



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
SUFFOLK REGIONAL OFFICE

June 6, 2019

CL-11220116-3605

[REDACTED]
Levittown, NY [REDACTED]

Re: Our File Number: [REDACTED]
Subject: Nissan North America

Dear [REDACTED]

On behalf of Attorney General Letitia James, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the agency shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that agency. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Debra Siegler

Debra Siegler

Paralegal

Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration ✓
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

TG
6.13.19
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OFFICE OF THE ATTORNEY GENERAL LETITIA JAMES
STATE OF NEW YORK DEPARTMENT OF LAW



BUREAU OF CONSUMER FRAUDS AND PROTECTION
200 Old Country Road, Suite 240
Mineola, NY 11501-4239
Tel: (516)248-3301 | Fax (516)747-6432

Consumer Hotline
(800)771-7755
TDD (800)788-9898
<http://www.ag.ny.gov>

Intake Id



Complaint Bureau

Bureau Where You Filed Your Complaint

NASSAU

Your Information

Salutation

First Name

Last Name

Business Name

Street Address

Address Line 2

City/Town

State/Province

County

Zip/Postal Code

Country

Email Address

Phone Number

Alternate Phone Number

Gender

Levittown

NY

NASS

US

F

RECEIVED
NYS OFFICE OF THE
MAY 20 2019
ATTORNEY GENERAL
SUFFOLK REGIONAL OFFICE

Subject of Your Complaint

Are you complaining about a person or a company?

COMPANY

Business Name

Nissan North America, Inc.

Street Address

One Nissan Way

Address Line 2

City/Town

Franklin

State/Province

TN

Zip/Postal Code

37067

Email Address

kristina.adamski@nissan-usa.com

Phone Number

615-725-1000

Website

nissanusa.com

Additional Complaint Information

Location of Incident/Transaction

200 Sunrise Hwy, Amityville, NY 11701

Date of Incident/Transaction

2019-04-15

Name of Product or Service

Nissan Sentra

Cost of Product or Service

\$20,000

Method of Payment

CREDIT

Complaint Description

Bought a brand new 2019 Sentra SR on 15th April, 2019. Two days later I noticed damage on the hood by drivers side wiper area, informed Nissan dealer and also Nissan corporate. Took the car back to Nissan dealer; after looking into this they said it's a Nissan manufacturer design error that causes the paint to chip off whenever the wiper blades are lifted. And advise taking this matter with Nissan corporate. Called Nissan corporate again and explained the issue, after a few days Kelsey from corporate call back and said only repair suggested is getting a paint touch up. This is unbelievable!!! Who in the world do a touch-up paint, after buying brand new vehicle? This is the first car I have ever owned or seen that does not allow you to raise the windshield wipers...the hood prevents this. In fact, if you try it or take it into a shop where the unknowing worker attempts to quickly raise it, it will damage the hood. Is this a design flaw that somehow no one noticed at Nissan? It just doesn't make any sense being that it is so simple. I really don't want to go through this hassle after buying a brand new vehicle, and kindly request Nissan to take this car back. Don't have time for all this. If I buy a new car and now have to go through all this hassle, the purpose of buying a new car is defeated and more over the dealership ships me a small bottle of touch paint to do it myself at home. This is really unprofessional, and unrealistic!! I am please requesting the honorable judge to please resolve this issue in my favor, for all the time and energy this has taken.

Did you sign a contract?

N

Was product or service advertised?

N

Have you already complained to company/individual?

Y

How?

IN PERSON

Complaint Date

2019-04-22

Person contacted

Dennis Barchi

Job title

General Sales Manager

Nature of response

He suggested me to contact Nissan Corporate due to Nissan manufacturing defect

Date of response

2019-04-22

Has matter been submitted to another agency or attorney?

N

Is court action pending?

N

What form of relief are you seeking, e.g., refund, credit, exchange, repair?

I want credit back for buying a defective car, and compensation for all the hassle and my time spent to resolve this matter. I could have bought a used car for half the price if I wanted all this hassle.

Manufacturer of Product

Nissan Motors

Street Address

200 Sunrise Hwy

City/Town

Amityville

State/Town

NY

Zip/Postal Code

11701

Product Model or Serial Number

Nissan Sentra SR

Warranty Expiration Date

2022-04-15

Did Business Arrange Financing?

Y

Name and Address of Bank or Finance Company

Citizens Bank

Uploaded Documents**User Uploaded Document Names**

Nissan Sentra.jpg

NS2.jpg

NS3.jpg

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. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.

