

CL-10264549-2789



2009 MAR 30 PM 2:47

STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO  
ATTORNEY GENERAL

March 17, 2009

DIVISION OF REGIONAL OFFICES  
SUFFOLK REGIONAL OFFICE

[Redacted]  
Port Jefferson, NY [Redacted]

Re: Our File Number: 2009-764372  
Subject: Nissan North America Inc.

Dear [Redacted]

On behalf of Attorney General Andrew M. Cuomo, 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,

Debra Siegler  
Legal Assistant

cc: National Highway Traffic Safety Administration ✓  
Office of Defects Investigation  
1200 New Jersey Avenue SE West Bldg.  
Washington, DC 20590

ET  
2:47  
3/30/09  
PJ



ATTORNEY GENERAL ANDREW M. CUOMO  
 STATE OF NEW YORK  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER FRAUDS AND PROTECTION  
 300 MOTOR PARKWAY, SUITE 205  
 HAUPPAUGE, NY 11788-5127  
 Tel. (631) 231-2401 Fax (631) 435-0745

**COMPLAINT FORM**

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

**RECEIVED**  
 NYS OFFICE OF THE ATTORNEY GENERAL

FEB 12 2009

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.

SUFFOLK OFFICE

**CONSUMER**

Your Name [REDACTED]  
 Street Address [REDACTED] Bus. Tel. [REDACTED]  
 City/Town PORT JEFFERSON County Suffolk State N.Y. Zip [REDACTED]

**COMPLAINT**

Name of Seller or Provider of Services <u>HABERSTADT NISSAN</u>	Name of Other Seller or Provider of Services <u>NISSAN NORTH AMERICA Consumer Affairs</u>
Street Address <u>850 E. JERICHO Turnpike</u>	Street Address <u>PO Box 685003</u>
City/Town State Zip <u>HUNTINGTON STA. N.Y. 11746</u>	City/Town State Zip <u>FRANKLIN TN 37068-5003</u>
Tel.# <u>631-439-7000</u>	Tel.# <u>1-800-647-7261</u>

Date of Transaction 8/20/08 Cost of Product or Service \$19,000.00 How paid (Check those which apply)  
 Cash  Check  Credit card  Other

Did you sign a contract?  Yes  No Where? Haberstadt Nissan Date \_\_\_\_\_

Was product or service advertised?  Yes  No Where? Newsday Date Almost Every day and weekends

Type of Complaint (e.g., car, mail order, etc. Use reverse to provide details)  
CAR - NOT PERFORMING AS ADVERTISED 33 MPG CLAIMED

Date you complained to company or individual  By Mail  By Telephone  In person  Other Person Contacted MR. HOWARD HABERSTADT Job Title OWNER

Nature of Response NONE - Didn't have common courtesy to call me back. Date of Response \_\_\_\_\_

Has matter been submitted to another agency or attorney?  Yes  No If yes, give name and address:  
Seven on Your Side - ABC News, New York, N.Y.

Is court action pending?  Yes  No If yes, please describe as necessary:  
NOT AT THIS TIME.

**ADDITIONAL INFORMATION**

Manufacturer of Product NISSAN NORTH AMERICA  
 Address PO Box 685003 Franklin, TN, 37068-5003.  
 Product Model or Serial Number 2008 SENTRA VIN.# 3N1AB61E8L [REDACTED] Warranty Expiration Date 8/12.  
 Did business arrange financing?  Yes  No If yes, name and address of bank or finance company:

Briefly describe your complaint From the time I drove this vehicle from the showroom till date, I have never received more than 16-18 miles per gallon and are presently getting 15mpg. This is a far cry from the advertised reading you are expected to receive. (28mpg) My friend who has the identical vehicle except a different color averages 30mpg which I have personally observed on the in-dash computer in his vehicle. I have done everything that the dealer and Nissan suggest to no avail. The vehicle was taken to a different dealer than the selling dealer. After checking with the service manager he stated he couldn't find anything that was causing the poor mileage and agreed with me that this drastic deviation, for all intents and purposes, was not normal. Bear in mind, I specifically bought this veh. to receive a lot more than 16mpg.

What form of relief are you seeking? (e.g., exchange, repair or money back, etc.) Make vehicle perform as advertised or give another new vehicle that will.

Who referred you to this office? Suffolk County Consumer Affairs


**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

Signature:  Date: 1/31/09

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General  
Bureau of Consumer Frauds and Protection  
300 Motor Parkway, Suite 205  
Hauppauge, NY 11788

Keep this document to show to the police and courts.

