

CL-11257053-4036

SEP 19 2019



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

September 3, 2019



GURBIR S. GREWAL
Attorney General

PAUL R. RODRIGUEZ
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Gregory Turner
Assistant Deputy of Enforcement
Consumer Service Center

EA
9.19.19
LD

PR



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Date Reviewed:

9-3-19

Log #

[REDACTED]

Referred. To National Highway Traffic Safety
Administration US Dept of Transportation
Complaint Status: Open - In Review

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Consumer:

[REDACTED]

Newark NJ

[REDACTED]

Subject: **Lynne's Nissan Dealership**
318 BLOOMFIELD
AVENUE
BLOOMFIELD NJ 07003
877-535-6227

Consumer Comments

We received a recall notice from Nissan regarding the airbags. We scheduled an appointment with Nissan to take care of the recall. We dropped the car off at our 9:30am appointment on 8/17/19, and received a call at 12:30pm the same day saying that a spring in the airbag was broken and it would cost over \$400 to repair. The message came from the service rep and I then asked to speak to the technician because I couldn't understand how the spring was broken. There were no warning lights on, the airbag has never deployed and suddenly, when the Nissan has it in their possession, the airbag light is now on. I explained this to the tech and he said "I don't really know what to say". The tech stated that he would take care of the recall, but because the spring is "now" broken, the airbag wouldn't deploy God forbid the car was in an accident. The rep and the technician had no explanation as to why or how this happened but stated that it is my responsibility to pay. Now I have an unsafe car and Nissan is putting the responsibility on the consumer.

8/17/2019

Thank you for booking your service appointment.

From: Lynnes Nissan City Inc <service@dealer-fx.net>

To: [REDACTED]

Subject: Thank you for booking your service appointment.

Date: Wed, Aug 14, 2019 9:47 pm

Dear [REDACTED]

Thank you for booking your service appointment for 2010 NISSAN Versa (1.8L) on 8/17/2019 9:30:00 AM. A member of our service team will contact you within 24 hours to confirm your appointment. For more information, please contact us at 9737433000 .

Please visit our web site at <http://www.lynnesnissan.com> where you can find additional information about our service department as well as special offers for service, parts and accessories.

Sincerely,

Lynnes Nissan City Inc

Nissan Airbag Recall Quick Facts:

The recalls primarily affect passenger-side frontal airbags. Almost 2,000 model year 2013-2014 Infiniti QX56 and QX80 are under separate recall for Takata driver airbags that have an incorrectly sized component, which creates pressure buildup that can lead to a rupture. Dec 5, 2018



www.nissanusa.com

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101



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