



CL- 11004568-3099

June 8, 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

JUN 22 2017

RE:

File Number

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

NAM
71117
LD

MPC C201703285

Phyllis Y. Jordan

New

From: noreply@formstack.com
Sent: Monday, May 15, 2017 7:45 PM
To: Consumer Affairs
Subject: Consumer Affairs Complaint Form
Attachments: 34435052_tn motors.jpeg; 45573073_tn motors 2.jpeg

RECEIVED

MAY 16 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 05/15/17 7:45 PM

Section I: How Do We Reach You?

Your Name: [REDACTED]

Address: [REDACTED]

NASHVILLE, TN [REDACTED]

United States

(Tennessee Residents only) County: Davidson

Home Phone: [REDACTED]

Email Address: [REDACTED]

Best Contact Time: Anytime

Section II: Who is Your Complaint Against?

Name of Business: TENNESSEE MOTORS OF MURFREESBORO INC

Business Address: 570 MURFREESBORO PIKE
NASHVILLE, TN 37210

Business Phone: (615) 254-5442

Type of Product or Service: Automobile

Section III: What Happened?

Amount involved: 1600.01

How did you pay?: Cash

Date of Transaction: Feb 23, 2017

Have you contacted the business about this complaint?: Yes

Who did you contact about the complaint?: MUHAMMAD OR MUSEIF

When did you contact the business?: Mar 04, 2017

What did you ask the business to do?: Perform Service

What did the business do?: THEIR MECHANIC FINALLY FIXED CAR WEEK OF APRIL 22, MOTOR CAUGHT FIRE WHILE DRIVING MAY 6TH

List all agencies you have contacted about this complaint: BETTER BUSINESS BUREAU

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.: I purchased the car from Tennessee Motors around February 23 for my daughter who attends Tennessee state, during that first week of having the car the horn just kept going off continuously, and the check engine light kept coming off and on, the following weekend me and my daughter took the car back to Tennessee motors and talk to who we were told was an owner and the mechanic, we were told that the owner that sold us the car left the country and they would try to help us, I had no idea that there were different owners...at that time the mechanic did something quickly to make the horn stop blowing, they told us to take the car to auto zone to check the check engine light, we did that and was told it was an electrical code, when we went back to the car lot we were told that we would have to make an appointment to get the car fixed, now we are in the month of March, we could never get a set date to get the car fixed because the mechanic would say he was busy, and we would have to leave the car for several day, the first car payment was paid in March, shortly after we kept complaining that they needed to fix the check engine light because we could not pass the emissions and get the plates for the car, in April they kept telling us that the other owner who happens to own this particular car left the country, we needed to do business with that owner, I still don't know the difference, we never met anyone different...in return the "owner" that was there agreed to take off April and Mays car note (I have a receipt) if we agreed to pay their mechanic \$300.00 to fix the electrical issue that was causing the check engine light to come on, the horn to blow, and now the car was not moving like it should. On around April 22, 2017 my daughter dropped the car off along with the \$300.00 payment, several days later we were told the car was ready. On May 6th, my daughter was driving in the fast lane on I65 when she heard a big boom and then saw the car caught fire, luckily a good Samaritan help her navigate the car to the right median and 911 was called in which the firemen put out the fire, we had the car towed to the car lot, they gave us a loaner car because it was late on Saturday, I was told they would talk to the mechanic and be in touch by this past Tuesday, they never called, I called them and they kept telling me to call back, finally someone gets on the phone and tells me that they are not responsible for the mistake their mechanic made, to come get our car and get it fixed, the motor caught fire and is burnt beyond repair.

File #1:

File #1 - Copy:

Section IV: Automobile Complaints

Is this an automobile complaint?: Yes

Year: 2006

Make: NISSAN

Make - Copy: ALTIMA

VIN: 1N4AL11D16C [REDACTED]

Section V: Final Step

By checking this box I attest to the accuracy or truthfulness of the content: I Agree

4187

147 NP 1070

Tennessee Motors of Murfreesboro Inc.

570 Murfreesboro Pk, Nashville, TN 37210 - Phone: 615-254-6442

BILL OF SALE; SALE CONTRACT; SECURITY AGREEMENT AND DISCLOSURE AGREEMENT

NAME: [REDACTED] Nashville Davidson TN [REDACTED]
 ADDRESS: [REDACTED] CITY COUNTY STATE ZIP Tel# [REDACTED]

(hereinafter called "Buyer"), and Tennessee Motors of Murfreesboro, hereinafter called "Seller" do hereby agree as follows:
 Seller sells to Buyer, the goods described below, with all equipment now in or hereafter added to them, upon the terms stated below and Buyer accepts delivery as of this date and has examined the goods and acknowledges the condition of the goods to be AS IS.

