



State of Wisconsin
Governor Scott Walker

Department of Agriculture, Trade and Consumer Protection

Ben Brancel, Secretary

August 12, 2014

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

[REDACTED]
MILWAUKEE WI [REDACTED]

RE: **File 572525** (Refer to this number when contacting our agency)
NISSAN NORTH AMERICA INC
1 NISSAN WAY
FRANKLIN TN 37067-6367

AUG 19 2014

Dear [REDACTED]:

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Nissan North America Inc.

The issues in your complaint may be within the authority of the agency listed below, so we are forwarding your complaint directly to them:

WISCONSIN DEPARTMENT OF TRANSPORTATION
DEALER REGULATION UNIT
4802 SHEBOYGAN AVE RM 201
PO BOX 7909
MADISON WI 53707-7909

Telephone: 608 266-1425

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

If you have additional information or wish to follow-up on your complaint, please contact them at the telephone number or address listed above.

Sincerely,

Steve M. Farmer
Consumer Protection Investigator
Complaint Administration

Bureau of Consumer Protection

FAX: 608 224-4677

E-mail: Steven.Farmer@wisconsin.gov

www.facebook.com/wiconsumer

Agriculture generates \$59 billion for Wisconsin

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NAM
82914
SMD

Schnetzler, Dawn M - DATCP

From: [REDACTED]
Sent: Monday, August 04, 2014 10:46 PM
To: DATCP Hotline
Subject: DATCP Web: Online Motor Vehicle Repair Complaint Form

Complaint or inquiry received via email/Internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. This complaint and the information provided will be used in efforts to resolve the problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, Wis. Stats. sec. 19.31, this complaint will be available for public review upon request.

Today's Date:	8/4/2014
Your information:	
Title:	[REDACTED]
First name:	[REDACTED]
Middle initial:	[REDACTED]
Last name:	[REDACTED]
Email address:	[REDACTED]
Verify email address:	[REDACTED]
Street address:	[REDACTED]
Address line 2, or Apt #:	
PO Box:	
City:	Milwaukee
State:	WI
ZIP code:	[REDACTED]
County:	
Home phone:	
Work phone:	
Cell phone:	[REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at:	Cell
Best time to call:	

Information about the business your complaint is against:	
Business name:	Nissan North America
Business address:	
Address line 2, or Suite #:	
PO Box:	685003
City:	Franklin
State:	TN
ZIP code:	37068-5003
County:	
Business email address:	
Business website address:	nissanusa.com
Telephone:	800-647-7261
Name of the person you talked to:	Ryan
Title of the person you talked to:	Regional Specialist
Information about your complaint:	
Which of the following best describes your first contact with the business?	I telephoned the business
Date of transaction?	08/01/2014
How old is the person who had contact with the business?	18-61
Make:	Nissan
Model:	Xterra
Year:	2005
VIN#:	5N1AN08WX5C [REDACTED]
At the time of the repair, was the vehicle covered by a salvage certificate?	No
How did you deliver your vehicle to the shop?	Drove it in
What repairs did you ask the shop to do?	Change oil, change transmission fluid, tune up and detailing.
Were instructions written on the original repair order?	Yes

How did you first order the repairs?	In person, by speaking to a shop representative
If other, please explain:	
Did you receive a price estimate before the work was started?	Yes
If yes, list the amount of the estimate:	
Was it written on the original repair order?	Yes
Did you sign the estimate section of the repair order?	Yes
Did you receive a copy of the original repair order before repairs were started? If available, please provide a copy of the repair order.	No
Did you make any prepayment	No
If yes, what amount?	
Were you given a completion date?	Yes
Were additional repairs performed?	No
If yes, list the additional repairs:	Vehicle not picked up, tried to verify warranty information with Nissan USA before additional repairs done.
Did the shop provide a new total estimate for all repairs?	Yes
Did you approve the added repairs?	No
If yes, how did you approve?	
Make repairs without permission?	No
Force you to pay for repairs that were done without your permission?	No
Recommend repairs that were not needed?	No
Fail to return replaced parts upon request?	No
Charge for repairs that were not made?	No
Charge for repairs that were not needed?	No
Refuse to honor a written guarantee?	Yes
Fail to perform the repairs in a satisfactory manner?	No

Was the final repair bill (excluding sales tax and towing) more than the amount you authorized?	No
List the amount of the final repair bill:	
When the repairs were finished, did you receive a final invoice itemizing the parts and labor? If available, please provide a copy of the invoice.	No
Was the vehicle released to you after you paid for all authorized repairs?	No
Did you contact the business about your complaint?	Yes
When?	8/1/2014
What happened?	Only willing to pay part of cost to make repairs.
Have you filed this complaint with another agency?	No
Agency name?	
What happened?	
Have you contacted a private attorney?	No
Have you started court action?	No
Please describe your complaint. Dropped off 2005 Nissan Xterra at Russ Darrow Nissan dealership in Wisconsin to have routine maintenance done on vehicle. Shortly after left vehicle got call from service advisor stating transmission fluid leaking into radiator and Nissan USA aware of defect and should cover cost to replace both radiator and transmission under warranty they extended for this defect. I contacted Nissan USA to confirm this and was told because vehicle have over 80,000 miles now will have a \$3,000 co-pay if have repairs done now. Had I been notified about defect and extended warranty would have had radiator and transmission replaced during time when Nissan USA willing to pay for defective radiator and transmission in full. Nissan dealership or Nissan USA never notified me of any such defect, have been driving this defective vehicle since purchased without knowing about issue with transmission fluid leaking into radio. Do not believe this is fair to me as the consumer.	
How do you feel this complaint should be resolved? Would like Nissan USA to honor the extended warranty and pay in full for replacement of defective radiator and transmission.	

By submitting this form, I state that the information contained is true and accurate to the best of my knowledge.



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

neopostSM

08/13/2014

US POSTAGE \$000.38¹

FIRST-CLASS MAIL
AUTO



ZIP 53718
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65MXD MAD 537 08-14-14

Defects
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FRC-SSB 20590

