



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

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

SEP 20 2011

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

September 16, 2011



PAULA T. DOW
Attorney General

THOMAS R. CALCAGNI
Director

US Dept of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

CL-10430920-4110

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]

File Number: 09-14-11G0000071551

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller
Deputy Director - Consumer Protection



New Jersey Office of the Attorney General
 Division of Consumer Affairs
 P.O. Box 48025
 Newark, New Jersey 07101
 (873) 504-8200
 (800) 242-5848
 E-Mail: AskConsumerAffairs@lps.state.nj.us

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: Bound Brook
 STATE: NJ ZIP CODE: [REDACTED]
 HOME TELEPHONE NUMBER: [REDACTED]
 WORK TELEPHONE NUMBER: [REDACTED]
 * E-MAIL ADDRESS: [REDACTED]
 * NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: North Plainfield Nissan
 ADDRESS: 545 Rt 99 W
 CITY: North Plainfield
 STATE: NJ ZIP CODE: 07060
 TELEPHONE NUMBER (1): 908-755-4600
 TELEPHONE NUMBER (2): _____

For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):
- | | | | |
|--|--|---|--|
| <input checked="" type="checkbox"/> Automotive | <input checked="" type="checkbox"/> Automotive Repairs | <input type="checkbox"/> Banking | <input type="checkbox"/> Credit Card |
| <input type="checkbox"/> Charity | <input type="checkbox"/> Direct Mail/Sweepstakes | <input type="checkbox"/> Home Repair | <input type="checkbox"/> Internet/Cyberspace |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities | <input type="checkbox"/> Telemarketing | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle | <input type="checkbox"/> Health Club | <input type="checkbox"/> Warranty | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law |
| <input type="checkbox"/> Furniture | <input type="checkbox"/> Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:
- a. New Used
 b. Purchased Leased
 c. Purchase Price 18,408.20 Current Mileage 41,635
 d. Date of Purchase 5/30/08 With Warranty With Service Contract As Is
 e. Make Nissan Model Sentra Year 2008

3. Name of company you dealt with: North Plainfield Nissan, North Plainfield NJ
Nissan North America Smyrna, TN

4. Name and title of company agents or employees you dealt with: Vladimir GM of Dealership
Rich & Vito Sales managers at dealership. Rickie, Service Manager
at Dealership. Dave Bodling. Nissan corporate Sales

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (no originals) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

Purchased new car in May 2008. In Sept of 2008 Gas tank would not accept fuel. Was only able to put in 1 1/2 gallons. Tank was replaced (warranted). No further issues until April 2011. Had same issue, again tank was replaced (warranted). No further issues until August 2011. Tank would not take more than 2 gallons of fuel. Brought again to dealer & this time they cleared out vent fuel lines. Service manager can't tell my why this keeps happening, other then tank is being overfilled. Since April 2011 tank has never been filled to capacity. Have tried numerous times to speak with GM of dealership, unable to get in contact with him. When I left a message, he had a sales manager call me back. When I call he is always "not in". I have also spoke with Nissan Consumer Affairs Dept. The files # 7146810 & 7238288. They also tell me tank is being overfilled. Finally was able to talk to GM at dealership on phone. He put me in touch with his Nissan sales contact, Dave Becking. End result seems to be that problem is due to overfilling tank, but they can't be sure until it happens again.

6. The amount of loss involved in this complaint: \$ _____ . Please provide a breakdown of these losses:

No losses as of yet other then my time

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[Redacted signature area]

9/2/11
Date

* This certification must be signed by the person completing the form.

NORTH PLAINFIELD NISSAN



PARTS (908) 755-6408

545 ROUTE 22 WEST
NORTH PLAINFIELD, NJ 07060
SERVICE (908) 912-1300 FAX NO. (908) 755-5172
www.jerseynissan.com



SALES (908) 755-6400

CELL: [REDACTED]

ADVISOR CHRIS	TAG NO 63 015	INVOICE DATE 09/23/08
LABOR RATE 100.00	LICENSE NO.	MILEAGE 7,259
YEAR/MAKE/MODEL 08/NISSAN/SENTRA/4DR SDN 2.0 S CVT	DELIVERY DATE 05/30/08	STOCK NO 8 [REDACTED]
BOUND BROOK, NJ	DELIVERY MILES 22	PRODUCTION DATE
	SELLING DEALER NO.	R.O. DATE 09/20/08
	F.I.E. NO.	P.O. NO.
COMMENTS		MO: 7260

SUBJECT	QTY	UNIT PRICE	TOTAL
JOB # 1	38830		
B.O.G. & SUPPLIES			
JOB # 1			
JOB # 2			
MYSE			
JOB # A			
JOB # A			
JOB # 2			
TOTALS			
WE APPRECIATE YOUR PATRONAGE AND ASK THAT YOU PLEASE			
EXPLAIN TO US ANY DISCREPANCY IN THIS INVOICE			
NOT CORRECTED, PLEASE RETURN TO US WITHIN 30 DAYS			
RICHARD S. [REDACTED]			

HOURS OF OPERATION:
MONDAY - FRIDAY
7:00 A.M. to 6:00 P.M.