The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.

The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

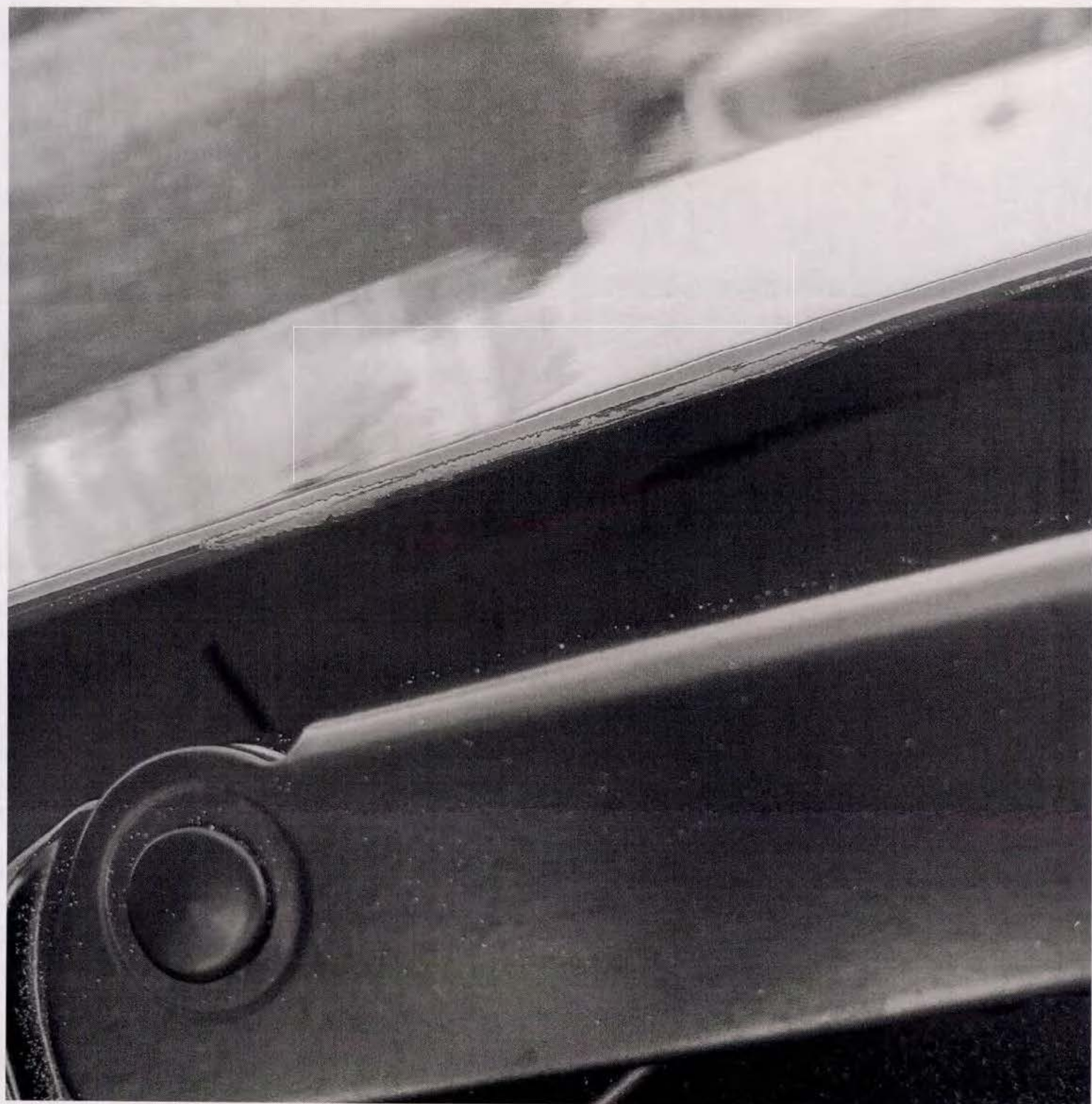
Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

Signature

A solid black rectangular box used to redact the signature of the complainant.

Date of Affirmation

05-17-2019







State of New York
Office of the Attorney General
Suffolk Regional Office
300 Motor Parkway, Suite 230
Hauppauge, New York 11788



National Highway Traffic Safety Admin
Office of Defects Investigation
1200 New Jersey Ave. SE, West Building
Washington, DC 20590