

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: Tuesday, September 20, 2022 4:39:53 PM
Attachments: [REDACTED]

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[REDACTED]
Subject: Diagnostic testing 2022

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

This is the diagnostic testing that I've been going back-and-forth with Nissan Central Houston in which I stated to Nissan advisor. On 09/09/22 not to in could any diagnostic testing. But I brought stated to Nissan advisor only the sensor that was being recalled by Nissan which was a very serious problem. He still asked me to sign his iPad not explaining to me what I was signing. I had let him know that I was visually impaired and again I stated to him in front of my family member no diagnostic testing again. He didn't give me a chance to take my car back after I stated to him I did not have any money for any diagnostic testing again. After I stated I was visually impaired he didn't take what I was saying seriously. So after trying to pick my car up on 09/12/22 an which no work was done I was still responsible for only the diagnostic test an I had to ask a family members to please help me get my car because of \$200 Nissan advisor want it only. I tried to explain again and I got upset about what was happening the other advisor always say you will pay for the diagnostic test. Now that I own this lemon Nissan stated their car will last 200,000 to 100,000 miles after all the work I put into this car the problem is worst The transmission the engine is CVT leaking oil shaking and trembling exhaust issues this car will soon crash injuring someone or killing them.

[Sent from Yahoo Mail for iPhone](#)

[REDACTED] 4.8MB

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



SERVICE HOURS
7:00 A.M. - 7:00 P.M. M-F
7:00 A.M. - 5:00 P.M. SAT

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR FELIPE HAYNES	1293	TAG NO. [REDACTED]	INVOICE DATE 09/13/22	IN [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 191,661	COLOR /	STOCK NO. [REDACTED]
HOUSTON, TX	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 09/09/22
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]		COMMENTS		
MO: [REDACTED]					

JOB# 1 CHARGES	
LABOR	
J# 1 02NIZDIAG	DIAGNOSIS TECH(S):588 185.00
CUSTOMER STATES THE CHEV ENGINE LIGHT IS ON ==> TU 1.00 / L abor \$ 189.00 / Parts \$ 0.00 / Total \$ 189.00 <== CODE FOR P0037 HO2S2 SENSOR BUT FOUND THERE IS A EXHAUST LEAKING COMING FORM THE MAIN TUBE EXHAUST ITS WELD ON OLD ONE. AND THE WELD ITS BORKEN OFF AND ITS LEAKING, NOT RIGHT READING AND RE-TEST AGAIN DECLINE THE WORK MAIN TUBE EXHAUST, GASKET ,NUTS, BLOTS	
JOB# 1 TOTALS	
LABOR 185.00	
JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 185.00	
JOB# 2 CHARGES	
LABOR	
J# 2 50NIZDIAG	DIAGNOSIS TECH(S):588 0.00
CUSTOMER CAR JERKS UPON ACCELERATION CAR SHIELD ==> TU 1.00 / Labor \$ 0.00 / Parts \$ 0.00 / Total \$ 0.00 <== PERFORM DIAGNOSIS CODE FOR P17F1 CVT JUDDER DO OF THE MILES OF THE CAR AND THE CODE ITS BEST TO REPLACE THE CVT PERFORM DIAGNOSIS DECLINE CVT, FLUID ONE USED PARTS	
JOB# 2 TOTALS	
JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00	
JOB# 3 CHARGES	
LABOR	
J# 3 00NIZNID	EXPRESS SERV TECH(S):588 0.00
NO INTERVAL DUE VEHICLE HISTORY INDICATESNO MAINTENANCE INTE RVAL DUE ==> TU 0.00 / Labor \$ 0.00 / Parts \$ 0.00 / Total \$ 0.00 <== NO INTERNAL DUE NO INTERNAL DUE	
JOB# 3 TOTALS	
JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 0.00	
JOB# 4 CHARGES	
LABOR	
J# 4 00NIZ00	TECHNICIAN INSP TECH(S):588 0.00
COMPLIMENTARY NISSAN VEHICLE INSPECTION (MULTIPOINT) ==> TU 0.00 / Labor \$ 0.00 / Parts \$ 0.00 / Total \$ 0.00 <== COMPLETE TECHNICIAN INSPECTION	
JOB# 4 TOTALS	
JOB# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL 0.00	

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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.

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



SERVICE HOURS
7:00 A.M. - 7:00 P.M. M-F
7:00 A.M. - 5:00 P.M. SAT

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR FELIPE HAYNES	1293	TAG NO. [REDACTED]	INVOICE DATE 09/13/22	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 191,661	COLOR /	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 13/NISSAN/ALTIMA/4DR SDN I4 CVT 2.5			DELIVERY DATE 12/27/12	DELIVERY MILES
HOUSTON, TX [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 09/09/22	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: [REDACTED]

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A C01 SHOP SUPPLIES	27.75
TOTAL - MISC	27.75
TOTALS-----	

THANK YOU FOR YOUR BUSINESS!!	

