



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
Attorney General

April 21, 2015

Division of Regional Offices
Nassau Regional Office

National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

APR 29 2015

File Our Number: [REDACTED]
Company: Nissan North America

Dear Sir or Madam:

We are forwarding the enclosed consumer complaint for any action you may be able to take. As the attached correspondence shows, we have attempted to mediate a resolution, but without success.

By a copy of this letter, we are notifying the consumer of this referral. The consumer is advised that we do not know whether or not your organization is in a position to provide further assistance.

Very truly yours,

Wendy Boulding
BUREAU OF CONSUMER FRAUDS
AND PROTECTION

Enclosure

cc: [REDACTED]

Seaford, NY [REDACTED]

ET
5115
SMD



NISSAN NORTH AMERICA, INC.

Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
Telephone: 1-800-647-7261

April 21, 2015

Wendy Boulding
Office of the Attorney General
Bureau of Consumer Frauds and Protection
200 Old Country Road, Suite 240
Mineola, NY 11501

RE: [REDACTED] / File # [REDACTED]
2005 Nissan Altima / 1N4AL11E45C [REDACTED]

Dear Ms. Boulding:

Nissan North America, Inc. (NNA) thanks you for your correspondence regarding [REDACTED]. I have reviewed the complaint and the documents pertaining to the vehicle as well as any contact NNA has had with [REDACTED].

I have taken the time to review [REDACTED] request regarding the present concern with the door handles as stated in her claim. Unfortunately, the concern is outside of the customer's New Vehicle Limited Warranty provided with the customer's vehicle.

I have sent [REDACTED] the letter enclosed to address [REDACTED] specific situation. At this time, Nissan is unable to offer financial assistance with the repairs requested due to the vehicle being outside of the New Vehicle Limited Warranty. The Better Business Bureau (BBB) also sent [REDACTED] a letter to address [REDACTED] specific situation on March 13, 2015.

Please let me know if I can be of further assistance or additional information is required. Thank you again for contacting Nissan North America.

Sincerely,

A handwritten signature in cursive script that reads "Ricardo Garcia".

Ricardo Garcia
Arbitration Specialist
Dispute Resolution Program
Nissan North America, Inc.
email: Ricardo.Garcia2@nissan-usa.com
Phone: 615-725-7466
Fax: 615-984-5335



NISSAN NORTH AMERICA, INC.

Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
Telephone: 1-800-647-7261

March 3, 2015

[REDACTED]
Seaford, NY [REDACTED]

Re: **2005 Nissan Altima - 1N4AL11E45C** [REDACTED]
File # [REDACTED]

Dear Sir or Madam,

Thank you for allowing us an opportunity to review your concerns regarding your 2005 Nissan Altima.

Nissan realizes situations may occur with your Nissan vehicle that unfortunately fall outside of the parameters of the New Vehicle Limited Warranty provided with your vehicle. As a company interested in winning lifetime customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your request during a review of all of the available facts pertaining to your specific situation. Given our findings, Nissan regrets to inform you that we are not in a position to offer the resolution you are seeking due to the vehicle being outside warranty parameters. We realize this may not be the answer you were looking for, but we hope that you understand our position.

Sincerely,

Nissan North America, Inc.

**BBB AUTO LINE**

March 13, 2015

[REDACTED]
SEAFORD NY [REDACTED]

Re: [REDACTED] vs Nissan North America 1N4AL11E45C [REDACTED]

Dear [REDACTED]

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the age requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

Daniel Hernandez at Extension 507

CC: Ricardo Garcia



ATTORNEY GENERAL ERIC T. SCHNEIDERMAN
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
200 Old Country Road, Suite 240
Mineola, NY 11501-4239
Tel. (516) 248-3301 Fax (516) 747-6432

COMPLAINT FORM

Consumers Hotline For Reporting Impaired
1 (800) 771-7455 TDD (800) 788-9898
http://www.ag.ny.gov

APR 3 - 2015

STATE OF NEW YORK
ATTORNEY GENERAL OFFICE

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER

YOUR NAME				HOME TELEPHONE NUMBER			
STREET ADDRESS							
CITY/TOWN	Seaford	COUNTY	Nassau	STATE	NY	ZIP	

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES NISSAN Consumer Affairs		NAME OF OTHER SELLER OR PROVIDER OF SERVICES SAME	
STREET ADDRESS P.O. Box 685003		STREET ADDRESS ←	
CITY/TOWN Franklin	STATE TN	ZIP 37068	CITY/TOWN STATE ZIP
TELEPHONE NUMBER 1-800-647-7261		TELEPHONE NUMBER	
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE \$869.	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☐ Credit Card ☐ Other	
DID YOU SIGN A CONTRACT? ☐ Yes ☒ No N/A	WHERE DID YOU SIGN THE CONTRACT? N/A		DATE SIGNED N/A
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☐ No N/A	WHERE WAS IT ADVERTISED? N/A		DATE ADVERTISED N/A
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) CAR - defect in DOOR Handle - Nissan wants \$869.98 + TAX TO repair.			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL ☒ By Mail ☐ By Telephone ☐ In Person		PERSON CONTACTED Jamaila Regine	JOB TITLE Consumer Affairs Rep.
NATURE OF RESPONSE NISSAN REFUSES TO HELP. Better Bus. Bur. will NOT HELP.		DATE OF RESPONSE 2/26/15	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☒ Yes ☐ No BETTER BUSINESS BUREAU			
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No			

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT NISSAN North America	PRODUCT MODEL OR SERIAL NUMBER
ADDRESS P.O. Box 685003, Franklin, TN 37068	WARRANTY EXPIRATION DATE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☐ No	

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

Both of my rear door handles
 snapped off in the cold in February.
 I called Nissan. They told me to get
 estimate and send to them. I got
 estimate for the first one. (\$434.99 + tax)
 Nissan refuses to pay. I contacted BBB
 and they also refused to help me
 because car is over 5 years old.
 It will cost me close to \$1,000 to repair both
 handles. My son's finger was injured in the first
 incident. Look on the internet
 IT IS A DEFECT!!!

