

*New Jersey Office of the Attorney General  
Division of Consumer Affairs  
Office of Consumer Protection*



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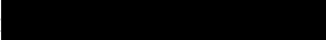
Date Reviewed: \_\_\_\_\_  
From: \_\_\_\_\_

Log # 09-28-11G0000072416

Referred. To National Highway Traffic Safety Administration US Dept of Transportation  
Office of Defects Investigation (NVS-210)

Complaint Status: **CLOSED**

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Complainant:  Vs: NISSAN USA

Comments:

MC  
102411  
TGW



CHRIS CHRISTIE  
Governor

KIM GUADAGNO  
Lt. Governor

[REDACTED]  
BARNEGAT NJ

# 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

October 5, 2011



PAULA T. DOW  
Attorney General

THOMAS R. CALCAGNI  
Director

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

Re: NISSAN USA  
File Number: 09-28-11G0000072416

Dear [REDACTED]

Thank you for writing to the New Jersey Division of Consumer Affairs - Office of Consumer Protection and bringing this matter to our attention. 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.

The Division has reviewed the materials you submitted to determine how we can best assist you with this matter. After a careful review of the matter, we have concluded that you may benefit from a referral to the following agency which may be better able to assist you:

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

We have taken the liberty of forwarding your materials to that agency for action and future inquiries should be directed to that agency.

Once again thank you for contacting the New Jersey Division of Consumer Affairs. If you have any questions 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 45025
Newark, New Jersey 07101
(973) 504-6200
(800)-242-5846

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

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

Form with fields for Name, Address, City, State, ZIP, Home Telephone Number, Work Telephone Number, E-Mail Address, Business, Address, City, State, ZIP, Telephone Number (1), Telephone Number (2), and File #.

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

1. Nature of complaint (please check the appropriate box(es)):

- List of complaint categories with checkboxes: Automotive (checked), Automotive Repairs, Banking, Credit Card, Charity, Direct Mail/Sweepstakes, Home Repair, Internet/Cyberspace, Professional Service, Stocks/Securities, Telemarketing, Telecommunications, Bingo/Raffle, Health Club, Warranty, Advertising, Wheelchair Lemon Law, Weighing/Measuring Devices, Used Car Lemon Law, New Car Lemon Law, Home Furnishings, Other (specify).

2. If your complaint involves a motor vehicle, please provide the following information:

- Vehicle information: a. [ ] New [x] Used; b. [x] Purchased [ ] Leased; c. Purchase Price, Current Mileage 86,000; d. Date of purchase, [ ] With Warranty [ ] With Service Contract [ ] As Is; e. Make Nissan, Model Exterra, Year 2004.

3. Name of company with which you dealt:

4. Name and title of company agents or employees with whom you dealt: Nissan U.S.A. Lizell Ext 457338, Glen Bautista

5. Describe the facts of your complaint in the order in which they happened. Please 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.

I smell gas in the vehicle, it turns out that the gas tank is rusted out. I called Nissan, they said that there is no recalls. I asked them the process of starting a recall because I feel it is unsafe to have gas leaking out into my car. They told me it is because I live in a salted area, however I have lived in the same area for 20 years and have never had this problem with any other make or models of any of our other vehicles. It therefore has to be a problem with Nissan itself. I took it a step further and called several junk yards and all the tanks for Nissan Exteriors were rusted.

Oh they also told me to take it to a Nissan dealer for evaluation, which I did but still felt unsafe driving it there. I don't think it should matter where you live, after all this is suppose to be an all terrain vehicle.

I now have to go and replace the tank because I can not ride around in this dangerous situation. I have people to around for 7 people on this and everyone seems to keep passing the buck.

6. The amount of loss involved in this complaint: \$ 702.13 . Please provide a breakdown of these losses:

Please see Attached Nissan estimate.

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.

9/27/11

Date

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

12/2/05

CUSTOMER #: 6097093215

433188



INVOICE



809 ROUTE 38 • P.O. Box 210  
MT. HOLLY, NEW JERSEY 08060  
Phone (609) 267-2886

PAGE 1

BARNEGAT, NJ

HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 29 ANTHONY DETAGNO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	04	NISSAN XTERRA	5N1ED28Y54C	[REDACTED]	86586/86587	T145	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06 JAN 05 DD			18:00 22 SEP 11		0.00	CASH	22 SEP 11
R.O. OPENED	READY	OPTIONS: DLR: PINEBELT ENG: 3.3 Liter Gas					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A REPLACE STEERING COLUMN LOWER SHAFT PER RECALL (SALT AREA)  
CAUSE: RECALL

R10370 REPLACE STEERING COLUMN LOWER SHAFT PER RECALL (SALT AREA)

471 WN93

1 48080-9Z01A JOINT-STRG

FC: PART#: COUNT:

CLAIM TYPE: CM

AUTH CODE:

(N/C)  
(N/C)

B ESTIMATE FUEL TANK REPLACEMENT

ESTIMATE TANK & O-RING \$375.13 LABOR \$327.00

471 CN

0.00 0.00

C MULTI POINT INSPECTION

55NIZINSP MULTI POINT INSPECTION

471 CN

0.00 0.00

55NIZGTIR TIRES HAVE 6/32 OR MORE REMAINING TREAD DEPTH

471 CN

0.00 0.00

FAX 615-967-3423

\*\*\*\*\*  
\* THANK YOU FOR SERVICING WITH CLASSIC CARS \*  
\* NISSAN, PLEASE DRIVE CAREFULLY AND \*\*\*\*\*  
\* BUCKLE UP !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! \*\*\*\*\*  
\*\*\*\*\*

Lizell F.I.B # 7262808 Jesse Ext 458144

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE



Office of Consumer Protection  
P O Box 45025  
Newark, New Jersey 07101

National Highway Traffic Safety Administration  
US Department of Transportation  
OFFICE OF DEFECTS INVESTIGATION (NVS-210)  
1200 New Jersey Avenue SE  
Washington, DC 20590



Hasler

US POSTAGE  
\$0 1080  
10/07/2011