TOTAL LABOR....	185.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	27.75
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.29
TOTAL INVOICE \$	215.04

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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

The Reynolds and Reynolds Company ERAINTIVE
SF674177 Q (03/22)

Central Houston Nissan

Customer: [REDACTED] **Vin:** 1N4AL3AP8DN [REDACTED] **License Plate:** [REDACTED] **Mileage:** 191661 **Prepared By:** Felipe Haynes
Year: 2013 **Make:** Nissan **Model:** Altima **Engine:** 2.5L 4 Cyl CVT **Oil Type:** Synthetic **Service Interval:** No Interval Due

Customer Write-Up

Customer

Name: [REDACTED]
Cell Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Address: [REDACTED]
 HOUSTON, TX
 [REDACTED]

Vehicle

VIN: 1N4AL3AP8DN [REDACTED]
License Plate: [REDACTED]
Tag: [REDACTED]
Odometer: 191661
Year / Make / Model: 2013 / NISSAN / ALTIMA
Appt. Comments:

Multi-Point Inspection

Tread Depth

7/32 + 
 6/32 to 4/32 
 3/32 - 

Wheel / Tire

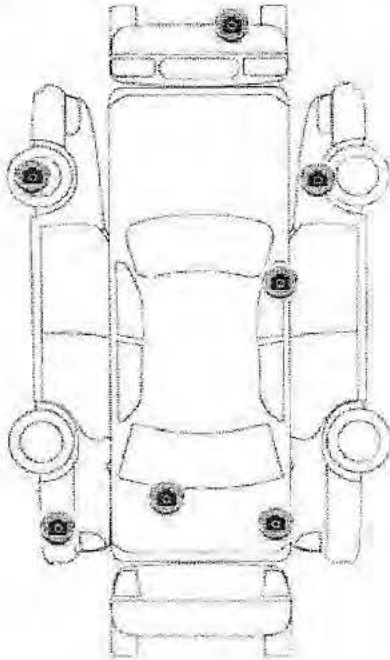

 No damage

Tread Depth

7/32 + 
 6/32 to 4/32 
 3/32 - 

Wheel / Tire


 No damage



Tread Depth

7/32 + 
 6/32 to 4/32 
 3/32 - 

Wheel / Tire


 No damage

Tread Depth

7/32 + 
 6/32 to 4/32 
 3/32 - 

Wheel / Tire


 No damage

   Personal Items Removed
   Transportation Needs
   Wiper Condition
   State Inspection

Central Houston Nissan

Customer: [REDACTED] **Vin:** 1N4AL3AP8DN [REDACTED] **License Plate:** [REDACTED] **Mileage:** 191661 **Prepared By:** Felipe Haynes
Year: 2013 **Make:** Nissan **Model:** Altima **Engine:** 2.5L 4 Cyl CVT **Oil Type:** Synthetic **Service Interval:** No Interval Due

Requested Services	
02NIZDIAG: CUSTOMER STATES THE CHEVY ENGINE LIGHT IS ON - SONIZDIAG: CUSTOMER CAR JERKS UPON ACCELERATION CAR SHIELD - No Interval Due - Vehicle History Indicates No Maintenance Interval Due - Complimentary NISSAN Vehicle Inspection (Multipoint)	
Estimated Shop Fees	\$28.35
Estimated Taxes	\$2.34
Total Preliminary Estimate	\$219.69

Suggested & Declined	
- Included in Package - Included in Package	

RO # [REDACTED]

Customer Signature, 9/9/2022 06:14 PM:

X [REDACTED]

REMEMBER YOUR BELONGINGS

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Customer, acknowledges and agrees that the Vehicle travelled in interstate commerce. Customer thus acknowledges that the Vehicle, including the transaction involving the repair to and materials for the Vehicle are involved in, effect or have a direct impact upon interstate commerce. Customer agrees that all claims, demand, disputes or controversies of every kind that may arise as it relates to the Vehicle including the repair, service and any other aspect of the work or services involved with the Vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. § 1 et seq. and according to the Commercial Rules of the American Arbitration Association. Without limiting the generality of the foregoing, it is the intention of the customer to resolve by binding arbitration all disputes concerning the Vehicle, including the work and services contemplated herein or with respect to any claim made against the dealership. The dealership or the Customer may demand arbitration by statement of the matter in controversy. A copy of the demand for arbitration shall simultaneously be served upon the other party. Customer agrees that the arbitration proceedings to resolve such disputes shall be conducted in the city where the dealership's facility is located. Customer agrees to keep confidential the results, decision of arbitrations and all communications in conjunction with the arbitrations proceedings.

I hereby authorize to perform repair work herein using necessary material and parts, and I give you an express mechanical lien on below described vehicle and my signature hereto is full acknowledgment of condition hereof.

All payments for such repairs and material to be made at the Dealership address listed above. In event such account is not paid, I hereby grant you right to take possession of said vehicle, with or without permission of law, and to sell same at public or private sale with notice.

I hereby authorize the repair work listed to be done along with the necessary materials and labor. I agree that you are not responsible for loss or damage to the below vehicle (herein the "Vehicle"), for articles left in the Vehicle, for casualty loss including fire, theft or other such casualty loss or for delays caused by unavailable parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the Vehicle on streets, highways, or elsewhere for the purpose of testing and/or inspection.

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.

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11484018
Date: Tuesday, September 20, 2022 5:19:53 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: Tire light keep coming on and off

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

I always believe that my tire was leaking I needed fixing but I found out it is coming from Nissan sensors. I hope for no crash or other injuries to me or any other person who owns these faulty cars

[Sent from Yahoo Mail for iPhone](#)

[REDACTED] 1.4MB

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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ESCO TIRE SERVICES, LLC.

7400 Scott St. Houston, TX 77021

713-842-5811

We Sale New & Used Tires

Computer Balance

We Fix Flat



NAME: Customer DATE: 2/28/27

ADDRESS: _____ PHONE: _____

CITY/ STATE/ ZIP _____

QTY	DISCRIPTION	PRICE
4	215-60-16 Used tire	845

Left Front ☐ Right Front ☐
Left Rear ☒ Right Rear ☐
NO WARRANTY ☒

Subtotal	845
Tax	
Total	
Deposit	
Balance	

Printed By: INTERMID-USA 713-735-7025

~~NO CASH REFUND~~

SIGNATURE _____

FOR CLAIMS YOU MUST SHOW YELLOW SLIP