MV-636TR (05/07)

NEW YORK STATE REGISTRATION DOCUMENT

PAS

BRT1197

2008 NISSA NONTRANSFERABLE

4DSD GR 3NIAB61E78L

002873 G 4 EW350291 AUG 20 2008

Wt/Seats

Fuel/Cyl

LRS SPA0A3

Expires 04/21/10

\*NYMA\*

18.75

PORT JEFFERSON NY

ANNUAL CHG

AMT PAID (INCL ADD CHG)

EW350291

VOID IF ALTERED EXCEPT FOR ADDRESS

57.75



B E R S T A D  
**Haberstad**  
**NISSAN**

PKE., HUNTINGTON STATION, NY 11746  
 (631) 439-7000

SCH  
 NY [REDACTED] CUST# 83933  
 MODEL [REDACTED] NEW OR USED [REDACTED] VEHICLE IDENT. OR SERIAL NO. [REDACTED]  
 NTRA [REDACTED] NEW 3N1AB61E78L [REDACTED] COLOR GR  
 KEY NOS. 41383

Manufacturer's. The Seller hereby expressly disclaims all warranties and any implied warranty of merchantability or fitness for a particular purpose. The person to assume for it any liability in connection with the sale of the vehicle affects the terms of the Manufacturer's Warranty.

DESCRIPTION	PRICE
WINDOW STICKER	
PLUS GOLD PREF	
0 Miles 50.00 DED.	
00	
options offered to me	
in all terms of this loan.	

Classified as a used motor vehicle, dealer named [REDACTED] and repair to render under warranty. The vehicle is in condition and repair to render under warranty. The dealer provides adequate service upon the public highway at the dealer facility.

DEALER FACILITY NO. 7071598  
 REGISTRATION APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE AND DISTINCTIVE PLATES (IF APPLICABLE). THIS IS NOT A DMV FEE \*\$45.00\*  
 TITLE APPLICATION PROCESSING FEE (\$45.00 MAXIMUM) AND SPECIAL PLATE FEE (\$10.00 MAXIMUM) NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LIEN IS REGISTERED ON THIS VEHICLE, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR DISTINCTIVE PLATES TO ANY MOTOR VEHICLE ISSUING OFFICE.

DATE 08/20/2008  
 DATE 08/20/2008

DATE	INVOICE NO.	STOCK NO.	KEY		
08/20/2008	84177	N20159	I		
SOURCE 10(0) 12(0) 20(0)	SALESMAN NUMBER	C 8 8 5 4	+		
DESCRIPTION	C	KEY	ACCT. NO.	SALE	KEY
NEW UNIT SOLD (CUC)		C	44 @		-
NISSAN RETAIL		C	4	17288	00-
		C			-
		C			-
NEW UNIT SOLD (CUC)		C	4 @		-
		C	4		-
		C			-
		C			-
EXTENDED SERVICE AGREEMENT		C		211	00-
		C			-
OTHER		C			-
USED UNIT SOLD (CUC)		C	44 @		-
USED CAR-RETAIL		C	440		-
USED CAR WHOLESALE		C	44		-
		C			-
CAR DEAL NO.			116331		I
SALES TAX	8.625	SUFFOLK	324	1509	29-
LICENSE AND TITLE			805	57	78-
STATE INSPECTION			11A	10	00-
DOC. FEE *			805	45	00-
NYS TIRE FEE				12	50-
TOTAL CASH PRICE				19133	54
CUSTOMER DEPOSITS			304		N/A-
COD			210	17633	54+
FACTORY REBATES			221A	1500	00-
DUE FROM LEASING CO.			210A		+
VALUE OF TRADE			I 237		-
STOCK NUMBER			I 237		+
			I		+
USED CAR TRADED					
YEAR	MAKE	MODEL			
COLOR	VEHICLE IDENT. OR SERIAL NO.				
WHOLE LIEN PAYOFF	303				N/A-
CONTRACTS IN TRANSIT	205				N/A-
					+
					+
					+
					+
N/A X 1 MTHS					
ERIC W. SCHOENFELD					
TOTAL				19133	54

"New York State Law requires us to accept and manage waste tires from vehicles in exchange for an equal number of new tires that we sell or install. We are required to charge a separate and distinct waste tire management and recycling fee of \$2.50 for each new tire we sell. Any additional tire management recycling costs are included in the advertised price of the new tire."

