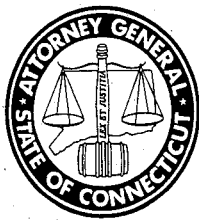


GEORGE JEPSEN
ATTORNEY GENERAL



CL-10672108-5558

MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of the Attorney General
State of Connecticut

Tel: (860) 808-5420
Fax: (860) 808-5587

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

December 31, 2014

JAN -9 2015

[REDACTED]
Norwich, CT [REDACTED]

RE: Nissan North America, Inc.
PI # [REDACTED]

Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with the above-captioned matter.

By copy of this letter, we are forwarding your correspondence to the National Highway Traffic Safety Administration. We sincerely apologize for any delay this transfer may cause, but the subject matter of your letter can best be reviewed by that agency. If you have any questions concerning your inquiry, please contact the NHTSA at (888) 327-4236.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you on any other matter.

Very truly yours,

A handwritten signature in dark ink, appearing to read "M. G. Alonzo".
M.G. Alonzo
Assistant Attorney General

MGA/bj

cc: NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

NLM
11215
SMD



ATTORNEY GENERAL GEORGE JEPSEN
OFFICE OF THE ATTORNEY GENERAL

55 ELM STREET
HARTFORD, CONNECTICUT 06106
<http://www.ct.gov/ag>

1. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
2. PLEASE COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.
3. ATTACH COPIES OF SUPPORTING DOCUMENTS. DO NOT SEND ORIGINALS.
4. IF YOU HAVE QUESTIONS ABOUT THIS FORM, PLEASE CALL THE CONSUMER ASSISTANCE UNIT AT 860-808-5420.

CONSUMER

NAME [REDACTED]	HOME TELEPHONE NUMBER N/A	DAYTIME TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED]	E-MAIL ADDRESS N/A	
CITY/TOWN Norwich	STATE CT	ZIP [REDACTED]
ARE YOU AGE 60 OR OLDER? ☐ Yes ☒ No		

COMPLAINT

BUSINESS/PERSON YOUR COMPLAINT IS ABOUT Nissan North America Inc.			OTHER BUSINESS/PERSON YOUR COMPLAINT IS ABOUT (if any)		
STREET ADDRESS 1 Nissan Way			STREET ADDRESS		
CITY/TOWN Franklin	STATE TN	ZIP 37067	CITY/TOWN	STATE	ZIP
TELEPHONE NUMBER 615-725-1000			TELEPHONE NUMBER		
DATE OF TRANSACTION 11-14-2014		COST OF PRODUCT OR SERVICE \$ N/A		HOW PAID (check those which apply) ☐ Cash ☐ Check ☐ Credit Card ☐ Other	
DID YOU SIGN A CONTRACT? ☐ Yes ☒ No		WHERE CONTRACT WAS SIGNED N/A		DATE SIGNED N/A	
WAS PRODUCT OR SERVICE ADVERTISED? ☒ Yes ☐ No		WHERE WAS IT ADVERTISED (if known)? nationwide television		DATE ADVERTISED (if known) constantly from 2002-2008	

BRIEFLY DESCRIBE YOUR COMPLAINT (Attach additional pages, if necessary.)

I recently brought my 2005 Nissan Altima in for repair and was informed of substantial rust damage to the floor pan of the vehicle. My vehicle's passenger side floor pan has a hole measuring approximately 12"x18". What's odd about this rust damage is that it originated from INSIDE the vehicle due to a design defect. The rust damage is directly below the passenger's seat extending 18" forward. I contacted Nissan, but Nissan North America refuses to consider this abnormal. Today's modern automobiles do not rust from inside the passenger's cabin, after all, it's the exterior which is subjected to the elements. Yet despite the advancement in rustproofing and automobile assembly. Nissan N.A. pretends it's the first they're hearing of it. I personally know of several individuals with identical Altimas and every single car has the exact same rust problem. From my personal experience every body shop and auto mechanic is aware of the "Altima floor pan rusting issue", even the Nissan dealers and the loaner cars has this rust problem, but Nissan N.A. was shocked to hear about it. Furthermore, if this issue is not addressed, the vehicle will eventually crack in half. As it is now, the car is drivable, but the body shop stated if left untreated my vehicle will eventually be unsafe to drive and virtually worthless. Please remember, this rust was not caused by the elements, it was caused by a design flaw, an oversight by the manufacturer, not exposure to road salt, or sand, or chlorine based solvents, etc...

Despite Nissan's claim, this is not a warranty issue, it is a safety issue. This is dangerous and should be recognized as such for the safety of all US citizens.

DATE AND MANNER BY WHICH YOU COMPLAINED TO THE BUSINESS/PERSON

☐ By Mail ☐ By Telephone ☐ In Person

CONTACT PERSON

JOB TITLE

NATURE AND DATE OF BUSINESS' RESPONSE TO COMPLAINT

HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes", give name and address) ☐ Yes ☐ NoIS COURT ACTION PENDING? (Please describe) ☐ Yes ☒ No

WHAT RESOLUTION ARE YOU SEEKING? (I.E., EXCHANGE, REPAIR, MONEY BACK, ETC.)

COMPENSATION

READ THE FOLLOWING BEFORE SIGNING BELOW

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the State in enforcing laws designed to protect the public from deceptive or unfair practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I also understand that information submitted to the Office of the Attorney General may be considered public information subject to disclosure under the Connecticut Freedom of Information Act, Connecticut General Statutes Section 1-200 et. seq. I further understand that I may be asked to testify in the event that the Office of the Attorney General takes formal legal action in connection with my complaint. The above complaint is true and accurate to the best of my knowledge.

By filing this complaint form, I am authorizing the Attorney General's Office to speak about my complaint with the person or business I am complaining about. By filing this complaint, I am also authorizing the Attorney General's Office to send a copy of this completed form and any attached documents to the person or business about whom I am complaining.

Signature

Date: 11-10-14

HAVE _____ PERS?

RETURN TO: OFFICE OF THE ATTORNEY GENERAL
55 ELM STREET
HARTFORD, CT 06106
ATTN: PUBLIC INQUIRY

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Vehicle: 2005 NISS ALTIMA SL 4D SED 4-2.5L-FI

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		PILLARS, ROCKER & FLOOR					
2	*	Rpr Front floor pan				12.0	1.4
3		R&I RT Sill plate front blond				0.2	
4		SEATS & TRACKS					
5	*	R&I Cushion assy cloth, w/o side air bag blond				0.7	
6	#	Corrosion Protection		1	10.00	0.3	
7	#	UNDERCOATING		1	15.00		
8	#	SEAM SEALER		1	14.00		
9	#	SOUND DEADEN		1	14.00	0.5	
10	#	WELD THRU PRIMER		1	10.00		
11	#	Subl Hazardous Waste Removal		1	3.00		
SUBTOTALS					66.00	13.7	1.4

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			66.00
Body Labor	13.7 hrs @	\$ 55.00 /hr	753.50
Paint Labor	1.4 hrs @	\$ 55.00 /hr	77.00
Paint Supplies	1.4 hrs @	\$ 28.00 /hr	39.20
Subtotal			935.70
Sales Tax	\$ 935.70 @	6.3500 %	59.42
Grand Total			995.12
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			995.12

NOTICE: YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL BE REPAIRED.

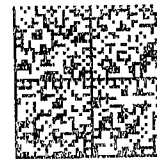
COST OF
REPAIR



State of Connecticut

ATTORNEY GENERAL
MACKENZIE HALL
110 SHERMAN STREET
HARTFORD, CONNECTICUT 06105-2294

HARTFORD
CT 061
02 JAN '15
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NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

20590

