

From:

American Canyon, CA

To:

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838

Nissan North American, Inc.
Consumer Affairs Department
PO BOX 685003
Franklin, TN 37068-5003

CC:

NHTSA's Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

Date: May 2, 2024

Dear Sir or Madam,

I have a 1994 manual Nissan Versa with the vehicle identification number 3N1CN7APB [REDACTED] The Nissan-assigned case number is [REDACTED]

I received a Nissan letter dated April 25, 2024 states that Nissan is unable to repurchase my vehicle at this time. (See attachment). My letter to Nissan dated March 30, 2024 did not include a Nissan repurchase for my vehicle. However, the letter had a request to cover flywheel-related repair costs that occurred in 2021 and 2024. (See attachment) BBB AUTO LINE is welcomed to review my case.

I also want to report to the NHTSA's Office of Defects Investigation (ODI) for Versa flywheel-related issues as shown in the AAMCO repair receipts dated 6/20/21, 9/14/21, and 2/28/24 (See attachment). A March 24, 2024 article "NHTSA Opens Investigation into Nissan Versa Engine Stalling - Lemon Alert" written by Joshua Valero indicates that many Versa vehicles have similar problems per the ODI.

I am requesting your office to issue a directive for Nissan to reimburse Versa repair costs.

Thank you for your review.

Attachment:

6/30/21 AAMCO Repair Receipt
9/14/21 AAMCO Repair Receipt
2/28/24 AAMCO Repair Receipt
3/30/24 Complaint Letter
4/25/24 Nissan Custom Affairs Letter

2



INTERNATIONAL CUSTOMER SERVICE
410 Horsham Rd. Horsham, PA 19044
Call Toll Free 1-800-523-0401
BAR# ARD00289528

Zan, INC
3580 Sonoma Boulevard
Vallejo, CA 94590
Tel: (707) 644-2929 • Fax: (707) 644-4306
aamcovallejo17@gmail.com • http://www.aamcovallejo.com

Invoice [REDACTED]
Technician: Danny Martinez
Date: 6-30-2021
Estimate [REDACTED]

[REDACTED]

Cell [REDACTED]

2014 Nissan Versa 1.6 S
1.6 GAS
3N1CN7AP4 [REDACTED]

License Plate [REDACTED]

Miles In: 53,544
Miles Out: 53,544

CUSTOMER ISSUES AND ADVISORIES

RPM goes up but no power on 1st to second gear. Check and advise.

WORK PERFORMED

(IVC) INITIAL VEHICLE CHECK and ADVISE WITH AIR INFLATION

Work Description

INITIAL VEHICLE CHECK - Perform Initial Vehicle Check and Advise.

IF APPLICABLE, I ALSO AUTHORIZE THIS AAMCO CENTER TO TOW MY VEHICLE TO THE CENTER (AT A COST OF)\$0.00.

AAMCO may operate this vehicle for the purpose of testing, inspection, and delivery at my risk.

DESCRIPTION OF LABOR: TYPE DESCRIPTION OF WORK HERE *****

IF MY VEHICLE IS AT THIS CENTER FOR A CHECK ENGINE LIGHT EVALUATION, I UNDERSTAND AND AGREE THAT THIS CENTER WILL ONLY RETRIEVE ANY TROUBLE CODES, PROVIDE BASIC CODE DEFINITIONS AND INDICATE THE SYSTEMS THAT ARE MOST LIKELY TRIGGERING THOSE CODES. AAMCO WILL DISCLOSE ANY FURTHER RECOMMENDED DIAGNOSTICS OR SERVICE THAT MIGHT BE REQUIRED AND ANY ADDITIONAL COSTS THAT I MUST AUTHORIZE BEFORE ANY FURTHER SERVICE IS PERFORMED.. I UNDERSTAND THAT A CHECK ENGINE LIGHT EVALUATION INCLUDING A TROUBLE CODE RETRIEVAL AND REPORT IS NOT A SERVICE RECOMMENDATION AND ADDITIONAL CHARGES MAY APPLY.

I AUTHORIZE THIS AAMCO CENTER TO PERFORM THE LABOR AS INDICATED ABOVE. AT A COST OF \$0.00.

