



CL-10597180-9736

ATTORNEY GENERAL OF MISSOURI

JEFFERSON CITY

65102

CHRIS KOSTER
ATTORNEY GENERAL

P.O. Box 899
(573) 751-3321

May 26, 2014

[REDACTED]
De Soto, MO

JUN - 3 2014

RE: Complaint No. CF-2014-08147

Plastic Head Lights

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 NHTSA Headquarters, 1200 New Jersey Av, SE, West Bld, 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
Consumer Advocate
Consumer Protection Division

AM
6914
SMD

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 Plastic Head lights used on most vehicle
ADDRESS Lindberge St Louis mo St Louis
STREET CITY STATE ZIP COUNTY
PHONE () WEB SITE E-MAIL
PERSON YOU DEALT WITH parts manager
NAME TITLE

PRODUCT OR SERVICE

PRODUCT OR SERVICE DISPUTED _____
DATE OF TRANSACTION/PURCHASE 99 MONTH DAY YEAR
(For example: 05 01 00) AMOUNT PAID \$ 2,600
HOW & WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE? Mo MT 98 Nissan Head lights Deteriorated and do not hold up on repair

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)



BRIEFLY EXPLAIN
YOUR COMPLAINT

most of the Head lights including
the ones on my 98 Frontier, made of a plastic
loose their ability and are not as bright
to meet Standards. I paid them 46 dollars
to clean them and restore them. It didn't
last A month ⁹⁸ VIN# JN6 DD26YXWC [REDACTED]
Frontier XL

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

Called them they
say they all oxidize and loose the Brightness
Told them visibility especially at night or in a
Storm is life threatening.

HOW DO YOU WANT
THIS COMPLAINT
RESOLVED?

☐ REFUND ☐ REPAIR ☐ DELIVER PRODUCT ☐ PERFORM SERVICE ☐ REPLACE/TRADE
☒ OTHER Replace Head lights

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

☒ NO

☐ YES

NAME OF ANY AGENCY CONTACTED

AGENCY ADDRESS

RECEIVED

MAY 15 2014

NO ATTORNEY GENERAL

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:

YOUR SIGNATURE

DATE

5/12/2014

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
PO BOX 861
ST LOUIS MO 63188

MO 282-0031 (3-09)



NATL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AV
SE, WEST BLD
WASHINGTON, DC 20590

Defects
PM

