



CL-10954755-7(64)

January 12, 2017

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

National Highway Traffic Safety Administration (NHTSA)
400 7th S W
Room 5232
Washington, DC 20590
888-327-4236
TTY 800-424-9153
www.nhtsa.gov

JAN 24 2017

RE: [REDACTED]

Dear Sir/Madam:

The Tennessee Division of Consumer Affairs would appreciate your assistance with the enclosed complaint from [REDACTED]. Understanding that the scope of this complaint is not within the Division of Consumer Affairs jurisdiction, our agency is forwarding this complaint to your department for review and appropriate action.

As a courtesy to the consumer, we are forwarding you a copy of this complaint. Please feel free to contact [REDACTED] directly in order to discuss the issues raised in the complaint or should you need additional information.

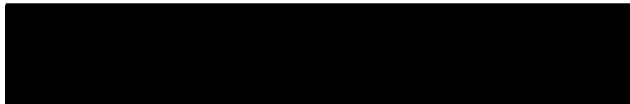
Our agency thanks you for your attention given to this matter.

Sincerely,

Moshe Cole
Consumer Protection Spec.2
615-741-4741
FAX: 615-532-4994
moshe.cole@tn.gov

Enclosure

ET
21017
SMD



Phyllis Y. Jordan

New

From: noreply@formstack.com
Sent: Friday, December 30, 2016 8:48 PM
To: Consumer Affairs
Subject: Consumer Affairs Complaint Form
Attachments: Signature_ [redacted]

RECEIVED

JAN 04 2017

Dept of Commerce and Insurance
Division of Consumer Affairs

*** This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security. ***

Formstack Submission for form Consumer Affairs Complaint Form at 12/30/16 8:48 PM

Section I: How Do We Reach You?

Your Name: [redacted]

Address: [redacted]
Memphis, TN [redacted]
United States

(Tennessee Residents only) County: Not a Tennessean

Home Phone: [redacted]

Email Address: [redacted]

Best Contact Time: Before 7:30 a.m or After 3:10 p.m

Section II: Who is Your Complaint Against?

Name of Business: Auto Nation Nisan

Name: John Davenport

Anyone Else?: Amanda M

Business Address: 4140 Hacks Cross Rd
Memphis, TN 38125

Business Phone: (901) 209-1318

Website Address: autonationnissanmemphis.com

Type of Product or Service: Automobile

Section III: What Happened?

Amount involved: 39416.17

How did you pay?: Loan

Date of Transaction: Jun 22, 2016

Have you contacted the business about this complaint?: Yes

Who did you contact about the complaint?: Amanda M

When did you contact the business?: Dec 27, 2016

What did you ask the business to do?: Replace or Trade Product

What did the business do?: After 3 business days the said they found the issue

List all agencies you have contacted about this complaint: Nissan consumer affairs
1-615-725-7592

Have you or the business filed a lawsuit regarding this complaint?: No

Was this product or service advertised?: No

*Briefly describe your complaint and include all important facts. Use Chronological order, by dates.: On June 22, 2016 My husband and I purchased a new Nissan Murano. On Monday, December 26 I was driving my car with my family inside. As I turned onto the interstate my car's speed declined and I pulled over. I turned off my car, my husband and his brother looked under hood. Everything looked fine. I started the car and tried to get home since I wasn't far. The car would only go about 30 mph. After about two minutes the speed started to decline quickly so I got to the shoulder. My children got into the car with my brother and sister in law. We waited on a tow truck. The tow company took our car to the service department of AutoNation Nissan on Tuesday, December 27, 2016. Amanda called to tell me that the driver belt was the issue and they are trying to find out why. She stated that I could get a rental because there are other underlying issues that could not be determined. I called to check on the car on the following Wednesday, December 28th and I was told pretty much the same thing. On Thursday December 29, I went to get a rental. Amanda was not there but another service advisor told me that an engineer would have to look at my car and they would not be available until after January 5, 2017. He stated the oil something about the oil pressure and engine. The mail service person called me Friday, December 30, 2016 to tell me that they had found the problem. I told him my car was only 6 months old and that I do not feel safe driving it. He told me that he understands and that they are in contact with Breanna at Nissan Consumer Affairs keep her informed about my case. I didn't hear from him anymore Friday.

On Tuesday, December 26 I contacted Nissan Consumer Affairs. On Wednesday, December 27, 2016 Breanna from Nissan Consumer Affairs contacted me and gave me a case number [REDACTED]. I told her what happened. She

said she would be calling AutoNation to see what's going on. She called me back on Thursday, December 29, 2016 to ask me what I wanted Nissan to do for me. I told her I did not feel safe driving the car due to what happened. I also told her that I want another vehicle because I purchased the car new 6 months ago and a new car shouldn't have those types of problems. She said I would have to answer a series of 10 questions. I couldn't answer them because I was at the dentist. I asked her to call me back after 12pm. She never called back so I called her but got voice mail. I called 3 times on Friday but got no answer and left messages.

Section IV: Automobile Complaints

Is this an automobile complaint?: Yes

Year: 2016

Make: Nissan

Make - Copy: Nissan

VIN: 5N1AZ2MG4GN [REDACTED]

Section V: Final Step

Signature (Required):
[REDACTED]

Date/Time: Dec 30, 2016



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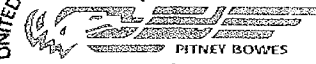


Department of
**Commerce &
Insurance**

Tennessee Division of Consumer Affairs
500 James Robertson Parkway / 12th Floor
Nashville, Tennessee 37243-0600

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(NHTSA)
400 7th S W
~~Room 5232~~
Washington, DC 20590

Defects
AM

