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APR 02 2018

GEORGIA DEPARTMENT OF LAW

Consumer Protection Unit

2 Martin Luther King, Jr. Drive SE

Suite 356

Atlanta, Georgia 30334

CHRISTOPHER M. CARR
ATTORNEY GENERAL

www.law.ga.gov
(404) 656-3790

Writer's Direct Dial: 404-651-8600

Fax: 404-651-9018

March 20, 2018

[REDACTED]

Marietta, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Town Center Nissan

Dear [REDACTED]

The Consumer Protection Unit of the Georgia Department of Law has received your complaint regarding Town Center Nissan. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

Dr. Mark R. Rosekind, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

S. Parker
Customer Service Specialist

cc: National Highway Traffic Safety Administration (w/attachment)

NAH
4.13.18
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SUMMARY OF COMPLAINT

AGCPU reference file number: [REDACTED]
Date complaint received: 3/9/2018

Consumer name: [REDACTED]
Address: [REDACTED]
Marietta, Georgia [REDACTED]
Phone(s): [REDACTED]
E-mail: [REDACTED]

Name of business: Town Center Nissan
Address: 2310 Barrett Lakes Boulevard NW
Kennesaw, GA 30144
Phone: 866-799-4725

Year of transaction: 2018
Month of transaction: January

Complaint details as submitted:

VIN is 3N1BC13E18L [REDACTED]

My 2008 Nissan Versa Hatchback was taken in for the Takata Air Bag Recall on 01/15/2018. Both of the driver's side and passenger side air bags were to be worked on; however, it appears that only the driver side air bag had work done.

I am now gravely concerned because my air bag light is on, and the air bags have been disabled. I brought my car into Nissan in February and was told that they just needed to reset the system. The work order stated that the light should no longer go off. Well, less than an hour later the air bag light came back on.

I went back into Nissan and what they are telling me does not make much sense. They are stating that the clock spring just stopped working, but they haven't inspected and looked at the actual spring.

March 16, 2018

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I have talked to mechanics and I have been told that the spring connects to the air bag. If the air bag isn't placed correctly, then the clock spring will break. I have never had an issue with my air bags prior to Town Nissan working on my car.

Domonique Goodrow the service manager gave me a written estimate, but refused to give me an estimate on Nissan letterhead. He wants to charge me for the part and 1 hour of labor.

I think that they are responsible for breaking the part and should repair it at no cost. I also need an air bag on the passenger side replaced if that hasn't already been done so.

This is scary. I no longer have working air bags and I wonder who else this has happened to. Mr. Goodrow told me to call Nissan, and the claim was denied. They will not pay to fix something that has been broken by the dealership in the process of a recall. The dealership refuses to fix something that breaks in the even of a recall.

If you can provide me with a fax number, then I can fax you supporting documents. Thank you for your help!

GEORGIA DEPARTMENT OF LAW

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National Highway Traffic Safety Administration
DOT Auto Safety Hotline
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

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