

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: Friday, October 21, 2022 8:47:30 AM

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Subject: Re: Request [REDACTED] My 2013 Nissan Altima problem's
To: 4me+nhtsa@telesishq.com

[REDACTED]
Houston, Texas [REDACTED]
[REDACTED]

October 17, 2022
Nissan North America, Inc
P.O. Box 685003
Franklin, Tn 37068-5003
nnaconsumeraffairs@nissan-usa.com
800-647-7261

Dear Consumer Affairs Dept.

2013 Nissan Altima SDN /4DR I4 CVT 2.5/ Gray
Vehicle # 1N4AL3AP8DN [REDACTED]

On 08/04/2015, I brought my 2013 Nissan Altima SDN from McDavid Nissan [REDACTED]
1191 Gulf Freeway Houston, Tx 77034 tele: 713-941-0600 my salesperson' Mr Tommy Thomas dealer # ([REDACTED]) the vehicle total \$19,540.05 the mileage at the time of purchase 75,000.

Unfortunately, this vehicle has not performed well at all it started 2 to 3 months after the purchase. My gear shift got stuck in park and wouldn't move I reached out to the dealership first. They stated it was nothing they were able to do they then stated I needed to reached out to Houston Central Nissan located 2901 South Loop West Houston, Tx 77054 tele: 713-661-9955 fax: 713-349-6163. When I contacted to explain what was happened to my gear shift they stated to bring it in. I asked were there any recalls they didn't or tried to look it up because I had no money at this time to get it fixed on my own because I paid out most all my money to get the car. So they asked me to contact there main office Nissan North America, Inc. Consumer Affairs Depth P.O. Box 685003 Franklin, Tx 37068-5003 after many calls they finally agreed to fixed the gear shift which again it was still under 80,000 mil. When automatic vehicle gets stuck in park, it's often due to a problem with the parking pawl. Now parking pawl is an important component in an automatic transmission. After researching I found out this was a manufacture defect. The manufacturer for Nissan is Nissan Smyrna Assembly Plant located 983 Nissan Dr Smyrna, Tn 37167 tele: 615- 459-1444. So what I found Automatic Shift Lock. ... Common Problems by Model Year. 2022 Nissan Altima ... 2018 Nissan Altima; 2017 Nissan Altima; 2016 Nissan Altima; 2015 Nissan Altima; 2014 Nissan Altima; 2013 Nissan ... Complaint Number: [REDACTED]. Incident Date: September 2, 2013. Date Added to File: November 7, 2014. Description of the Complaint: The contact owns a 2013 Nissan Altima. while driving approximately 55 mph, the steering wheel would drift to the right or left independently. The 2013 Nissan Altima has 30 problems reported for gear shift stuck in park. Average repair cost is \$530 at 74,150 miles after finding this out I got really frustrated I had the car for only 2 to 3 months only.

I know that McDavid Nissan dealership didn't mention or advertise their cars as having no damage when they actually having defect's. So therefore I was shown this vehicle 2013 gray Nissan Altima which was on their property not knowing how long they knew that it was actually not good car to sell so the dealership give me false information an misrepresentation regarding the vehicle I purchased from them they failed to disclose a material

fact about their vehicle's regarding previous damage or if it was use as a fleet or as a rental damage vehicle. If this was something I would have known about I before having Capital One Auto Financing Leader located 8050 Dominion Pkwy. Plano, Tx 75024 under cont# [REDACTED] tele: 800-946-0332 customer ser. tele: 800-689-1789 payment each month \$423.73 I could have stopped these payments. So with that been said McDavid Nissan are selling these factory-certified pre-owned vehicles like the one I own which should have been inspected, refurbished and approved by the manufacturer before it's sold. COP vehicles is considered to be a safer middle road which tend to be more reliable than non-certified cars. COP cars are considered to have perfectly reconditioned warranties vehicles offer by the manufacturers or dealership's COP vehicles should have undergone a rigorous and regulated multipoint inspection process. These cars are required to meet a certain age and mileage limit which varies by dealership and automakers. Certified pre-owned vehicles must be in excellent cosmetic condition and mechanically sound. But most all Nissan vehicles like mine, is significantly a problem with these cars like mine, should have been rejected and never been considered as a CPO status which mean the car not worth the cost to bring it up to standard.

