



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

212-416-8294

June 20, 2006

[Redacted]
Cohoes, NY [Redacted]

10/6/609

FOR FILE - 2006 JUN 20 11:20

Our File Number: 2006-560809
Company: Nissan North America Inc.

Dear [Redacted]:

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 contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

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

*Amamari
7/5/06*

New York State Office of the Attorney General
Eliot Spitzer
Consumer Protection Bureau
120 Broadway, 3rd floor
New York, New York 10271
(212) 416-8345 (phone)
(212) 416-8787 (fax)

RECEIVED BY
 CONSUMER FRAUDS & PROTECTION BUREAU
JUN 19 2006
 NYS OFFICE OF THE ATTORNEY GENERAL
 NEW YORK CITY OFFICE

CONSUMER
COMPLAINT FORM

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.

CONSUMER			
YOUR NAME [REDACTED]		HOME PHONE [REDACTED]	
STREET ADDRESS [REDACTED]		BUSINESS PHONE [REDACTED]	
CITY/TOWN Cohoes	COUNTY Albany	STATE N.Y.	ZIP [REDACTED]
COMPLAINT			
NAME OF SELLER OR PROVIDER OF SERVICES NISSAN North America, Inc		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
STREET ADDRESS Consumer Affairs Depart P.O. Box 191		STREET ADDRESS	
CITY/TOWN Gardena	STATE ZIP CA 90248	CITY/TOWN	STATE ZIP

TELEPHONE NUMBER 1-800-647-7261		TELEPHONE NUMBER	
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE \$	HOW PAID (Check those which apply) <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit <input type="checkbox"/> Card Other _____	
DID YOU SIGN A CONTRACT? <input type="checkbox"/> Yes <input type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED	
WAS PRODUCT OR SERVICE ADVERTISED? <input type="checkbox"/> Yes <input type="checkbox"/> No	WHERE WAS IT ADVERTISED?	DATE ADVERTISED	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) see page 4 for details			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL <input type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input checked="" type="checkbox"/> In Person June 6-13th		PERSON CONTACTED Jennifer	JOB TITLE Regional Specialist
NATURE OF RESPONSE on June 13th they said I would be responsible for the repairs		DATE OF RESPONSE	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (IF "Yes," give name and address) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
IS COURT ACTION PENDING? (Please describe as necessary) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
ADDITIONAL INFORMATION			
MANUFACTURER OF PRODUCT NISSAN		PRODUCT MODEL OR SERIAL NUMBER 2001 Xterra	

ADDRESS	WARRANTY EXPIRATION DATE <i>see letter</i>
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ___ Yes ___ No	

BRIEFLY DESCRIBE YOUR COMPLAINT

See letter attached

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

Repair est cost \$500.00

WHO REFERRED YOU TO THIS OFFICE?

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM **PHOTOCOPIES** of any papers involved (contracts, warranties, bills received, cancelled 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 Penal Law.

Signature _____

Date: 6/14/2006

I am an owner of a 2001 Nissan X-terra which I purchased new. I received (a copy enclosed) from Nissan, stating they were extending the warranty to correct defects for the window regulators. I hardly had to use the window regulators, let alone the vehicle itself as its not very good on gas and is mainly used for towing a pop-up for camping vacations.

However I did notice that both rear window regulators were not working a few weeks ago. I brought the vehicle to a local dealer and they did a diagnostic test and said that both rear window regulators were defective.

Then they proceeded to tell me the warranty extension was only good for 5 years or 60,000 miles which ever came 1st. My vehicle has 39,000 miles, well below the miles but it was 4 months over the date. They said I would have to pay \$500.00 to get them corrected.

I called the Nissan Consumers office and was assigned a file number 5354565. After numerous calls, the regional specialist (Jennifer) said I was out of luck and I would have to pay for the regulators. I think these extended warranties are a way of getting out of saying they are recalls for defective products places in there vehicles. I would not mind if 1 rear regulator was bad but both is very hard to swallow.

My vehicle had a fuel sending unit recall which they said was fixed when I brought it in June of 2006. I ended up paying 693.00 to replace a 16.00 thermostat which they stated was the reason my check engine light came on and they would not pass my inspection without it being fixed. That I found hard to believe as my heater in my vehicle never was a problem.

I also had my vehicle serviced in August of 2005, if then the service department could have informed me as a courtesy that there were problems with the window regulators and they could have done a diagnostic test for the regulators they would have seen the problem and it would have been corrected then.

I feel the company and service department are after the money from the consumer instead of making good on the defective products they are putting in there vehicles. They want to call it an extended warranty to avoid the cost of replacing these defects when in reality it should be called a recall. The letter says these window regulators could be defective for all 4 windows. So they tell me my rear 2 are shot, and then 2 months later my front 2 can be defective. I would like to have my window regulators replaced as a recall and preferably by another dealer service center.



NISSAN NORTH AMERICA, INC.

National Headquarters
Consumer Affairs Department
P.O. Box 191
Gardena, California 90248

[REDACTED]
Cohoes, NY [REDACTED]

Dear Nissan Owner:

Nissan is committed to providing the highest level of product quality and customer satisfaction. Through our product performance monitoring, we have identified that certain model year 2001-2002 Frontier and Xterra models and certain 2001 Altima models may experience unexpected or difficult operation of the windows. The primary cause is extended high temperature conditions affecting the window regulator system. To ensure your satisfaction, Nissan is extending the warranty on this system if you own one or more of these vehicles.

WHAT NISSAN WILL DO

Nissan has initiated this window regulator Warranty Extension to cover repairs needed to correct defects in materials or workmanship in this system for a period of up to five (5) years from the vehicle in-service date or 60,000 miles whichever occurs first. Should your vehicle require a window regulator repair, Nissan will replace the window regulators in all four doors of Altima and Xterra models. For Frontier models, Nissan will replace the window regulators in the front doors only. The rear doors of Crew Cab models are not affected.

Because extended high temperature conditions affect the window regulators, in the following warm weather areas of the United States window regulators will be replaced:

Alabama	Arkansas	Arizona	Southern California	Florida	Georgia
Hawaii	Kansas	Kentucky	Louisiana	Missouri	Mississippi
N. Carolina	New Mexico	Nevada	Oklahoma	S. Carolina	Tennessee
Texas	Utah				

Our records indicate that you do not live in one of the warm weather areas noted above where this incident is likely to occur.

WHAT YOU SHOULD DO

Please keep this letter with your owner's manual. Should your window regulators require service within the period of this warranty, please contact your Nissan dealer to arrange an appointment.

Nissan representatives are available at 1-800-NISSAN1 (1-800-647-7261). If you reside in Hawaii, please call (808) 836-0888.

If you have paid to have one or more of your window regulators repaired prior to this warranty extension, you may be eligible for reimbursement of the related expense. Contact Nissan Consumer Affairs at the numbers listed above for additional information on how to obtain a reimbursement.

Thank you for the opportunity to ensure continued customer satisfaction with your Nissan vehicle.



CHANGE OF INFORMATION POSTCARD

VEHICLE IDENTIFICATION NUMBER	5 N 1 E D 2 8 Y 9 1 C [REDACTED]
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If you have moved or no longer own this vehicle, please check the appropriate box.

- 1) Name or address has changed
- 2) Never owned this vehicle

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).