

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11484018
Date: Thursday, October 20, 2022 12:45:05 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: My 2013 Nissan Altima defective car
To: 4me+nhtsa@telesishq.com

[Sent from Yahoo Mail for iPhone](#)
 [REDACTED]

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]
Houston , Texas [REDACTED]
[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

san

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-rightCV 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 HO2S2 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.

And because of a faulty brake light switch. The transmission and brake lights are related the switch are attached to the brake pedal which activates your lights when depressed, and the same switch activates a solenoid on your shifter to allow you to shift out of park.

My 2013 Nissan Altima sedan 4dr has a QR25DE engine which controls the crankshaft pulley, Drive belt automatic tensioner, water pump pulley, Alternator & Air Conditioner an which in 2019 Houston Central Nissan had fix my A/C because it just stop working and the extra insurance I had at the time paid to have it fixed which again this was a defective engine problem.

Nissan QR25DE engine parts the QR is engine family letters the 25 represents its displacement of 2.5 L the D stands for DOHC while the E is for multi-point fuel injection. Nissan QR25DE 2.5L in-line-4 engine cost many problems the Exhaust manifold pre-cat, Intake manifold screws, oil leaks, Timing chain.

Nissan QR25DE engine was manufactured in 2001 an which these engines still remain in many Altima and Rogue as of 2021. These faulty engine was also found in 2005-2019 Nissan Frontier, 2002- present Nissan Altima, 2007-2011 Nissan Altima Hybrid, 2003-2016 Nissan Rogue, 2002-2012 Nissan Sentra, 2002- 2020 Nissan X-Trail.

A continuously variable transmission, or CVT, shifts through an endless range of “gear ratios” during driving, as opposed to a standard fixed number of gears that a traditional transmission moves through with “hard shifts this was a problem with Nissan CVT’s installed in the Nissan Altimas have caused a variety of problems – shaking, losing acceleration and stalling, among others which Nissan refused to acknowledge.

Other signs of CVT transmission problems include a burning smell coming from the car, weird noises such as whining, grinding, or humming while driving, gears slipping out of place, fluid leaking underneath the vehicle the check engine light comes on this has been happening to my car through the years. I never knew my major problems was with my Engine and the CVT Transmission.

Most recalls I found under my VIN # NHTSA safety recalls Recall information provided by National Highway Traffic Safety Administration

Latches/locks/linkages: Hood: Latch

Recall date

2020-05-27

Recall no.

20V315000

Nissan North America, Inc. (Nissan) is recalling certain model year 2013-2018 Nissan Altima vehicles. If the primary hood latch is inadvertently released, there is an increased likelihood that the secondary hood latch may corrode over time.

Recall consequence

Corrosion to the secondary latch may cause it to bind and remain in the unlatched position when the hood is closed. If the primary latch is inadvertently released again and the secondary latch is not engaged, the hood could unexpectedly open while driving, increasing the risk of a vehicle crash

Recall action

n significantly over- or under-inflated.

Recall consequence

Tires that are significantly over- or under-inflated may fail without warning, increasing the risk of a crash.

Recall action

Nissan will notify owners, and dealers will inspect and adjust the spare tire pressure, as necessary, free of charge. The recall began on April 29, 2013. Owners may contact Nissan at 1-800-647-7261

Air bags

Recall date

2013-03-01

Recall no.

13V069000

Nissan is recalling certain model year 2013 Altima, LEAF, Pathfinder, Sentra, and Infiniti JX35 vehicles. Sensors within the passenger Occupant Detection System (ODS) may have been manufactured out of specification. This may cause the system to malfunction and permanently suppress the passenger airbag.

Recall consequence

If the vehicle is involved in a crash necessitating airbag deployment and the passenger airbag is suppressed, there may be an increased risk of personal injury.

Recall action

Nissan will notify owners, and dealers will inspect the ODS sensors and replace them as necessary, free of charge. The recall began on May 6, 2013. Owners may contact Nissan Customer Service at 1-800-647-7261

Suspension

Recall date

2012-10-10

Recall no.

12V494000

Nissan is recalling certain model year 2012-2013 Altima vehicles manufactured from May 10, 2012, through July 26, 2012. These vehicles may have been equipped with transverse link bolts and power steering rack bolts that were not torqued to proper specification.

Recall consequence

The affected bolts could become loose and fall out which may lead to a loss of vehicle control, increasing the risk of a vehicle crash.

Recall action

Nissan will notify owners, and dealers will tighten the bolts to the proper torque specifications. The safety recall is expected to begin on, or about October 29, 2012. Owners may contact Nissan Customer Service at 1-800-647-7261.

Only one of these recalls were completed which was a hood lock my air bags light just stays on so all thru the years I was still paying a car note and paying out of pocket for other issues going on with my car which was all related to faulty Manufacturer defects.

Nissan Altima generation first arrived in 2013. Since then, owners have complained about squealing brakes, air conditioning issues, and power steering whine. The Altima uses an electric power steering pump, and some noise can be expected when turning the steering wheel.

Nissan auto show deceptive car ads regarding their cars will last up to 200,000 to 300,000 miles. They have Nissan dealership's advertising and selling their used Nissan

cars as having no damage when they actually have defects. Theses Nissan dealership's have failed to disclose the actual manufactured defected. Airbags

2013 Nissan vehicles were affect by the Takata airbag recall, the Altima it does have problems with the occupant classification system (OCS). The OCS is part of a vehicle's airbag system, also known as the supplemental restraint system (SRS). This allows the passenger airbag to be disabled if a child, or small person, is in the passenger seat. Airbags can cause severe injury to small individuals.

Passenger airbag may not deploy due to do OCS error. Nissan issued a recall regarding OSC control module problems. It states that an incorrect OSC control module may have been installed during assembly. This can lead to incorrect airbag deployment in the event of a crash, increasing the risk of injury. Nissan DOESN'T KNOW HOW TO FIX IT. THIS HUGE SAFETY CONCERN MAKES THE CAR UNUSABLE WHEN WE NEED TO HAVE MORE THAN ONE PERSON IN THE CAR AND WE CANNOT GET THE AIRBAG TO WORK PROPERLY.

Sincerely yours,

[REDACTED]