- WE OFFER:**
- Valet Service
 - Shuttle Service
 - Low Cost Rentals
 - We Gladly Accept:
 - Mastercard
 - Visa
 - American Express
 - Checks
 - Cash



DROP OFF SERVICE AVAILABLE

OUR MANAGEMENT TEAM WOULD BE HAPPY TO ASSIST YOU WITH ANY SALES, SERVICE OR PARTS CONCERNS. PLEASE CALL:
(908) 755-6400

To Reorder Call NIS/Nissan-Tec



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]	BUSINESS: <u>North Plainfield Nissan</u>
ADDRESS: [REDACTED]	ADDRESS: <u>545 Rt 79 W</u>
CITY: <u>Bloom Brook</u>	CITY: <u>North Plainfield</u>
STATE: <u>NJ</u> ZIP CODE: [REDACTED]	STATE: <u>NJ</u> ZIP CODE: <u>07060</u>
HOME TELEPHONE NUMBER: [REDACTED]	TELEPHONE NUMBER (1): <u>908-755-4600</u>
WORK TELEPHONE NUMBER: [REDACTED]	TELEPHONE NUMBER (2): _____
* E-MAIL ADDRESS: [REDACTED]	
* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.	

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| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities | <input type="checkbox"/> Telemarketing | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle | <input type="checkbox"/> Health Club | <input type="checkbox"/> Warranty | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law |
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- c. Purchase Price 18408.20 Current Mileage 41,635
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- e. Make Nissan Model Sentra Year 2008

3. Name of company you dealt with: North Plainfield Nissan, North Plainfield, NJ
Nissan North America, Smyrna, TN
4. Name and title of company agents or employees you dealt with: Vladimer, GM of Dealership
Rick & Vito Sales managers at Dealership. Rickie, Service Manager
at Dealership. Dave Beding, Nissan Corporate Sales

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

Purchased new car in May 2008. In Sept of 2008 Gas tank would not accept fuel. Was only able to put in 1 1/2 gallons. Tank was replaced (warranty). No further issue until April 2011. Had some issues, again tank was replaced (warranty). No further issues until August 2011, Tank would not take more than 2 gallons of fuel. Brought agent to dealer & this time they cleaned out vent fuel line. Service manager can't tell me why this keeps happening, other than tank is being overfilled. Since April 2011 tank has never been filled to capacity. Have tried numerous times to speak with GM at dealership, unable to get in contact with him. When I left a message, he had a sales manager call me back, when I call he is always "not in". I have also spoke with Nissan Consumer Affairs Dept. Two files opened # 7142810 & 7238288. They also tell me tank is being over filled. Finally was able to talk to GM at dealership on 9/11. He put me in touch with his Nissan Sales contact, Dave Bedding. End result seems to be that problem is due to overfilling tank, but they can't be sure until it happens again.

6. The amount of loss involved in this complaint: \$ _____ . Please provide a breakdown of these losses:

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[Redacted Signature]

9/2/11

Date

* This certification must be signed by the person completing the form.



NORTH PLAINFIELD NISSAN



PARTS (908) 755-6408

545 ROUTE 22 WEST
NORTH PLAINFIELD, NJ 07060
SERVICE (908) 912-1300 FAX NO. (908) 755-5172
www.jersey Nissan.com

SALES (908) 755-6400

CELL: [REDACTED]

CUSTOMER NO 29818	STATION CHRIS	63	FINANCE RATE 0.15	FINANCE DATE 09/23/08	WORKING NO NICS84428
[REDACTED]	SALE PRICE 100.00	FINANCE CHARGE 7.250	COLOR MAGNETIC GRY	TRUCK NO 8L	[REDACTED]
ROUNDT BRKOK. NJ	DR/NISSAN/SENTRA/4DR SDN 2.0 S CVT	REG. DATE 05/30/08	FINANCE RATE	FIN. RATE	22
	VEHICLE TO NO 3 N 1 A B 6 1 E 5 8 L	DATE 09/20/08			
					MO: 7260