by Reynolds and Reynolds

**Bill of Sale**

# EPA Fuel Economy Estimates

These estimates reflect new EPA methods beginning with 2008 models

CITY MPG

**25**

Expected range  
for most drivers  
**21 to 29 MPG**

**Estimated  
Annual Fuel Cost  
\$1,499**

based on 15,000 miles  
at \$2.80 per gallon

**Combined Fuel Economy**

This Vehicle

**28**

11  46  
All MIDSIZE CARS

HIGHWAY MPG

**33**

Expected range  
for most drivers  
**28 to 38 MPG**

**Your actual  
mileage will vary**  
depending on how you  
drive and maintain  
your vehicle.

\$17,070.00

Manufacturer  
140.00  
AGE (CVT)  
850.00  
ne System  
Wheel  
holder  
Item

Function  
W/DIVIDER 165.00  
350.00

Charges: 660.00

Total\* \$19,235.00

Needs Replace the



See the **FREE Fuel Economy Guide** at dealers or [www.fueleconomy.gov](http://www.fueleconomy.gov)



## GOVERNMENT SAFETY RATINGS

**Frontal  
Crash**

Driver  
Passenger

★★★★★  
★★★★★

Star ratings based on the risk of injury in a frontal impact.  
Frontal ratings should **ONLY** be compared to other vehicles of  
similar size and weight.

**Side  
Crash**

Front seat  
Rear seat

★★★★★  
★★★★★

Star ratings based on the risk of injury in a side impact.

**Rollover**

★★★★★

Star ratings based on the risk of rollover in a single vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★), with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA).

[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236

This Vehicle qualifies for Nissan's

### Security+Plus Vehicle Protection Plan

The only service agreement backed by Nissan!  
Ask your dealer for details, or call 1-800-NISSAN-6  
for more information



## DELIVERY

**VEHICLE COLORS:**

EXT: METALLIC JADE  
INT: CHARCOAL

**FINAL ASSEMBLY POINT:**  
AGUAS (ABV.) MEX

**TRANSPORT METHOD:**  
TRUCK

**DEALER:**

CONICELLI NISSAN  
1222 W. RIDGE PIKE  
CONSHOHOCKEN PA  
19428

**DROP SHIP:**

CONICELLI NISSAN  
1327 CONSHOHOCKEN RD  
PLYMOUTH MEETING PA  
19462

VIN: 3N1AB61E78L [REDACTED]  
EMS: 50 STATE EMISSIONS  
MDL: 42818-730890 J40-W  
OPT: H-B10C03F02L93W01

20080605022515R13094

**WINDOW STICKER**

# SUGGESTED GAS MILEAGE Nissan Sales Brochure

## Dimensions/Capacities

Exterior Dimensions - Inches	
Wheelbase	105.7
Overall length	
2.0, 2.0 S, 2.0 SL	179.8
SE-R, SE-R Spec V	180.1
Overall width	70.5
Overall height	
2.0, 2.0 S, 2.0 SL, SE-R	59.5
SE-R Spec V	59.1
Track width (front/rear)	
2.0, 2.0 S, 2.0 SL	59.8/60.8
SE-R, SE-R Spec V	59.5/60.4

Interior Dimensions - Inches	
Front/rear	
Head room without moonroof	40.6/37.3
Leg room	42.4/34.5
Hip room	54.1/53.0
Shoulder room	56.9/55.1

Capacities	
Interior passenger volume (cu. ft.) <sup>2</sup>	
2.0	97.4
2.0 S, 2.0 SL, SE-R, SE-R Spec V	97.7
Cargo volume (cu. ft.)	
2.0, 2.0 S, 2.0 SL, SE-R	13.1
SE-R Spec V	12.0
Fuel tank (gals.)	14.5

Curb Weights - Lbs.					
	2.0	2.0 S	2.0 SL	SE-R	SE-R Spec V
Manual transmission	N/A	2,885	N/A	N/A	3,048
Xtronic CVT	2,925	2,954	2,979	3,072	N/A

2008 EPA Fuel Economy Estimates - City/Hwy					
	2.0	2.0 S	2.0 SL	SE-R	SE-R Spec V
Manual transmission	N/A	24/31	N/A	N/A	21/29
Xtronic CVT	25/33	25/33	25/33	24/30	N/A



From the moment you first think about Nissan to the time you actually drive off the lot and long beyond, we want every experience to be special. Passionate. Exciting. Like the vehicles we design and build. After all, what's excitement without commitment?

When you're ready to buy or lease, **Signature Financing** offers financing options, attractive rates and flexible terms to make your decision easy and help make your purchase more accessible. Once you drive your Nissan home, it's protected with New Vehicle Limited Warranties, including a 3-year/36,000 mile "bumper to bumper" basic coverage and a 5-year/60,000-mile powertrain coverage. Want additional peace of mind? Consider **Security+Plus**, our extended service contract. A variety of plans let you tailor the coverage to your driving habits. **Maintenance+Plus**, on the other hand, ensures your vehicle will receive up to 17 different services and over 33 different inspection items at each visit, using the most up-to-date diagnostic equipment available. Finally, demand **Genuine Nissan Parts**. When it comes time for service, every part we make is manufactured to the same exacting standards as the original. And they're the only parts to carry Nissan's factory-backed limited warranty.

