



MARTHA COAKLEY
ATTORNEY GENERAL

THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF THE ATTORNEY GENERAL

ONE ASHBURTON PLACE
BOSTON, MASSACHUSETTS 02108

(617) 727-2200
(617) 727-4765 TTY
www.mass.gov/ago

November 16, 2011

NOV 22 2011

National Highway Traffic Safety Administration
400 7th Street SW Room 5232
Washington, DC 20590

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

To Whom It May Concern:

Enclosed please find correspondence that was sent to the Office of the Massachusetts Attorney General.

Since your office has oversight over the matter about which the consumer is complaining, we are referring the correspondence for your review. The consumer was notified of the referral on this date.

Sincerely,

A handwritten signature in black ink, appearing to read "Brittany Kaminski".

Brittany Kaminski
Mediator
Public Inquiry & Assistance Center

Enclosure

MC
11-22-11
TDW

Consumer Complaint Form

Office of the Attorney General
Public Inquiry & Assistance Center
One Ashburton Place
Boston, MA 02108

If your complaint is urgent or if you seek an accommodation due to a disability, please call the Consumer Hotline at (617) 727-8400 or (617) 727-4765 TTY or the Elder Hotline at (888) 243-5337. Please note that all fields are required unless otherwise noted.

Your Contact Information

Name: [REDACTED]
Address: [REDACTED]
City: NORTH ADAMS State: MA Zip: [REDACTED]
Phone: [REDACTED] Ext: [REDACTED] Daytime Phone: [REDACTED]
Evening Phone: [REDACTED]

(NOTE: PIAC will only contact you by telephone Monday through Friday, 9:00 am to 5:00pm.)

Email: [REDACTED]

Are you are over 60? (Optional) NO
Veteran or Active Duty? NO
Note: You are not required to provide this information to file a complaint, but having it may help us serve you more effectively.

Are you filing the complaint as an individual or as a business ?
Business : NO Individual: YES

Business or Organization that is the subject of this complaint:

Business Name: NISSAN MOTOR COMPANY
Address: P.O. Box 685003
City: FRANKLIN State: MA Zip: 37068-0000
Phone: (800)647-7261 Ext: [REDACTED] List if Type of Business is "Other":
Type of Business: Auto Sales/Leasing/Rental

Information on your complaint:

Have you complained directly to the business?: YES

Have you previously contacted the Attorney General's Office or other agencies about this problem?: NO

If yes, please specify dates of previous contacts with the AG's Office and/or other agencies contacted:

Have you hired an attorney to represent you in this matter?: NO

Has this matter ever been taken to court? NO

Was this an online transaction? NO

What was the method of payment?: Other

Describe the problem or concern that this complaint is about:

2 years ago I purchased a 2005 Nissan Xterra, I also purchased an extended warranty for this vehicle through another company. Up until recently i have had no major issues with this vehicle. I was traveling down a busy highway when my vehicle seized entirely in the road. At this time i also had my 4 year old daughter in the car. If not for my emergency vehicle training; i can honestly say my daughter and I may not have lived to tell this story. This car was brought to the local nissan dealer in my area. They stated that the entire transmission had failed. This they state was caused by a radiator issue that is recognized by Nissan but no recall has been put out. I have researched this; there are hundreds and hundreds of documented cases from other consumers that have had the same problem with this vehicle and also that Nissan has refused to accept any liability for it. This is an 8,000 fix on a vehicle that is NOT valued at that much. I'm getting no where with Nissan! HELP

What outcome do you seek from filing this complaint?:

AG's office will review my complaint for possible mediation.

If you are requesting mediation, what resolution do you seek?:

i would like Nissan to be responsible for the entire repair which they are at fault for. This vehicle should have been RECALLED when this problem came about in 2007.

Review, sign and submit your complaint:

1. Review the confidentiality of your complaint: Under most circumstances, the text of your complaint will be considered a public record and be available to any member of the public upon request. In response to such a request, we generally will not disclose your name, address, phone number or any other information that identifies you and will not disclose this form in response to any request that specifically seeks the complaint you submitted. Your record in its entirety may, however, be disclosed to law enforcement and regulatory agencies who may assist in resolving your complaint.

2. Are you willing for us to send this complaint to the business you are complaining about and do you authorize that business to release any and all information with regard to this complaint to the Attorney General's Office? If no, we may not be able to mediate your complaint. YES

3. Read this important notice and sign your complaint.

I understand that when I submit this complaint that the Attorney General's Office cannot give me legal advice and cannot act as my personal lawyer. I also understand that the Attorney General's Office may need to forward this complaint to another agency for response, including one of its designated Local Consumer Programs.

Signed By: 

Date: 11/11/2011

Declaration Response: Yes

By filling in my name and checking this box, I certify that the information I have provided is true and correct to the best of my knowledge, and that I adopt this as my online signature.

OFFICE OF THE ATTORNEY GENERAL
ONE ASHBURTON PLACE
BOSTON, MASSACHUSETTS 02108-1518
www.mass.gov/ago



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