

CL-11418318-1999

Richland, MS
May 13, 2021

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

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

RE: 2017 NISSAN SENTRA, Vin # 3N1AB7APXH

Dear Sirs or Madams:

I received A owner Notification Card from Nissan concerning defect in certain 2016-2019 Model Year Nissan Sentra vehicles. However, when I purchased a brand new Nissan, bearing above vin number; that was leaking gas fuel! I was bullied, ignored, and after three (3) unsuccessful attempts at repairing my new vehicle I was afraid of driving my new Nissan!!! See copies of correspondence I sent trying to get help/relief from that death-trap! I was not offered any assistance, nor a loaner to use while Nissan repaired my vehicle.

Nissan DID NOT OPERATE IN GOOD FAITH WITH ME, and I WILL NEVER BUY ANOTHER NISSAN. As A US Citizen, female, and elderly Nissan is A company that DOESN'T VALUE SOME OF THEIR CUSTOMERS! I was forced to abandon my vehicle or chance being burned to death! I purchased a TOYOTA AND I AM 100% SATISFIED. AND I HAVE OWNED MANY other vehicles. However, I have NEVER BEEN TREATED AS I WAS OF NO importance. After buying that 2017 LEMON (Nissan)!

Thanks for reading this letter and accompanying correspondence. I just wanted to let someone know, how some businesses or treating consumers/customers.

Sincerely,

Enclosures

EA
7.2.21

RR

**NISSAN NORTH AMERICA, INC.**

National Headquarters
Consumer Affairs Department
P.O. Box 685003
Franklin, Tennessee 37068-5003

[Redacted]
Richland, MS [Redacted]

INTERIM OWNER NOTIFICATION**NOTIFICACIÓN PROVISIONAL AL PROPIETARIO****NHTSA Recall 21V-135**

Dear Nissan Sentra Owner:

This interim notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2016-2019 Model Year Nissan Sentra vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

Reason for Recall *Motivo del Retiro*

The stop lamp switch on your Sentra vehicle may become contaminated with silicon off-gassing from silicon-based grease used in surrounding components in close proximity. Oxidation may occur at the switch contact surface due to electric arcing, resulting in silicon dioxide build-up. This build-up may lead to open circuit issues and an inoperative stop lamp switch.

If this condition occurs, you may notice a malfunction indicator light (MIL) 'ON,' the rear stop lamps may not illuminate and/or the engine may not start. If the rear stop lamps do not illuminate when braking, this could increase the risk of a crash.

What Nissan Will Do *Qué Hará Nissan*

If you do not have MIL warning continuously illuminated (10 seconds or longer), rear stop lamps not illuminating and/or intermittent starting issues, Nissan is currently preparing parts to remedy your vehicle. The remedy for this recall is anticipated to be available in Fall 2021. When the remedy is available, Nissan will send you a second letter asking you to bring your vehicle to a Nissan dealer for repair, which will be free of charge for parts and labor.

What You Should Do *Qué Debes Hacer*

You may continue to drive your vehicle unless the following conditions occur:

- The MIL is illuminated continuously
- Intermittent or current no-start condition
- Intermittent or current inoperative brake lights

If any of the conditions occur, please contact your local Nissan dealer for immediate service and instructions on how to transport your vehicle to the dealership. A rental is available if you require alternative transportation until parts are available, your Nissan dealer will make appropriate arrangements at no cost to you.



For more information about the recall, please visit
<https://nna.secure.force.com/recall?camp=PM971>.

Para obtener más información sobre el retiro, visite
<https://nna.secure.force.com/recall?camp=PM971>.

If the dealer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-867-7669.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un Nissan y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.

Sequium Asset Solutions, LLC

1130 Northchase Parkway, Suite 150

Marietta, GA 30067

Toll-Free: 800-541-1734

Hours: Monday through Friday 9 AM – 5 PM Eastern Time Zone

Account Information	
Date:	08/13/18
Reference #:	
Creditor Name:	Regions Bank
Creditor Account #:	
Total Due:	\$8,528.40

Don't want to speak to a representative? Please visit www.sequium.com to communicate with us about your account.



	Secure, Convenient and Easy to Use. You can now pay online at: www.sequium.com We accept all major credit cards
	You can now make payments using our mobile app. Download Now!
	Telephone Hours: Monday – Friday, 9 AM – 5 PM EST. Tel: 678-228-0000 Fax: 678-228-0019
	Send Mail To: Sequium Asset Solutions, LLC 1130 Northchase Parkway, Suite 150 Marietta, GA 30067

Dear [REDACTED]

This notice is being sent to you by a collection agency. Our records indicate that the account listed above has not been resolved. It is understandable that you have not been able to take care of this financial obligation or you would have already done so.

We encourage you to communicate with our office to reach an agreement that will resolve your account and put this matter behind you. Sequium Asset Solutions, LLC understands that each person's financial situation is different and we are confident we can assist you in resolving your outstanding balance.

You can contact us at the phone number listed above or you can communicate with us about your account at www.sequium.com.

