



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2005 ASP -6 11 8 11

ELIOT SPITZER
Attorney General

845-485-3924

REGIONAL OFFICE DIVISION
POUGHKEEPSIE REGIONAL OFFICE

March 30, 2005

Unionville, NY

10117714

Our File Number: **2005--477779**
Company: 2004 Nissan Quest Tow Harness

Dear

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Mark T. Hoops

Bureau of Consumer Frauds
and Protection

cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

*On a mail
4/9/05*

R-451 001A/07

477 779



ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
235 Main Street
Poughkeepsie, NY 12601-3194
Tel. (845) 485-3920 Fax (845) 452-3303

COMPLAINT FORM

Consumer Hotline 1 (800) 771-7755
For Hearing Impaired 1 (800) 788-9898
http://www.oag.state.ny.us

S1: 2004 Nissan

Quest Tow Harness

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

RECEIVED
OFFICE OF THE ATTORNEY GENERAL
MAR 23 2005
CONSUMER FRAUD
BUREAU

CONSUMER

BUSINESS TELEPHONE NUMBER

CITY/TOWN

Unionville

COUNTY

ORANGE

STATE

NY

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES

Nissan of Middletown

NAME OF OTHER SELLER OR PROVIDER OF SERVICES

Nissan North America

STREET ADDRESS

Rt 17 M (Box 399)

STREET ADDRESS

PO Box 191

CITY/TOWN

New Hampton

STATE

NY

ZIP

10958

CITY/TOWN

Gradena

STATE

CA

ZIP

90248

TELEPHONE NUMBER

845-374-6555

TELEPHONE NUMBER

800-647-7261

DATE OF TRANSACTION

10/02/03

COST OF PRODUCT OR SERVICE

\$30,264

HOW PAID (Check those which apply)

☐ Cash ☐ Check ☐ Credit Card ☒ Other Financed

DID YOU SIGN A CONTRACT?

☒ Yes ☐ No

WHERE DID YOU SIGN THE CONTRACT?

Nissan of Middletown

DATE SIGNED

10/02/03

WAS PRODUCT OR SERVICE ADVERTISED?

☒ Yes ☐ No

WHERE WAS IT ADVERTISED?

Internet web site

DATE ADVERTISED

9/15/03

TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)

DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL

10/04 ☐ By Mail ☒ By Telephone ☐ In Person

PERSON CONTACTED

Corey

JOB TITLE

Quest Service

NATURE OF RESPONSE

NONE

DATE OF RESPONSE

HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)

☒ Yes ☐ No BBB + FTC

IS COURT ACTION PENDING? (Please describe as necessary)

☐ Yes ☒ No

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT

Nissan

PRODUCT MODEL OR SERIAL NUMBER

5N1DU28U14N

ADDRESS

Gradena CA. 90248

WARRANTY EXPIRATION DATE

60,000 miles

DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)

☒ Yes ☐ No Nissan Finance

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

See Attached letter Please.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

Money Back

WHO REFERRED YOU TO THIS OFFICE?

An Attorney

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing 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 person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the

Signature: _____

Date: _____

3/21/05

☒

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
235 Main Street
Poughkeepsie, NY 12601-3194

October 26, 2004

Nissan North America Inc.
Matt Lasher
Consumer affairs
18501 S. Figueroa Street
Gardena, Ca. 90248-0191

Dear Matt,

I purchased a 2004 Quest from Middletown Nissan PO Box 399 Rt. 17 M New Hampton NY 10958 on October 22, 2003. The vin number is 5N1BV28U14N

I am writing in response to your decision to not help me with the dilemma that I face with my 2004 Quest. Your 2004 Quest is NOT performing as designed because of a wiring design flaw. The directional lights only blink once when a trailer is connected to an after market wiring harness installed in the 2004 Quest. I am not able to legally tow a trailer with this Quest as I did not get the tow package installed at the factory, even though my salesman at Middletown Nissan in New York said I could get it installed at a U-Haul dealer, and my owner's manual says that a wiring harness IS available from my Nissan dealer. Middletown Nissan said that they didn't know that the tow package needed to be ordered from the factory.

What am I supposed to do with this vehicle? I cannot use it as I want to be able to tow and I cannot legally. You said that you are going to use the disclaimer in the owner's manual to relieve you of your obligation to fix my problem. I find it unfortunate that Nissan would leave their reputation to a disclaimer. I have been trying to get this problem resolved since I purchased a trailer at Loews Home improvement on 9/28/04. I spoke to Corey in customer relations on 9/30/04 and he said he would get back to me in 2 business days. He never got back to me. I had to call several times and I only got his voice mail. I had to call and request a supervisor on October 14th 2004, and that is when I finally was able to speak with Corey. He then referred me to you who worked with me for the last two weeks, and you made the determination that Nissan will not help me in this matter.

Therefore to resolve this problem, I want my money back for this Quest, or I want Nissan to buy me out of it without cost to me so that I can order a Quest with a tow package installed at the factory. I simply want to be able to tow a trailer legally as your advertising states I can.

I look forward to hearing from you with your response to this problem and a resolution within 20 days from receipt of this letter before I will be forced to go to a third party for help. I can be reached at
or by mail Unionville, New York

Thank you,



NISSAN NORTH AMERICA, INC.

Consumer Affairs
18501 S. Figueroa St.
Gardena, CA 90248
Mailing Address: P.O. Box 101
Gardena, CA 90248-0101
Telephone: 1.800.847.7251

November 10, 2004

Unionville, NY

Dear

Thank you for contacting Nissan North America, Inc. regarding your 2004 Nissan Quest.

This letter is in response to your request for assistance with repairs to your vehicle.

Nissan carefully and completely reviewed all the information you provided, giving consideration to all the facts. Based on this review, Nissan North America, Inc. respectfully declines your request for assistance with repairs based on the following:

- The vehicle was not equipped at the factory with the optional wiring harness to accommodate an aftermarket tow hitch.
- The optional wiring harness is only available as a factory installed option.

Thank you for allowing us the opportunity to review this matter. We regret that a more favorable response is not possible.

Sincerely,

Matt Lasher
Senior Representative
Team Lead
Nissan North America, Inc.



NISSAN NORTH AMERICA, INC.

Consumer Affairs
18501 S. Figueroa St.
Gardena, CA 90248
Mailing Address: P.O. Box 191
Gardena, CA 90248-0191
Telephone: 1.800.847.7281

October 20, 2004

Unionville, NY

Dear

Thank you for contacting Nissan North America, Inc. regarding your 2004 Nissan Quest.

This letter is in response to your request for assistance with obtaining a tow hitch wiring harness for your vehicle.

Nissan carefully and completely reviewed all the information you provided, giving consideration to all the facts. Based on this review, Nissan North America, Inc. respectfully declines your request for assistance with repairs based on the following:

- The vehicle is performing normally within manufacturer specifications.
- The tow hitch wiring harness is only available as part of a factory installed option, and was not included with your vehicle.

Thank you for allowing us the opportunity to review this matter. We regret that a more favorable response is not possible.

Sincerely,

Matt Lasher
Senior Representative
Team Lead
Nissan North America, Inc.

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
 ■ Print your name and address on the reverse so that we can return the card to you.
 ■ Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

NISSAN N. AMERICA
 MATT LACHER
 Consumer Affairs
 18501 S. KESWICK ST-
 CA. 90248-0191

A. Signature ☒ Agent
☒ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
 If YES, enter delivery address below ☐ No

3. Service type

☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number
 (Transfer from air)

7002 2030 0001 7569 6574

PS Form 3811, August 2007

Domestic Return Receipt

400000-01-00-0001