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**OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS**

Lisa Madigan
ATTORNEY GENERAL

January 28, 2005

National Highway Traffic Safety Administration
Office of Public Consumer Affair
400 7th Street S.W.
Washington, DC 20590

Re: .
File No: 2005-CONSC-00116880

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's office has received a complaint concerning a company which appears to fall under your jurisdiction. A copy of the complaint is enclosed for your review.

Thank you for your cooperation and assistance.

Sincerely,

Daniel Ligocki

Daniel Ligocki
Citizen's Advocate
Consumer Protection Division
(312) 814-3866

Enclosure
/mmg

*Ammeri
2/1/05*



LISA MADIGAN

Illinois Attorney General

Consumer Fraud Bureau

West Randolph Street, 12th Floor

Chicago, IL 60601

312-814-3000

JAN 12 2005 800-386-5438 (Toll free in IL)

CONSUMER FRAUD DIVISION 1-800-964-3013

CHICAGO www.IllinoisAttorneyGeneral.gov

Office Use Only

CLASS:

114880

AG:

YOUR INFORMATION:

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr, Mrs., Ms. (circle one)

Name:

AL PIEMONTE NISSAN INC.

Address:

401 E. NORTH AVE

City: State: Zip code: County:

City: State: Zip code:

CHGO IL COOK

NORTHLAKE IL 60164

Your Telephone Number:

Telephone ()

Daytime ()

Website:

Evening ()

Your e-mail address (optional):

Additional seller or provider of service involved in transaction:

Name:

NISSAN CUSTOMER SERVICE

Address:

Are you a senior citizen?

Yes No

City: State: Zip code:

Who referred you to this office?

NISSAN MOTORS CORP - CUSTOMER SERVICE

Telephone ()

Website: 800-647-7261

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes No

If yes, please give name, address, telephone number #.

Is court action pending? Yes No

INFORMATION ABOUT THE TRANSACTION

Date of Transaction:

12/20/04 - 1/3/05

Did you sign a contract? Yes No

(If yes, please attach a copy)

Yes No

Date contract was signed:

Was the product or service advertised? Yes No When? (Please attach a copy of the advertisement, if available)

NISSAN WARRANTIES ALL VEHICLES FOR 3 YRS. OR 36,000 MILES

How was the service advertised?

- Newspaper/magazine
- Radio advertisement
- Television advertisement
- Internet advertisement
- E-mail solicitation
- Direct mail solicitation
- Telephone solicitation
- Yellow pages of the telephone book
- Facsimile solicitation
- Door-to-door solicitation
- Display at merchant's place of business
- Display at a trade show/convention, etc.
- Other

Total Cost of product/service: \$ 140.00

Amount paid to date/down payment: \$ 0

Method of payment (circle one) (Please attach a copy)

Cash Check Money Order Credit Card Debit Card Bank Draft
Wire Transfer Automatic Debit Other

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes No

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) _____
- There was no transaction

Have you complained to the company or individual?

Yes No

If yes, provide name and phone number of the individual(s):

JOE - AL PIEMONTE NISSAN SERVICE DEPT.
 CHRIS - AL PIEMONTE NISSAN MANAGER
 ADRIAN x-8048
 NISSAN CUSTOMER SERVICE

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

| | | | | |
|--|----------------------------|--------------------------------|--|---|
| Make: <u>NISSAN</u> | Model: <u>SENTRA</u> | Year: <u>2002</u> | New: <input checked="" type="radio"/> Yes <input type="radio"/> No | As-Is: <input type="radio"/> Yes <input type="radio"/> No |
| Warranty: <input checked="" type="radio"/> Yes <input type="radio"/> No Expiration Date: <u>AUGUST-2005</u> | Name of Extended Warranty: | Purchase Date: <u>AUG-2002</u> | Current Mileage: <u>24,100</u> | Mileage at Purchase: <u>0</u> |

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

ON 12-20-04 I TOOK MY CAR TO AL PIEMONTE NISSAN WHERE I PURCHASED IT, FOR NOISES COMING FROM ENGINE. I TOLD JOE IN THE SERVICE DEPT. THAT NOISES WERE COMING FROM ALTERNATOR ASSEMBLY OR THE CYLINDER NEXT TO IT. HE HAD THE DRIVE BELT ADJUSTED AS HE SAID IT WAS LOOSE. THE CAR STAYED QUIET FOR 3 DAYS AND THEN THE NOISE STARTED AGAIN. MY WIFE TOOK CAR BACK 1-3-05 FOR SAME NOISES. JOE WANTED \$40.00 TO REPLACE BELT. HE SAID THAT THE WEATHER CAN CAUSE A GLAZE ON THE DRIVE BELT WHICH CAUSES NOISES. IF BELT IS REPLACED IT WILL QUIET CAR FOR AWHILE BUT NOISES CAN COME BACK BECAUSE OF WEATHER. NISSAN HAS NEVER NOTIFIED CONSUMERS OF SUCH A PROBLEM. I BELIEVE AL PIEMONTE NISSAN SHOULD REPLACE DRIVE BELT.

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signator _____

Date: 1-11-05

- Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please return the completed form to the address at the top of this complaint form.
Incomplete forms may be returned.

1/11/05

IF PARTS OF A NISSAN ARE AFFECTED BY THE WEATHER THEN THAT IS A PROBLEM THE CONSUMER PUBLIC SHOULD KNOW. NISSAN SAY THEY DO NOT WARRANTY DRIVE BELTS AGAINST NORMAL WEAR, THIS IS NOT A WEAR PROBLEM, ITS A PROBLEM FROM THE WEATHER. I BELIEVE NISSAN SHOULD BE RESPONSIBLE FOR THE BELT, SINCE THIS SHOULD NOT BE HAPPENING.

CHGO IL

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**