<sup>1</sup>Fleet only. <sup>2</sup>XM<sup>®</sup> Satellite Radio requires XM subscription sold separately after first three trial months. All fees and programming subject to change. Subscriptions subject to Customer Agreement available at xmradio.com. XM service only available in the 48 contiguous United States and Canada. The XM name is a registered trademark of XM Satellite Radio Inc. <sup>3</sup>Without moonroof. <sup>4</sup>The Bluetooth word mark and logos are owned by Bluetooth SIG, Inc., and any use of such marks by Nissan is under license.

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At [NissanUSA.com](http://NissanUSA.com), you'll find virtual product demonstrations, a way to "build your own Nissan," a dealer locator, and more information about key Nissan support services. Or if you'd prefer, call 1-800-NISSA for answers to specific questions about Sentra or any other Nissan vehicle. The Nissan names, product names, feature names, and slogans are trademarks owned by or licensed to Nissan North America, Inc. and/or its North American subsidiaries. **Always wear your seat belt, and please don't drink and drive.** © 2007 Nissan North America, Inc. '08 Sentra. 08011-07/07-145M-CGI/THAILAND.



535 MIDDLE COUNTRY ROAD . P.O. BOX 849 . ST. JAMES, NY 11780  
 Service (631) 361-9660 Parts (631) 361-9560 FAX (631) 361-8526

Service Hours: 7:30 A.M. to 5:30 P.M. Monday thru Friday  
 7:30 A.M. to 5:00 P.M. Saturday

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

**SALESPERSON NO.**

**S E R V I C E**

<input type="checkbox"/> CASH	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
<input type="checkbox"/> CREDIT CARD	3N1AB61E78L	08/NISSAN/CENTRA				212505
<input type="checkbox"/> OTHER						
DATE OUT		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. H. O. DATE
		54945				01/12/09
MILEAGE OUT	PORT JEFFERSON, NY	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		GREEN/				
WAITING	RESIDENCE PHONE	TURBO	M/MC	AIR COND.	P. S.	TRANS
	BUSINESS PHONE	MILEAGE	ADVISOR NO.	ADVISOR		
		2,500	53	MARCELO SANGIORGIO		
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.		
<input type="checkbox"/> Yes	09:03am	01/12/09 09:00pm		<b>LIMITED EXPRESS WARRANTY</b> Warranty on Original Equipment Parts installed is 12 months or 12000 miles. All other parts and labor is covered for 90 days or 4000 miles, whichever comes first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.		
<input type="checkbox"/> No						
JOB						

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 W 10NIZ **DRIVEABILITY**

CUSTOMER STATES FUEL ECONOMY IS 18 MPG NEVER OVER 20 MPG AND SHOULD GET 26 MPG

TERMS: CASH OR CERTIFIED CHECK OR MAJOR CREDIT CARDS I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DIAGNOSTIC FEE WILL BE CHARGED IF NO WORK IS PERFORMED

CUSTOMER SIGNATURE X

ALL PARTS ARE NEW/REMANUFACTURED UNLESS NOTED

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

SAVE REPLACED PARTS YES  NO

DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED

DAILY STORAGE CHARGE \$10.00

[REDACTED]  
Port Jefferson, N.Y.  
26 Jan.2009  
[REDACTED]

Mr.Howard Haberstadt President  
Haberstadt Motors  
850 E.Jericho Turnpike  
Huntington Sta.N.Y.11746

Dear Mr.Haberstadt:

I am writing you out of sheer frustration and extreme anger.Last August, my wife and I purchased a 2008 Nissan, Sentra 2.0S from your dealership. We chose the Sentra because we've had one before and were very satisfied with it's overall performance, especially the great gas mileage (30+ MPG)

We selected you dealership because after shopping, you offered the best price. After driving the vehicle for a month or so, I became concerned with the low gas mileage I was receiving, (17-18MPG).This was still in the fall and the weather was mild. This is a huge deviation from the mileage I was expecting to receive. I contacted your dealership and was told by the service manager that I should wait till after 2500 miles and the engine was broken in. I didn't agree with this but abided by his wishes continuing to monitor the mileage both manually and comparing it to the dashboard computer. As the months went by the mileage did not improve and is now over 2500 miles.