The vehicles tires have been checked & inflated to the recommended pressure in accordance with the California code or regulations section 95550 subarticle 8

Left front ___psi Left rear ___psi Right Front ___psi Right rear ___psi

Labor	Tech	Hrs	Price	Total
Labor - Initial Vehicle Check		1.00	75.00	75.00
(IVC) INITIAL VEHICLE CHECK and ADVISE WITH AIR INFLATION		1.00	0.00	0.00

SubTotal: (IVC) INITIAL VEHICLE CHECK and ADVISE WITH AIR INFLATION **\$75.00**

Labor	75.00
Parts	0.00
Hazmat*	0.00
Supplies*	0.00
Taxes	0.00

Invoice Total **\$75.00**

*Any Shop Supplies & Hazmat (Toxic Waste) Fees itemized on your estimate represent actual supplies & fees used for your vehicle. If no fees are itemized, they are prohibited by law

PAYMENTS

Date	Method	Reference	Amount
06-30-2021	[REDACTED]	[REDACTED]	75.00



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410 Horsham Pl., Horsham, PA 19044
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BAR# ARD00289528

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Tel: (707) 644-2929 • Fax: (707) 644-4306
aamcvallejo17@gmail.com • http://www.aamcvallejoca.com

Invoice
Technician: Danny Martinez
Date: 9-23-2021
Estimate R/C

Cell

American Canyon CA

2014 Nissan Versa 1.6 S
1.6 GAS
3N1CN7AP

License Plate

Miles In: 53,544
Miles Out: 53,544

WORK PERFORMED

MANUAL CLUTCH EXCHANGE

Work Description

AAMCO 12 months or 12,000 miles or 19000 Km Limited Warranty on parts replaced and labor See Last Page of Invoice for Other Warranty Terms and Conditions.

Labor	Tech	Hrs	Price	Total
Remove & Replace - Clutch - Clutch & Flywheel - Clutch, R&R		8.70	138.00	1,200.60
Remove & Replace - Clutch - Clutch & Flywheel - NOTE - To R&R Flywheel, Add		0.70	138.00	96.60

Parts	Part No	Qty	Price	Total
Standard Trans Fluid	AAAFLUID	3.00	0.00	0.00
Clutch Kit	AST	1.00	616.00	616.00
Flywheel- NV	123103HC0A	1.00	598.00	598.00
Slave Cylinder	30100ED80B	1.00	240.00	240.00

SubTotal: MANUAL CLUTCH EXCHANGE **\$2,751.20**

Labor	1,297.20
Parts	1,454.00
Hazmat*	0.00
Supplies*	0.00
Taxes	121.70

Invoice Total **\$2,872.90**

*Any Shop Supplies & Hazmat (Toxic Waste) Fees itemized on your estimate represent actual supplies & fees used for your vehicle. If no fees are itemized, they are prohibited by law

PAYMENTS

Date	Amount
09-23-2021	2,872.90
Payment Total:	2,872.90

Balance Due **0.00**

AUTHORIZATION

Date/Time:	Authorizer	Method	Contact Details	Original Estimate Total
09-14-2021 11:18 AM		In Person	in person	2,872.90
<p>X _____ Customer Signature</p>				



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Invoice

Service Advisor: James Villamante
 Technician: Sergio Hernandez
 Date: 2-28-2024
 Estimate: [REDACTED]
 R/O: [REDACTED]

[REDACTED]
 American Canyon CA [REDACTED]

Ce [REDACTED]

2014 Nissan Versa 1.6 S
 1.6 GAS
 3N1CN7AP [REDACTED]

License Plat [REDACTED]

Miles In: 75,479
 Miles Out: 75,485

CUSTOMER ISSUES AND ADVISORIES

customer states check the clutch

Advisory Notes

Upon driving and inspection vehicle is in need of a clutch and flywheel replacement

WORK PERFORMED

Replace Clutch And Flywheel

Work Description

Replace Clutch and Flywheel with a 12 month or 12,000 mile warranty

Labor	Tech	Hrs	Price	Total
Remove & Replace - Clutch - Clutch & Flywheel - Clutch, R&R		9.00	155.00	1,395.00
Remove & Replace - Clutch - Clutch & Flywheel - Clutch, R&R - NOTE - To R&R Flywheel, Add		0.00	0.00	0.00
Remove & Replace - Clutch - Clutch & Flywheel - Clutch, R&R - NOTE - To R&R Pilot Bearing, Add		0.00	0.00	0.00

Parts	Part No	Qty	Price	Total
Clutch Kit-WP	30100ED80B	1.00	768.43	768.43
Flywheel-WP	123103HC0A	1.00	680.21	680.21

SubTotal: Replace Clutch And Flywheel **\$2,843.64**

Labor	1,395.00
Parts	1,448.64
Hazmat*	0.00
Supplies*	0.00
Taxes	56.97

Invoice Total **\$2,900.61**

*Any Shop Supplies & Hazmat (Toxic Waste) Fees itemized on your estimate represent actual supplies & fees used for your vehicle. If no fees are itemized, they are prohibited by law