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
# 1 09N1Z	FUEL SYSTEM CUST STATES CAR DOESN'T ACCEPT GAS, FUEL SPILLED ALL OVER GROUND. STATION CLOSED DOWN. ONLY TOOK 1.6 GALLONS DIE INDICATED 24 MILES FUEL TANK WAS OVER FILLED AT ONE POINT OR TOPPED OFF WHEN NOZZLE CLICKS OFF. VAPOR LINE HAD GAS IN LINE. VAPOR CUT VALVE IN SIDE TUNIC. HAS GAS IN IT. BLEW OUT VAPOR LINE TO FUEL TANK. VALVE IS NOT SERVICABLE BUILT INTO TANK. REPLACED FUEL TANK! RE-CHECK OPERATION OKAY	2332	
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	TANK ASSY-FUEL		
JOB # 1	PACKING-FUEL GA		
JOB # 1 TOTAL PARTS		0.00	
JOB # 1 TOTAL LABOR & PARTS		0.00	
# 2-01N1Z007	7500 MILE SERVICE CUSTOMER REQUESTS 7500 MILE SERVICE SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE CHANGE OIL & FILTER. LOBE CHASSIS AS NEEDED. TOP OFF FLUIDS. ROTATE TIRES. INSPECT WEAR. Set alignment & pressure if needed CLEAN, INSPECT BRAKE LININGS & CABLES. Adjust as needed. INSPECT lighting & safety items. REPAIR if needed. INSPECT fuel injection, emissions, & exhaust systems. INSPECT steering, suspension. ROADTEST to evaluate vehicle.	2332	106.99
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	7500	27.50	
JOB # 2	FLTR ASSY-OIL	****	
JOB # 2	OIL TREATMENT	****	
JOB # 2 TOTAL PARTS		27.50	
JOB # 2 TOTAL LABOR & PARTS		134.49	
# 3-55N1Z1NSP	MULTI POINT INSPECT. MULTI-POINT INSPECTION VEHICLE NEEDS FUEL TANK AND 7K BOTH DONE	2332	0.00
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS		0.00	
JOB # 3 TOTAL LABOR & PARTS		0.00	
# 4-55N1ZGTR	GREEN IDENTIFYING TIRE TREAD DEPTHS 10/32 AND REST TIRE LIGHT	2332	0.00
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS		0.00	

HOURS OF OPERATION:
MONDAY - FRIDAY
7:00 A.M. to 6:00 P.M.

WE OFFER

- Valet Service
- Shuttle Service
- Low Cost Rentals
- We Gladly Accept
 - Mastercard
 - Visa
 - American Express
 - Checks
 - Cash

EARLY BIRD NITE OWL

DROP OFF SERVICE AVAILABLE

OUR MANAGEMENT TEAM WOULD BE HAPPY TO ASSIST YOU WITH ANY SALES SERVICE OR PARTS CONCERNS PLEASE CALL
(908) 755-6400

To: President, East Valley, Inc.



NORTH PLAINFIELD NISSAN



PARTS (908) 755-6408

545 ROUTE 22 WEST
NORTH PLAINFIELD, NJ 07060
SERVICE (908) 912-1300 FAX NO (908) 755-5172
www.jersey Nissan.com

SALES (908) 755-6400

CELL: [REDACTED]

CUSTOMER NO 29818	ADDRESS CHRIS	FAH NO 631 015	INVOICE DATE 09/23/08	INVOICE NO NICS84428
[REDACTED]	LABOR/PART 100.00	WEIGHT 7,259	COLOR MAGNETIC GRAY	STOCK NO 8L [REDACTED]
ROUND BROOK, NJ	YEAR MAKE MODEL 08/NISSAN/SENTRA/4DR SIEN 2.0 S CVT	DATE OF PURCHASE 05/30/08	DATE OF SERVICE 09/20/08	CE. NO 22
[REDACTED]	VEHICLE ID NO 3 N 1 A B 6 L E 5 8 L	DATE 09/20/08	MO: 7260	

SUBLET	PO#	VENO	INVT#	INV. DATE	DESCRIPTION	TOTAL	WARRANTY
JOB # 1	38030			09/23/08	RENTAL CAR		0.00
G.O.G. & SUPPLIES							
JOB # 1					FREIGHT (PARTS)		10.40
JOB # 2					5.0 MOTOR OIL @ 2.080 /UNIT		10.40
MISC							
JOB # A					105 SHOP SUPPLIES		0.54
JOB # A					100 HAZARDOUS DISPOSAL FEC		1.85
JOB # 2					L7 LABOR DISCOUNT		-30.00
TOTALS							
WE APPRECIATE YOUR PATRONAGE AND HOPE THAT YOUR SERVICE EXPERIENCE WAS A PLEASANT ONE. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE PLEASE CONTACT RICHARD SABATINO, SERVICE MANAGER, AT (908) 912-1370						TOTAL LABOR	106.99
						TOTAL PARTS	27.50
						TOTAL SUBLET	0.00
						TOTAL G.O.G.	10.40
						TOTAL MISC CHG.	2.39
						TOTAL MISC DISC	-30.00
						TOTAL TAX	8.08
						TOTAL INVOICE \$	125.36

HOURS OF OPERATION
MONDAY - FRIDAY
7:00 A.M. to 8:00 P.M.