I then contacted Nissan North America and was assisted by their consumer relations department. They arranged for me to have the car checked by Smithtown Nissan. We requested this because my wife and I are both disabled and Smithtown is more convenient for us.

After conducting an Alpha test and checking everything that could negatively impact the mileage, I was told there was nothing wrong with the car. However, the service manager agreed with me that I should be getting better, in fact much better than 17 MPG but could not explain why.

Mr.Haberstadt, I want you to know my background. My wife and I are both 65 years old. We are not into jackrabbit starts and tire burnouts. I am a retired Suffolk County Police Officer and a NYS certified driving instructor. I know how to drive a car and how to receive maximum mileage. We sold a 2003 Mercury.Sable that was giving me 15 to

16 MPG and bought the Sentra (\$19,000.00 later) which is giving me 1 to 2 more MPG. The Sable had 2 more cylinders and 100 HP more than the Sentra. If I had done this intentionally, most people would agree with me that I would need my head examined.

My dear sir, either Nissan is pulling one of the biggest mileage scams in public history or there is truly something wrong with my car. Either way, I'm not going to sit by and take this. I am not a fool and I'm getting sick and tired of being treated like one.

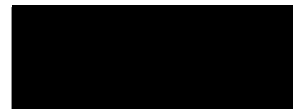
To conclude, here are the facts:

- 1- Nissan produced this vehicle
- 2- You sold it to me.
- 3- Someone is going to be held accountable for the non-adherence to mileage claim

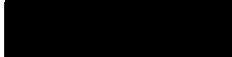
In closing, the question is simple. What do plan to do for me?

Awaiting your reply, I remain,

Yours truly,



PS: Last week I met a gentleman who also drove a 2008 Sentra. He took me for a ride and I observed his computer reading 31 MPG



Port Jefferson NY

16 Dec.2008.

Nissan North America  
Consumer Affairs Dept.  
PO Box 685003  
Franklin, Tenn. 3706805003  
Dept.Manager

Dear Sir or Madam:

I'm writing you out of sheer frustration with your company and dealerships. I have called your department 3 times and have yet to receive any help, only the runaround from one place to another.

In Aug.2008, we purchased a 2008 Nissan, Sentra, 2.0S from Haberstadt Motors, Huntington, N.Y.

We bought this car for 1 purpose and 1 purpose only-  
**TO GET BETTER GAS MILEAGE !** After checking the various advertisements, friends endorsements and our own personal pre-ownership we were led to believe that this car could get  
City 21-29MPG Average 25  
Hgy 28-38MPG Average 33  
Overall Average 28MPG

So far, after driving over 2000 miles, the best mileage observed on the onboard computer, backed up by manual calculations is 19 MPG. We traded in a full size Mercury that was getting 16 MPG. Ladies and gentlemen, if I knowingly did this, I think you would agree that I should have my head examined.

After calling you Customer Relations Dept. 3 different times, I was referred to 2 different service managers at 2 different dealerships. Mr. Miller from Haberstadt Motors advised me that I would have to wait until the car had 6000 miles on it before a true reading could be recorded. He also stated that the breakin engine oil would have to be changed and that might help. Both of these answers are ludicrous. Suppose I don't put 6000 miles on the car until I've owned it for 2 years! As far as the breakin oil is concerned, whatever it is, you had best tell your technical dept. because they know nothing of it. The service manager of Smithtown Nissan tried to tell me that my mileage is poor because of the oxygenated fuel which can cause as much as a 30% drop in mileage. Please folks, I wasn't born yesterday. I suppose that my friend, the one that gets 30MPG with his Sentra gets his gas from a station that sells unoxxygenated fuel.

The simple fact is this: This car is either a LEMON or Nissan is handing out one of the biggest mileage scams in history. Whichever the case, I'm getting 1/3 less mileage than I'm supposed to be in a new car that YOU built and I bought from you, in fact \$19,000.00 worth of new car. And from where I'm sitting I'm far from getting my money's worth..

For your edification these are the names of the customer representatives that I have already spoken to: Natalia Wordk ext.4160

Dana Pum ext.41536

Tanya ?

ext.1672

1-800-799-1690

My seconds complaint and minor in comparison to the first is that somewhere along the line before I received it, someone prepping the car sprayed something that wasn't a glass cleaner on the inside glass. Attempting to solve the problem they tried rubbing it off which left a film on the glass which I and 3 carwashes haven't been able to remove. The overspray of whatever they sprayed got on the dashboard and that can't be removed either.

In closing, I want to know what you plan on doing for me. So far, I have not received what a loyal Nissan customer should expect.

Awaiting you reply, I remain,

Sincerely,

