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APR 19 2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

ATTORNEY GENERAL OF MISSOURI**JEFFERSON CITY****65102****CHRIS KOSTER
ATTORNEY GENERAL****P.O.Box 899
(573) 751-3321**

April 13, 2010

[REDACTED]
Sparta, MO [REDACTED]

RE: Complaint No. CF-2010-07916

Nissan Corp

Dear [REDACTED]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the National Highway Traffic Safety Administration, 400 7th Street, SW, Room 2318, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

**CHRIS KOSTER
Attorney General***Kelly Maddox***Kelly Maddox
Complaint Investigator
Consumer Protection Division**MC
041910
TGW

Consumer Complaint Form



RETURN TO: Attorney General's Office
Consumer Protection Unit, PO Box 899
Jefferson City, MO 65102

Missouri Attorney General
Chris Koster

Phone: 800-392-8222
Web: ago.mo.gov

CONSUMER

MR.
 MRS.
 MS.

YOUR NAME _____
LAST FIRST MI

ADDRESS _____
STREET CITY STATE ZIP COUNTY

HOME PHONE (_____) _____ WORK PHONE (_____) _____ E-MAIL _____

COMPANY

MY COMPLAINT IS AGAINST Nissan Corp.

ADDRESS _____
STREET CITY STATE ZIP COUNTY

PHONE (_____) _____ WEB SITE _____ E-MAIL _____

PERSON YOU DEALT WITH _____
NAME TITLE

PRODUCT OR SERVICE

PRODUCT OR SERVICE DISPUTED warranty

DATE OF TRANSACTION/PURCHASE _____
(For example: 05 01 00) MONTH DAY YEAR

AMOUNT PAID \$ _____

HOW & WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE? _____

PAYMENT

PAYMENT METHOD CASH CREDIT CARD DEBIT CARD LOAN LAY-AWAY CHECK OTHER

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS? YES NO

Copies of any documents produced for payment must be returned with this complaint form. (such as contracts, warranties, checks — front and back)

REVISED MAY 2009

RECEIVED
MAR 29 2010
MO. OFFICE
ATTORNEY GENERAL

91620



BRIEFLY EXPLAIN YOUR COMPLAINT

We bought a new 2008 Nissan Sentra 3/21/2008. The manufacturer's warranty is 36,000 miles. Currently we are com 34,000 miles. Our 1st set of tires wore out at 25,000 miles + we had new tires put on. After 5,000 miles I had them rotated, and noticed car started pulling to the right. We took it in for alignment and found out rear axle is out of spec. Nissan replaced AXLE on March 15th at Youngbloods in Springfield, New. Rear axle is out of spec also, manufacturer's defect they said. But Nissan says they replaced it, and that is all they are going to do. I no longer drive the car for safety issues. They refuse to fix it.

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

We have talked to several representatives and managers at 1-800-NISSAN. They are very evasive. I have contacted the B.B.B.

HOW DO YOU WANT THIS COMPLAINT RESOLVED?

- REFUND REPAIR DELIVER PRODUCT PERFORM SERVICE REPLACE/TRADE

OTHER If it can't be repaired and put in spec. it should be refunded.

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT?

- NO YES

NAME OF ANY AGENCY CONTACTED

AGENCY ADDRESS

BY FILING THIS COMPLAINT, I UNDERSTAND THAT:

The Attorney General is not my private attorney, but enforces state consumer protection laws; I will testify in court to the facts stated in this complaint; and A copy of this complaint will be provided to the merchant against whom I am filing this complaint.

I ATTEST TO THE ACCURACY OF STATEMENTS MADE IN THIS COMPLAINT:

[Redacted Signature] / [Redacted Signature] 3/25/10
 DATE
 3/25/10

Please note that in accordance with Missouri law,

Consumer complaints are "public records," subject to disclosure upon request. Your complaint, including your name, address and related documents, may be obtained pursuant to a public records law request.

CHRIS KOSTER
ATTORNEY GENERAL OF MISSOURI
SUPREME COURT BUILDING
PO BOX 899
JEFFERSON CITY, MISSOURI 65102



NATL HIGHWAY TRAFFIC SAFETY ADMIN
400 7TH ST, SW
ROOM 2318
WASHINGTON, DC 20590