In 2016 I had a diagnostic test done by Central Houston Nissan for a inspection an which I was changed for a oil & filter change a right and left wiper Blades along with a battery capacity test all this cost \$89.96. But other problems which was brought to my attention what was told to me to keep a check out for which I would have never known about while still paying \$423.73 car note each month and having a limited warranty. I never would have ever Imagine that how much out of pocket this car would cost me through the years. The list radiator core & cap, tail lights/brake lights/ turn signal/ reverse lights/exterior lamps/rear wiper. Battery terminals/ cables/mounting. Horn operation/ cooling system hoses/ axles-visual inspection for leaks/ Headlights/ turn signal/high beams/ fog lights. Heater/ A/c hoses and connections/ fluid leaks (oil/ transmission/coolant). Power steering fluid/ Brake fluid/ Drive shaft/ windshield washer fluid/ muffler/exhaust/ mountings / engine air filter/automatic transmission fluid/ front shocks/ suspension (cv boots/ tie rods/ brushing wow this was now coming to light on 02/15/2016 with now 46,115 mileage.

In 09/2019 another Diagnostic test was done by Central Houston Nissan due to a check engine light in that year it cost \$256.86 with a mileage of 134,521. List items that needed to be replaced front brakes/ visually check brake fluid/ visually inspect air cleaner element/ visually inspect front suspension components/ cabin air (HEPA/MICRO) filter (if equipped) based on time and mileage/ visually check engine coolant level/ visually inspect driver belts/ additional service repair now these extra repair's will cost me a grand total \$ 4280.30 an which I could not believe because am still paying my car note and full coverage car insurance.

In the year of 06/2020, 07/2020, 09/2020 I reached out to an outside mechanic FAB Trading Inc. 3505 S. Dairy Ashford # 120 problem's that were repaired on my 2013 Nissan Altima sedan complete struts assembly front, Rear shock, replace front- rear Sock- alignment, replace tires , w/new tires \$939.61. Left-right CV joint/ TPMS/ Complete front-rear brake/ right rear caliper/ right interior handle/ remote & programming/ labor total \$2,096.26. Headlight Assembly & labor total \$433.00. Rear catalytic converter assembly/ manifold converter/ labor total \$1,016.47 In the year 06/2021 out side mechanic Serpentine Belt Gates/ Antifreeze/labor total \$ 182.38 then I took again my car back to Central Houston Nissan on 12/21 cost a total \$70.79 at this time it was regarding a recall by the manufacturer recall issued recall R21A6 Altima Hood Latch only then Central Houston Nissan gave me another list which needed immediate attention Drive shaft/CV Axles/ CV Boots (visual inspection for leaks) engine air filter/ fluid leaks (oil / transmission/ coolant) front shocks/ suspension/ wiper blades with 6 Additional service repairs a total \$ 5218.52 an which I had no money for all these extra repair charges. But on 12/2021 I had to have my flex pipe replaced \$150.00 from Medical Center Muffler located 1522 S. Loop west Houston, Tx 77054 tele: 713-797-1400.

Then in the year of 01/2022 my outside mechanic had to replace my Front Strut assembly this time I had a warranty on the part I paid for the labor & Alignment \$250.00. Then on 05/2022 I had my ignition coil / iridium spark plug plus labor total \$211.09

My check engine light this year 2022 came on again in which I went O'Reilly Auto Parts they did a free diagnostic test and found that Power Train System P0037 (HO2S) Oxygen sensor needed to be replace. Now I can't believe what is going on this car is costing me so much out of pocket my Odometer read 175318 ml that was in 12/15/2021 now on 09/13/2022 the mileage show 191,661.

Then early 09/2022 I received a letter from Nissan North America, INC. National Headquarters Consumer Affairs Department POB [REDACTED] Franklin, TN 37068-5003 the letter stated that Nissan is committed to providing the highest levels of product quality and customer satisfaction. Therefore, Nissan is extending the emission warranty coverage coverage on my Rear Oxygen Sensor in the case of a short-to-ground condition to 20 years or 200,000 miles, which ever occurs first.