WE OFFER:

- Valet Service
- Shuttle Service
- Low Cost Rentals
- We Gladly Accept:
 - Mastercard
 - Visa
 - American Express
 - Checks
 - Cash



DROP OFF SERVICE AVAILABLE

OUR MANAGEMENT TEAM WOULD BE HAPPY TO ASSIST YOU WITH ANY SALES, SERVICE OR PARTS CONCERNS PLEASE CALL

(908) 755-6400

To: Forward Call Mts - N. Jersey Inc



PARTS (908) 755-6400

NORTH PLAINFIELD NISSAN

545 ROUTE 22 WEST
NORTH PLAINFIELD, NJ 07060
SERVICE (908) 912-1300 FAX NO (908) 755-5172
www.jerseynissan.com



SALES (908) 755-6400

CUSTOMER NO: **29818** CELL: [REDACTED]

PHIL 9575 209 08/20/11 NICS139832

105.00 41,635 MAGNETIC GRAY BL [REDACTED]

08/NISSAN/SENTRA/ 05/30/08

BOUND BROOK, NJ 3 N 1 A B 6 1 E 5 8 L [REDACTED] MO DATE 08/18/11

MO: 41637

LABOR & PARTS: J# 1 09N1Z FUEL SYSTEM TECH(S): 585559 INTERNAL

CUST STATES CAR WILL NOT ACCEPT GAS - 2 GAS TANKS INSTALLED
TANK HAS NEVER BEEN TOPPED OFF SINCE NEW WAS INSTALLED
FOUND VENT FUEL LINE FILLED WITH FUEL
TECH REMOVED LINE, CLEARED OUT EXCESS FUEL. SERVICE ADVISOR
PHIL TOOK VEHICLE TO GAS STATION AND HAD 15.00 WORTH OF
FUEL PUT IN VEHICLE. VEHICLE FUELED PERFECTLY AND DIDN'T
CLICK OFF UNTILL THE 15.00 MARK ON THE PUMP WAS REACHED.

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS: DELETED OPERATION(S) 55N1Z1NSP MULTI POINT INSPECTI

TOTALS:

WE APPRECIATE YOUR PATRONAGE AND HOPE THAT YOUR SERVICE
EXPERIENCE WAS A PLEASANT ONE. IF FOR ANY REASON YOU ARE
NOT COMPLETELY SATISFIED WITH YOUR SERVICE PLEASE CONTACT
RICHARD SABATINO, SERVICE MANAGER, AT (908) 912-1370

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

HOURS OF OPERATION:
MONDAY - FRIDAY
7:30 A.M. to 6:00 P.M.

WE OFFER

- Low Cost Rentals
- We Gladly Accept:
 - Mastercard
 - Visa
 - American Express
 - Checks
 - Cash

CUSTOMER SIGNATURE _____ DUPLICATE INVOICE



OUR MANAGEMENT TEAM WOULD BE HAPPY TO ASSIST YOU WITH ANY SALES, SERVICE OR PARTS CONCERNS PLEASE CALL (908) 755-6400

10 PRINTING CAN AND MCD-100

From: "[REDACTED]"
To: <askconsumeraffairs@ps.state.nj.us>
Date: 9/2/2011 11:33 AM
Subject: Compliant form
Attachments: Complaint.pdf

To Whom it may concern, I am sending in a filled out complaint form. If I need to do anything or provide anything else please let me know. Thanks. [REDACTED]

Penny Stock Jumping 3000%
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[http://thirdpartyoffers.\[REDACTED\]TGL3141/4e60f7147ce7ca5a02fst03vuc](http://thirdpartyoffers.[REDACTED]TGL3141/4e60f7147ce7ca5a02fst03vuc)

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER

P.O. BOX 45025
NEWARK, NJ 07101



Hasler

016H26507618

\$00.840

09/19/2011

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STATE OF NEW JERSEY
Division of Consumer Affairs
Consumer Service Center
P.O. Box 45025
Newark, NJ 07101

