

[REDACTED]
[REDACTED]
Stockton, CA

Email: [REDACTED]

Phone: [REDACTED]

Car Vin #: 1N4AZ1CP4KC [REDACTED]

Car Model: Nissan Leaf 2019

To: National Highway Traffic Safety Administration
C/C: Nissan North America Inc.

Dear Sir or Madam [REDACTED]

My name is [REDACTED] and I am writing this letter to file a complaint and to bring an issue with the Nissan Leaf 2019 to your attention. I bought the Nissan Leaf 2019 on 10/2021 and it ran very well for the first two years. However, at the start of 2024, the car, now at 56531 miles, encountered a big problem. As I commute to work on a fully charged car from Stockton, CA to Livermore, CA, which is 41 miles, the battery drains quickly and the emergency light appears at 20 miles, which is halfway to my work. At 20 miles, the battery had drained to 10% and I had to stop the car on the side of the highway every time. This happened way too many times and it is dangerous for me everytime as I stop on the side of the highway. After stopping, I need to stop the engine and wait at least 10 minutes before going to the nearest Nissan to charge. This is very frustrating as it delays my commute and endangers me.

I have taken my car to the Nissan dealership at Tracy, CA and Stockton, CA and they inspected it. They found no problem with the car, but I have experienced the issue too many times so I know that there is a problem with the car's battery. After the car inspections at the dealership, I used my car to commute to work again, but the same issue persists. Now, I can only use the car locally as I am too afraid it will break down on the highway again.

I bought the Electrical Insurance for Nissan EV cars to cover for a new battery up to 100,000 miles, but since the Nissan dealership found no issue with the car, insurance would not cover for a new battery. I am still paying the \$17,000 loan for this car. I originally bought the car to commute to work as I was advertised that it has 150 miles range on a full charge, but I can't even drive past 20 miles on a full charge. It has only been two years so I know that the battery is not past its lifespan.

I would like to report my frustrating experience to the Nissan Company and the National Highway Traffic Safety Administration. I hope that you can fix this issue with the Nissan Leaf 2019 for the safety of the driver and the car warranty for the customer. I also would like for you to resolve and help me fix the issue with my car as the Nissan Dealership around me has failed to help me. I want to be able to drive my car to and from work everyday like the first two years. Thank you for reading this letter and thank you for your attention.

[REDACTED]
[REDACTED]
[REDACTED]
P.S: Attached is my car [REDACTED] Electric Cover.

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CUSTOMER

BUYER

CO-BUYER

ADDRESS

CITY

STATE

ZIP

STOCKTON

CA

CELL PHONE

HOME PHONE

EMAIL

COVERED VEHICLEYEAR
2019MAKE
NISSANMODEL
LEAF

VEHICLE IDENTIFICATION NUMBER

1N4AZ1CP4KC

IN-SERVICE DATE

1/15/2020

SELLING DEALER

DEALER NAME

Sellers Creek Nissan

PHONE

408-983-5900

ADDRESS

Sellers Creek Blvd

CITY

Santa Clara

STATE

CA

ZIP

95051

SALES REPRESENTATIVE

Eric Lee

EMAIL

LIENHOLDER/LESSOR

LIENHOLDER/LESSOR NAME

MECHANIS BANK AUTO FIN

PHONE

(925) 733-3131

ADDRESS

PO BOX 278852

CITY

SACRAMENTO

STATE

CA

ZIP

95827

EXTENDED SERVICE AGREEMENT INFORMATIONCOVERAGE PLAN: Plan B: ExclusionaryTerm Months: 72 MONTHSTerm Miles: 100,000 milesDate of Sale: 2/6/2022Current Mileage: 3,818Expiration Date: 2/6/2028Expiration Mileage: 103,818 milesDeductible: \$100.00 StandardService Agreement Price: \$2,800.00SUPPLEMENTAL COVERAGE: Electric

I (Customer), whose signature appears below, acknowledge that the information contained above is true and correct. I have the terms and conditions, and understand and agree to all provisions herein.

BUYER

2/6/2022

DATE

CO-BUYER SIGNATURE

2/6/2022

DATE

The purchase of this Extended Service Agreement is not required in order to purchase or obtain financing for a motor vehicle.
If no coverage is listed above, Plan P Powertrain Coverage will be in effect. A \$100.00 Deductible will apply unless otherwise listed above. If no Term Months or Term Miles have been listed above, Term Months shall be 36 Months and Term Miles shall be 50,000 miles. Any modification, alteration or change to the preprinted terms and conditions of this Agreement are invalid and of no force or effect.