The letter goes on stated the reason for Emission Warranty Extension that my 2013 Altima may not be able to correctly identify if the Rear Oxygen Sensor experiences a short-to-ground condition. In the rare case of a Rear Oxygen Sensor short-to-ground condition, it may prevent detection of 13 specific Diagnostic Trouble Codes (DTCs) (P0037, P0038,P0130, P0137, P0138, P0139, P014C, P014D, P015A, P015B, P0420, P2096 or P2097) by the OBD monitoring system. Further information on these 13 DTCs and their respective conditions available for this campaign.

This have effective my vehicle which I keep getting slight decrease in my fuel economy because this condition keeps occur.

I then contacted Central Houston Nissan regarding having my Rear Oxygen Sensor voltage check performed, Nissan recommends me to schedule an appointment with a Nissan dealer prior to having my annual or biennial Inspection/ Maintenance (I/M or Smog) test, So I contacted Central Houston Nissan I stated to Nissan advisor Mr Felipe Haynes . On 09/09/22 if any diagnostic testing is needed on my car please don't because of lack of money to pay for the diagnostic testing of \$200 if needed one. This was what I stated to Nissan advisor only the Oxygen 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 answer or 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 regarding my oxygen sensor. I spoke to Mr Felipe Haynes who had a diagnostic test done anyway. I was trying to understand why he didn't totally explain to me that even if I had an outside dealership who already did a diagnostic test on my car which clearly showed I needed to replace my oxygen sensor. Mr Haynes wanted to do his own diagnostic test for \$200.00 after he was already aware I had diagnostic he saw I had family members next who also heard me please don't do a diagnostic test because I don't have the money yet. Mr Haynes just smile and asked me and I also told him I was Visually impaired he still stated to sign iPad and I was told to come Monday which again was on 09/12/2022. That's when I found out I owed Central Houston Nissan \$200. After getting very upset, and stressed out behind what Mr. Haynes did too me he said you sign for it to be done I then stated I asked you not to and you was aware I stated to you that I was visually impaired so you tricked me into signing y on iPad so would own the \$200. He never took me seriously. I had to leave my car a total a week until I came up with the \$200 I owed to Mr Haynes with Central Houston Nissan.

So the diagnostic test done by Central Houston Nissan 09/13/22 the same code P0037 H02S2 sensor the diagnostic test , found my exhaust was leaking which was from the main Tube Exhaust the change for both was to cost 185.00. He did mention on my diagnostic test that when I told him my car jerking a lot upon acceleration. He did a diagnosis a code showed P17F1 CVT judder which needed to be replaced my car insurance I had would not pay so I was going to be responsible for the out of pocket an which again I didn't have the money.

So now I begin during my research on my car looking for all recalls. Central Houston Nissan did not replace my oxygen sensor or repair the CVT transmission so again I did some research regarding all recalls and campaigns regarding Nissans faulty engine.

I saw that my car was made in 2012 I purchased the car in 2015 not knowing anything about any problem's I would be facing once I drove the car off McDavid David Nissan. I just trusted in my salesperson Mr Tommy Thomas (dealer # 248207) because of the car was dealer certified and manufactured CPO an which my car should have been inspected, refurbished, and approved by the manufacturer before it's was to be sold.

So soon after I purchased my car I had a mechanical issues my gear shift got stuck in park an which I wasn't able to drive. So reached out to David McDavid Nissan the dealership regarding my problem with my car. I did get to speak to the same salesperson Mr Tommy Thomas he stated he wouldn't be able to do anything then he stated that I must contact Nissan I was so upset and totally stressed out. So I reached i to Central Houston Nissan and I explain what has happened to my car. I couldn't understand why this was happening they asked me to contact their National Headquarters which is Nissan North America, Inc. now this is all happening in the same month and year I purchased my 2013 Nissan Altima sedan 4dr. I spoke with Consumer Affairs Department explain how I just purchased the car and I was paying a car note and full coverage insurance and now this car gear shift got stuck and I was not able to drive. I waited to receive a response back from Nissan Headquartered and the next day consumer affairs contacted me back and said they will fix it for me an which Central Houston Nissan came pick up my car and fixed the gear shift.

So again through the years from 2016 to 2022 I spent a lot of out pocket just to replace and have fixed things on this car never thought to do my research before purchasing my 2013 Nissan Altima sedan. The reason for my gear shift stuck in park is due to a faulty shift interlocking solenoid.

Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

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