If you would like to make a payment on your account we have convenient ways to pay:

- **Pay Online:** Please visit www.sequium.com to communicate with us about your account
- **Pay By Mobile App:** Please download our mobile app from the App Store or Play Store
- **Pay By Phone:** Please call the number listed above and speak with a representative
- **Pay By Mail:** Please enclose the bottom portion of this letter with your payment

Thank you for your time and attention to this matter. We look forward to helping you resolve this outstanding obligation.

Sincerely,
Sequium Asset Solutions, LLC

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of this debt, or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

THIS IS AN ATTEMPT TO COLLECT A DEBT. ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.
THIS COMMUNICATION IS FROM A DEBT COLLECTOR.

FRMC // 01013 // 3329 // 212020395365 // 0002461 // 0009

*** Detach Lower Portion And Return With Payment ***

PO Box 1699
Southgate, MI 48195-0699
CHANGE SERVICE REQUESTED

Reference #:	
Creditor Name:	
Creditor Account #:	
Total Due:	\$8,528.40
Amount Enclosed:	\$

[REDACTED]
Richland, MS [REDACTED]

19934

Sequium Asset Solutions, LLC
1130 Northchase Parkway, Suite 150
Marietta, GA 30067

[REDACTED]
Richland, MS [REDACTED]
August 29, 2018

Sequium Asset Solutions, LLC
1130 Northchase Parkway, Suite 150
Marietta, GA 30067

Reference # [REDACTED]
Creditor Name: Regions Bank
Creditor Account # [REDACTED]
Total Due \$8,528.40

TO WHOM IT MAY CONCERN:

Reference above information. I vehemently dispute the entire amount and claim that I owe Regions Bank. Please find enclosed Documents faxed to Region Bank on February 26, 2018, explaining that new vehicle financed for me from Gray Daniels Nissan North Jackson, Mississippi was leaking GAS and I left it at the dealership. Because after several failed attempts to fix NEW CAR. I was afraid to drive or ride in it. Because of very strong gas fumes on the inside and outside of the vehicle. I am also enclosing copies of letter to dealership. Wherein, I had taken vehicle back several times for repairs at a financial hardship to me!

I am a [REDACTED] widow of a veteran and I am a 10 year cancer Survivor that worked for the State of Mississippi my entire adult life until I retired 8 years ago due to cancer & poor health. I am also helping my other siblings care for our [REDACTED] mother who is totally bed-ridden for past nine (9) years in Panola County. That is why I bought the new car for transportation. However, I started experiencing problem after problems with new 2017 Nissan Sentra. (See Letters addressed to Gray-Daniels Nissan North dated February 20, 2018, enclosed.

I have contacted Mississippi Attorney General: Jim Hood about UNSAFE VEHICLE and asked for help through Mississippi Lemon Law. However, I haven't received any help thus far. Because of the many laws enacted by Mississippi Legislature on the books but are NOT ENFORCED!

I also contacted BBB Auto Line Dispute Resolution Division, as instructed but so far nothing has been done to help an innocent consumer who purchased a LEMON in Mississippi. It appears that elderly, women and children lives are NOT IMPORTANT. BECAUSE I am still being bullied, harrassed, credit ruined because I had the misfortune to PURCHASE A LEMON. Dealership DID NOT OPERATE IN GOOD FAITH. AND NEVER REPAIRED the car, even after I carried it back repeatedly. I was never given a car for transportation. So I could get around.

continued page 2

I have never defaulted on any loan in my life. As you can check with various Credit Bureaus and verify. However, I have been victimized, bullied, and not treated as a valued customer. Therefore, I am a Senior Citizen, an elderly woman and a US Citizen that REFUSE TO BE INTIMATED BY A LARGE COMPANY and pay for a vehicle that is leaking GAS and told by Gray-- Daniels several time vehicle fixed and it WASN'T! Therefore, I DO NOT OWE ANYONE FOR THAT DEATH-TRAP (2017 Nissan vin # 3N1AB7APXHY [REDACTED]). I THANK GOD every day; that above vehicle didn't EXPLODE and burn me alive, or INJURE ME in some way! To God be the Glory!

I have asked Attorney General, Jim Hood to investigate my complaint, and I have followed Regions Bank Policy to return their vehicle BACK IN GOOD CONDITION! As I take pride and care in keeping anything I purchase clean and in good condition. I am SORRY THAT I was FORCED TO SURRENDER ABOVE VEHICLE, DUE TO CONCERN FOR MY PERSONAL SAFETY BUT I WASN'T GIVEN A CHOICE/ALTERNATIVE.

Thanking you in advance for your attention.