THIS EXTENDED SERVICE AGREEMENT (AGREEMENT) IS NOT AN INSURANCE CONTRACT. IT IS AN AGREEMENT BETWEEN YOU AND THE PROVIDER. ALL OBLIGATIONS AND LIABILITIES FOR REPAIRS COVERED BY THIS AGREEMENT ARE THOSE OF THE PROVIDER, PORTFOLIO SERVICES LIMITED, INC.. THE PROVIDER'S OBLIGATIONS ARE INSURED UNDER AN INSURANCE POLICY, SEE OBLIGATIONS SECTION HEREIN.

AUTHORIZATION IS REQUIRED PRIOR TO THE COMMENCEMENT OF ALL REPAIRS
CLAIMS TOLL FREE - 1-833-487-5446

AUTO REGISTRATION VALID FROM TYPE
01/02/2024 TO 01/02/2025 11

VEHICLE IDENTIFICATION NUMBER		1N4AZ1CP4KC		DATE FIRST SOLD		CLASS		MAKE	
BODY TYPE MODEL		4H		00/00/2019		HJ		NISS	
DATE ISSUED		12/21/2023		TYPE VEH		MP		Yr Model	
		150		E				2022 2019	
								TOTAL FEES PAID	
								\$338 3900	

REGISTERED

STOCKTON CA

LIENHOLDERS

MECHANICS BK
PO BX 278852

SACRAMENTO

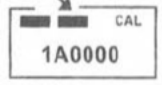
STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CA
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

- INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE
1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
 2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:

Right Half of This Well



ALL OTHERS:

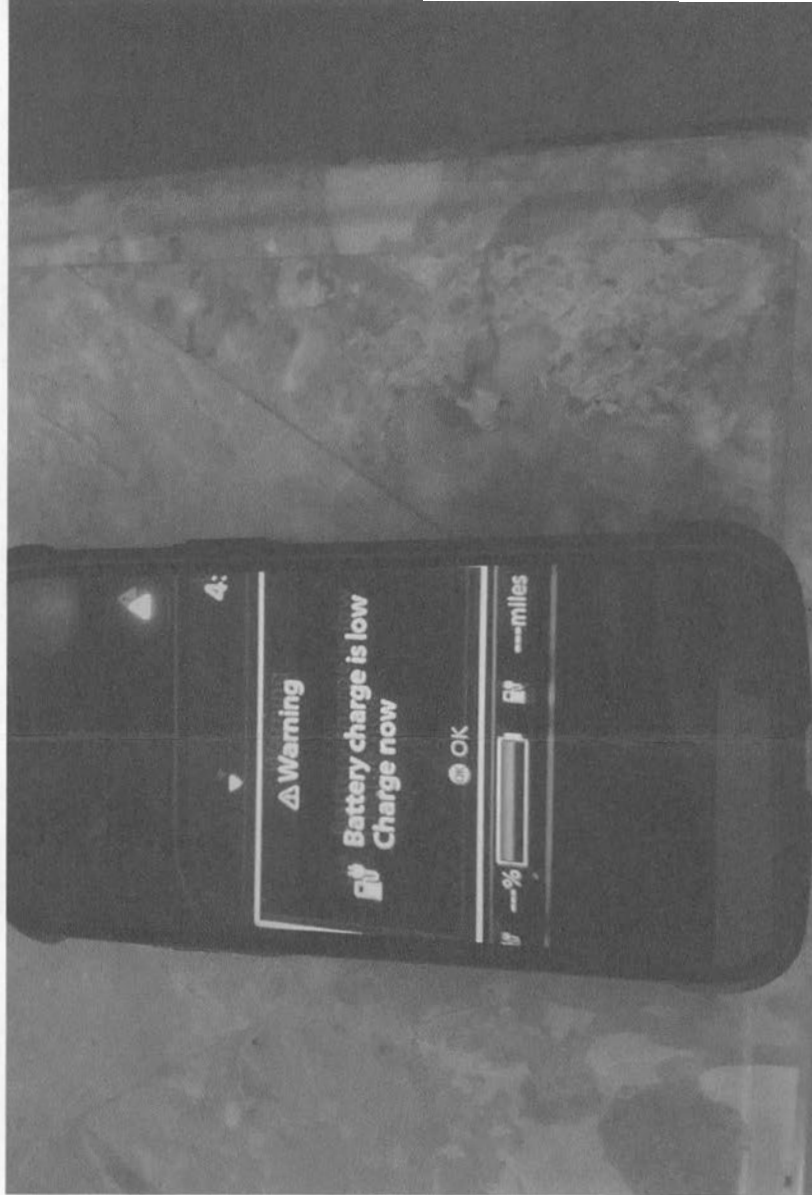
In Top Right Corner

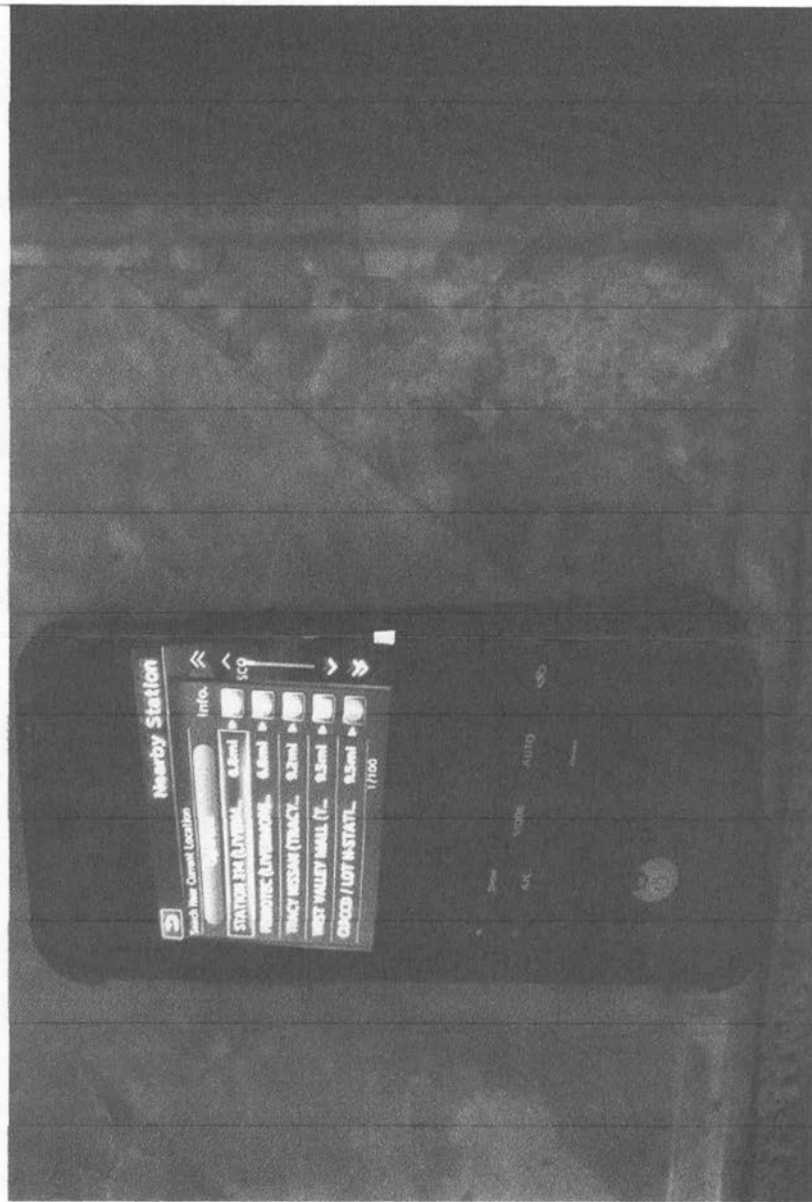


EXCEPT:

Truck Tractors And Commercial Vehicles With
A Declared Gross Vehicle Weight of 10,001 lbs.
or More—Must Apply Sticker To Front Plate

the board show up when the
Battery Run out so Fast





Nearby Station

Search for Current Location

Info	Station	Frequency
STATION 34 (LIVE)	0.5mi	
PHOTOIC (LIVE)	0.5mi	
TRACY (LIVE)	0.5mi	
WEST VALLEY MALL (LIVE)	0.5mi	
GOOD / LOT IN STATION	0.5mi	

1/100

stock for CA

11/1/24
Net

To: National Highway Safety administration
1200 New Jersey ave, SE,
Washington DC 20590

20590-

SACRAMENTO CA
22 OCT 2024 PM 6 L