New or Used	Stock #	Year	Make	Model	Body Style	Color	Cumulative Mileage or	Vehicle Identification Number (VIN)
USED	1484	2006	NISSAN	ALTIMA	4 Dr	Silver	143857	1N4AL11D16C [REDACTED]

- ☐ 1. I hereby certify that the mileage stated is in excess of the mechanical limits of the odometer.
☐ 2. The odometer reading is not the actual mileage: **WARNING - ODOMETER DISCREPANCY**
 The above vehicle is guaranteed by SELLER to be free and clear of all liens and encumbrances and SELLER does not provide any type of insurance.
 Buyer agrees to maintain comprehensive and collision insurance and furnish evidence to SELLER within 3 days.

Description of Trade-in:

There is no Trade-In for this contract

I warrant that the amount owed is correct as stated above. If the actual amount is greater, I will reimburse the Seller the difference.

Signature X. [REDACTED]

LIEN TO: Tennessee Motors of Murfreesboro Inc.

Drive-Out Tag No: NA

Buyer is to pay for License, Sticker and Title separately unless collected by dealer (item 14).

(1) Price of Vehicle	\$4,200.00
(2) Trade-In Value (Trade-In Allowance - Amt Owed)	\$0.00
(3) Trade Difference (1-2)	\$4,200.00
(4) Doc / Notary Fee (Taxable)	\$0.00
(5) Taxable Amt (1+4 - Trade-In Price)	\$4,200.00
(6) Warranty (Taxed as Single Item)	N/A
(7) Insurance	N/A
(10) NA	0
(11) NA	0
(12) NA	0
(11) State Sales Tax	\$338.88
(12) Local Sales Tax	\$36.00
(13) Business Tax	\$12.60
(14) Title / License	\$0.00
(15) Total Cash Price	\$4,543.31
(16) Down Payment	\$1,000.00
(17) Amount Financed (15-16)	\$3,543.31
(18) Finance Charge	\$956.69
(20) Balance Due (17+18)	\$4,500.00

BASIC INFORMATION ABOUT MY OBLIGATION (Federal Truth in Lending Disclosures)

Interest Rate	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sales Price
The cost of my credit as a Flat Interest Rate	The dollar amount the credit will cost me.	The amount of credit provided to me on my behalf	The amount I will have paid after I have made all payments as scheduled (lines 12 + 13 + any deferred down and/or taxes)	The total cost of my purchase as a cash, including my down payment of
27%	\$956.69	\$3,543.31	\$4,500.00	\$5,500.00
My payment schedule will be:				
Number of Payments	Amount of Payments	When Payments are Due	Date of first payment	
15	\$300.00	Monthly	beginning	3/23/2017
And One Final Payment of:	\$0.00			
Blank line				

Security: I am giving you a security interest in the property being bought.
Late Charge: If a payment is late more than 2 days, I will be charged \$ 5 per day.
Prepayment: If I pay early, I may be entitled to a refund of part of the Finance Charge.

RECEIPT		DATE	No.
RECEIVED FROM		\$ 300	
three hundred		DOLLARS	
FOR RENT		06 Nissan Altima	
FOR			
ACCOUNT	4500	☒ CASH	
PAYMENT	300	☐ CHECK	
BAL. DUE	3200	☐ MONEY ORDER	
		☐ CREDIT CARD	
		FROM	TO
		BY	Lazarro

RECEIPT		DATE	No.
RECEIVED FROM		\$600 ⁰⁰	
SIX HUNDRED		DOLLARS	
FOR RENT		CREDIT FOR 06' NISSAN	
FOR			
ACCOUNT	4200 ⁰⁰	☒ CASH	
PAYMENT	600 ⁰⁰	☐ CHECK	
BAL. DUE	3600 ⁰⁰	☐ MONEY ORDER	
		☐ CREDIT CARD	
		FROM	TO
		BY	Qabari

Hamid
CREDIT

FOR APRIL & MAY PAYMENTS



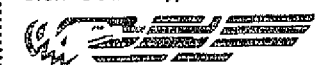
Department of
**Commerce &
Insurance**

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

FIRST CLASS



U.S. POSTAGE >> PITNEY BOWES



ZIP 37243 \$ 000.67⁰
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National Highway Traffic Safety Administration
(NHTSA)
400 7th St SW
Room 5232
Washington, DC 20590

NHTSA

~~RECEIVED~~

Defect