PAYMENTS

Date	Method	Reference	Amount
02-28-2024	[REDACTED]	[REDACTED]	2,900.61
Payment Total:			2,900.61

Balance Due **0.00**

From

[REDACTED]
American Canyon, CA
[REDACTED]

To: Nissan North American, Inc.
Consumer Affairs Department
PO BOX 685003
Franklin, TN 37068-5003

Date: March 30, 2024

Dear Sir or Madam,

I purchased my first Nissan, a manual Sentra, in Chico, California in or about 1985 and sold the car with 150+ thousand miles in Woodland, California in or about 1993. My first Nissan had not had any breakdowns and this experience led me to purchase the second Nissan, a manual 2014 Versa (Vehicle ID No. 3N1CN7AP [REDACTED] t Ditrio (currently known as Concord Nissan-Infiniti), 1290 Concord Ave. Concord, CA 94520 in July 2013.

Unfortunately, my second Nissan car has given me major problems for several years. I had repaired my second Nissan with flywheel-related problems at AAMCO, Zan, INC, 3580 Sonoma Blvd. Vallejo, CA 94590. The repair summaries with costs are followed as: (see attachments)

Date	Mileage	Cost	Repair details
6/30/21	53,544	\$75	Diagnosis (High RPM without acceleration)
9/14/21	53,544	\$2,872	Replace clutch, flywheel, and slave cylinder as diagnosis on 6/30/21
2/28/24	75,485	\$2,900	Diagnosis (High RPM without acceleration & sudden RPM jump and stabilization on flat highway) Replace clutch and flywheel

After the second repair (2/28/24), I searched the Nissan vehicle consumer satisfaction on the Internet and found out that Nissan has had many issues (including class action lawsuits and an ODI investigation). Had I known these facts, I would not purchase the second Nissan.

I would like to ask you for assistance in covering the major expenses shown above.

Thank you for taking the time to review my letter.

[REDACTED]

Attachment:

6/30/21 AAMCO Repair Receipt
9/14/21 AAMCO Repair Receipt
2/28/24 AAMCO Repair Receipt



Date: April 25, 2024

[REDACTED]
American Canyon, Ca [REDACTED]

Case [REDACTED]

VIN #3N1CN7AP4 [REDACTED]

Dear [REDACTED]

We sincerely appreciate you taking the time to contact Nissan regarding your 2014 NISSAN VERSA SEDAN. As a company interested in winning lifelong customers, Nissan regrets any inconvenience you may have experienced.

Nissan carefully considered your request and reviewed all available facts pertaining to your specific situation. After this thorough review, Nissan determined that we are unable to repurchase your vehicle at this time.

We realize this may not be the answer you were looking for, however we hope that you understand our position. If you have any further comments or concerns, please feel free to contact us directly at **1-800-647-7261 (Option 7)** and reference your Case [REDACTED]

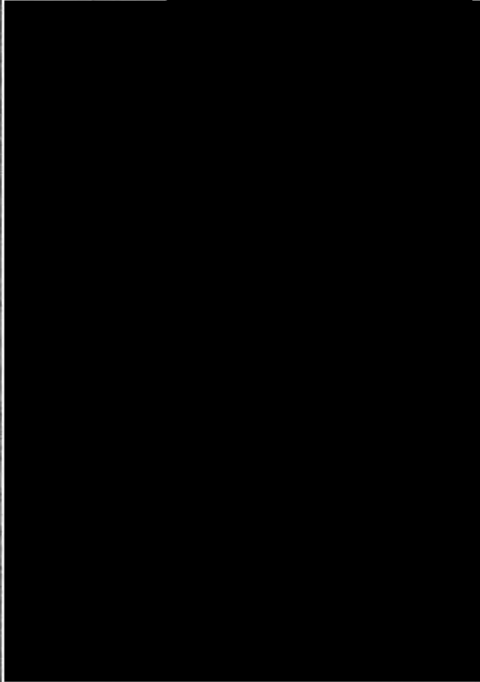
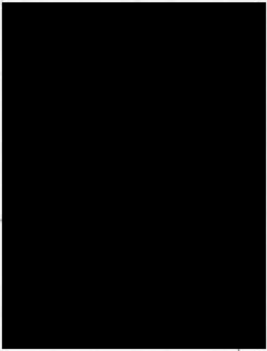
Thank you again for taking the time to contact us.

Sincerely,

Nissan

Madison

Madison
Consumer Affairs Representative
Nissan North America, Inc.



Department of Transportation

To: W48-226

Building: DOT

Mailstop: 4 West

Rtg Symbol: NVS-200,210,300,010



NHTSA's Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

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