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.). REPAIR OF
 BOTH DOOR HANDLES -

WHO REFERRED YOU TO THIS OFFICE?

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature

Date:

3-27-15

COPIES OF IMPORTANT PAPERS?

Return to: / Office of the Attorney General
 Bureau of Consumer Frauds and Protection
 Nassau Regional Office
 200 Old Country Road, Suite 240
 Mineola, NY 11501-4239

From [REDACTED]

Date: March 11, 2015

Re: Nissan DEFECTIVE door handles complaint

Attached please find my paperwork on my existing claim against Nissan. They have been very uncooperative until I explained that I am taking this matter up with Better Business Bureau and also with the New York State Attorney General's office if necessary.

My son was injured in the first incident and lost the tip of his pinky. I called Nissan and they told me to get an estimate at Nissan in my area. I did and the estimate is attached. It happened AGAIN and now both rear door handles have broken. If you go in the internet there are several hundred complaints against Nissan for this same problem. The door handles are defective and break during the cold weather. I am appalled that even though my son was injured they will offer nothing to me.

I want them contacted and I want BOTH door handles repaired at their expense.

[REDACTED]

(HARD COPY MAILED)



JS ATLANTIC AUTO SALES
D/B/A **MASSAPEQUA NISSAN**
3660 Sunrise Highway • Seaford, NY 11783
(631) 842-6767 • Fax (516) 804-7107
NYS Facility # 710 6503



CUSTOMER NO. [REDACTED]	ADVISOR MICHAEL GONSALVES 224888	TAG NO. [REDACTED]	INVOICE DATE 02/07/15	[REDACTED]
SEAFORD, NY [REDACTED]	LABOR RATE 125.00	LICENSE NO. [REDACTED]	MILEAGE 70,388	COLOR MYSTIC EMER
	YEAR / MAKE / MODEL 05/NISSAN/ALTIMA/2.5 SL AUTO 4CYL			STOCK NO.
	VEHICLE I.D. NO. 1 N 4 A L 1 1 E 4 5 C [REDACTED]			DELIVERY MILES 5
	F.T.E. NO.			DELIVERY DATE 09/10/04
		P.O. NO.	SELLING DEALER NO. LEGEND NISS	PRODUCTION DATE 08/17/04
			R.O. DATE 02/07/15	

MO: 70388

LABOR & PARTS
1 17N1Z BODY MISC HOURS TECH(S) 88 INTERNAL
CUSTOMER REQUEST QUOTE ON RIGHT REAR OUTSIDE DOOR HANDLE
PARTS & LABOR INSTALLED IS \$434.99 PLUS TAX
JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$125.00 (+TAX)

COMMENTS
ESTIMATE
PART & LABOR INSTALLED \$434.99 PLUS TAX
BUT NOT PAINTED
ESTIMATE ONLY
2/7/15

X2

TOTALS
DEAR CUSTOMER, AS SERVICE MANAGER, I WANT TO BE SURE OUR CUSTOMERS ARE TREATED WITH COURTESY AND THAT ALL REPAIRS OR MAINTENANCE WORK IS PERFORMED TO YOUR SATISFACTION. I HAVE SET THE BAR VERY HIGH WITH WHAT I EXPECT OF MY TEAM. IF YOUR EXPECTATIONS HAVE NOT BEEN MET OR EXCEEDED, PLEASE GIVE ME A CALL AT YOUR EARLIEST CONVENIENCE. THANK YOU WILLIAM ROSANO. NISSAN CORPORATION IS NOW CONTACTING THEIR CUSTOMERS THROUGH EMAIL FOR ANY UPDATED RECALLS OR SPECIALS. PLEASE PROVIDE US WITH YOUR CURRENT EMAIL ADDRESS FOR NISSAN NOTIFICATIONS !!!
WILLIAM ROSANO - SERVICE MANAGER
XXXXXXXXXXXXXXXXXX SERVICE ADVISORS XXXXXXXXXXXXXXXXXXXX
MARATHA YULO, FRED SANFILIPPO, KEVIN CARR
XXXXXXXXXXXXXXXXXX EXPRESS SERVICE ADVISORS XXXXXXXXXXXXXXXXXXXX
MIKE MATHISON, MIKE GONSALVES, STACY WETEL & JOHN GARCIA
WE ARE YOUR ONE STOP NISSAN SHOP - FOR ALL YOUR NEEDS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NISSAN PARTS ARE WARRANTED FOR 1 YEAR OR 12,000 MILES WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

CUSTOMER ACKNOWLEDGES
REC. OF COPY X

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank you
for this opportunity to serve you.

CUSTOMER SIGNATURE

Right 434.99
Left + 434.99
869.98
+ TAX

State of New York
Office of the Attorney General
Nassau Regional Office
200 Old Country Road, Suite 240
Mineola, NY 11501



APR 28 2015

