	6/32 TO 4/32	NO DAMAGE	REAR PASSENGER

TWO TIRES HAVE LOW TREAD WARE REPLACE TWO TIRES FUZION- 215/60/R16
 * REPLACE TWO TIRES

\$ 321.60

ITEMS REQUIRING IMMEDIATE ATTENTION**BRAKE FLUID**

02NIZ011

BRAKE FLUID IS DUE FOR SERVICE. RECOMMENDED TO SERVICE EVERY 20K MILES TO PREVENT MOISTURE FROM BUILDING UP AND ALLOW THE BRAKES TO WORK PROPERLY.

* ~ BRAKE FLUID EXCHANGE

\$ 149.95

DRIVE SHAFT / CV AXLES / CV BOOTS (VISUAL INSPECTION FOR LEAKS)

PHOTO #1

PASSENGER SIDE AXLE IS TORN

* REPLACE PASSENGER SIDE AXLE

\$ 597.81

ENGINE AIR FILTER

00NIZAIRCABIN

AIR FILTERS ARE DIRTY AND SHOULD BE REPLACED. USUALLY RECOMMENDED TO DO SO EVERY 15K MILES.

* ~ ENGINE AIR FILTER & IN CABIN MICROFILTER COMBO - REPLACE

\$ 89.95

FLUID LEAKS (OIL / TRANSMISSION / COOLANT)

\$ 508.67

VALVE COVER GASKET IS LEAKING

* REPLACE VALVE COVER GASKET

FRONT SHOCKS / SUSPENSION

\$ 1718.32

PHOTO #1

BOTH LOWER CONTROL ARM BUSHINGS ARE TORN

* REPLACE BOTH LOWER CONTROL ARM BUSHINGS ASSEMBLY

WIPER BLADES

\$ 56.96

00NIZ12

WIPER BLADES WORN/RIPPED

* ~ REPLACE WIPERS

ADDITIONAL SERVICE REPAIR		\$ 129.95
VEHICLE IS DUE FOR AN ALIGNMENT BASED ON TIME AND/OR MILEAGE. SHOULD BE SERVICED EVERY 15K MILES. * ~ ALIGNMENT (FOUR WHEEL)		
ADDITIONAL SERVICE REPAIR		\$ 186.00
CHECK ENGINE LIGHT IS ON * MAIN SHOP FOR FURTHER DIAGNOSIS. DIAGNOSTIC CHARGE GOES TOWARDS THE REPAIRS		
ADDITIONAL SERVICE REPAIR		\$ 575.86
PHOTO #1	BOTH OUTER TIE RODS ENDS ARE TORN * REPLACE BOTH OUTER TIE RODS END	
ADDITIONAL SERVICE REPAIR		\$ 230.88
PHOTO #1	MISSING PASSENGER SIDE FENDER LINER * INSTALL PASSENGER SIDE FENDER LINER	
ADDITIONAL SERVICE REPAIR		\$ 364.01
PHOTO #1	MISSING LOWER ENGINE COVER * INSTALL LOWER ENGINE COVER	
SUB-TOTAL ESTIMATE WHEN APPROVED:		\$ 4608.36

GRAND TOTAL ESTIMATE FOR ALL RECOMMENDED SERVICES

SHOP FEES	\$ 45.95
TAXES	\$ 182.66
GRAND TOTAL ESTIMATE WHEN APPROVED	\$ 5218.52

Central Houston Nissan
2901 Southloop West
Houston, TX 77054

(713) 793-5350

HOURS:

Monday through Friday: 7:00am - 7:00pm

Saturday: 7:00am - 5:00pm

Sunday: Closed

www.centralhoustonnissan.com