[REDACTED]

CC: Mississippi Attorney General; Jim Hood
Consumer Protection Division

Transmission Log

RICHLAND HWY 49

Monday, 2018-02-26 13:49

Date	Time	Type	Job #	Length	Speed	Fax Name/Number	Pgs	Status
2018-02-26	13:42	SCAN	[REDACTED]	6:05	14400	[REDACTED]	7	OK -- V.17 BM31

[REDACTED]
Richland, MS [REDACTED]
February 26, 2018
Ph [REDACTED]
Nissan case # [REDACTED]

Regions
P.O. Box 11007
Birmingham, AL 35288

RE: 2017 Nissan Sentra Purchased April 1, 2017 (New) Gas leaking from vehicle. VIN # 3N1AB7APXHY [REDACTED] (VOLUNTARY REPOSSESSION)
Nissan Phone # (601)899-7400-Main

To Whom It May Concern: (Why I am requesting Voluntary Repossession)

I purchased a new 2017, Nissan Sentra on April 1, 2017 from Gray Daniels Nissan North located at 6080 Interstate 55 North frontage Rd. Jackson, MS 39211, in good faith to provide me with safe, reliable transportation, with little cost for costly repairs as vehicle NEW! However, I started having problems on January 28, 2017, and have taken vehicle back every Monday for a gas leak! That has caused me to fear for my life and safety! Please be advised I am [REDACTED] years of age and have NEVER defaulted on a loan or my word. However, due to Nissan callous, cold, underhanded tactics. I have no choice.

I wrote Nissan, cc copies to Attorney General Jim Hood, state of Mississippi Nissan Consumers Affairs, and my salesman, John "JP" Collins. (See Letters enclosed). Because I value my CREDIT/REPUTATION my entire adult life and in my latter years or being bullied, treated as I have no worth!

As I stated in my correspondence to Nissan: I value my life and health, I emphatically state I REFUSE TO RIDE IN OR DRIVE THAT CAR LEAKING GAS! It is unthinkable as well as inhumane for a big company to reasonable expect elderly people to place oneself in harms way: I am afraid of being burned, blown up by a motorist throwing out a cigarette that is lighted or a butt that kills me.

I have gone back & forth to Nissan for repairs of gas leak. However, each time leak was worse and fumes smelled worse! Still Nissan refuses to take responsibility for their LEMON. And I am consumer stuck with no vehicle, ruined credit rating, (it has taken me a lifetime to build). Please KNOW I AM SORRY AND I CANNOT PAY \$360, monthly with NO CAR, small widows' benefit.

Thanking you for any assistance in this matter.

[REDACTED]
cc: Attorney General (MS) Attorney-Jim Hood
Enclosures



Richland, MS
March 23, 2018

REGIONS
Post Office Box 10063
Birmingham, Alabama 35202-0063

Re: Loan Number ending in (the "Contract")

Collateral: 2017 NISSAN SENTRA, VIN 3N1AB7APXHY "The Collateral")

Dear Sirs or Madams:

I was FORCED into voluntarily surrendering the collateral described above by unethical, bullying practice of a large car dealership Gray-Daniel Nissan North located in at 6080 Interstate 55 North Frontage Rd. Jackson, Mississippi 39211. I have written to Mississippi Attorney General; Jim Hood and Better Business Bureaus, Inc. Advising them of my COMPLAINT. However, I am an elderly year old widow, and poor. Therefore, I have been given no help nor consideration, Except MADE FEEL THAT I WILL BE PENALIZED FOR BEING SCARED OF BEING BURNED ALIVE OR KILLED IN ABOVE VEHICLE LEAKING GAS! (See Letters enclosed).

I am a 10 year Breast Cancer Survivor, with many health issues. I just had surgery at Baptist Hospital on 12-11-2017, and have numerous doctor and hospital bills. Therefore, when above vehicle started malfunctioning I IMMEDIATELY carried it back to dealership on several occasions. (See Letter to Gray-Daniels enclosed). But each time gas leak worse and each time I was asked to bring (NEW) vehicle back and vehicle was worse as gas smell very very strong! I became AFRAID FOR MY LIFE! Asked to trade-in vehicle for another? However, I was IGNORED & told by Gray-Daniels Service Advisor; Mr. Michael Dollar: "that it wasn't that SERIOUS!". I bought a new vehicle on April 1, 2017, and I took it back for regular maintenance. In addition; I drove vehicle back in every Monday from January 28, 2018; until I left vehicle at dealership on February 13, 2018, for gas leak. I am NOT A LAWYER, nor am I familiar with the LEMON LAWS. But, I am/was FEARFUL OF BEING BURNED ALIVE OR KILLED IN GAS EXPLOSION FROM THAT VEHICLE LEAKING GAS! Vehicle NOT BEING REPAIRED, However, I was told it was fixed! Therefore, I voluntarily surrendered vehicle in fax letter to Regions Bank, February 26, 2018. (see copy enclosed).

I thank your bank for financing the 2017 Nissan Sentra on April 1, 2017. However, I am sadden and dismayed that I had to surrender vehicle due to safety for my life. Please Know I have NEVER encountered a problem with a new vehicle before, and dealership made NO REAL ATTEMPT TO FIX the problem. I am a retired MS State Employee, widowed for 15 fifteen years, and helping care for a [REDACTED] year old disabled mother, who has been paralyzed for nearly 9 years; living in Panola County. That's why I purchased the Nissan. to continue traveling 2½ hour one way to care for her once every month; for one week stay to care for her. I am telling you that to let you know; that I have never defaulted on a loan nor my word. But I COULDN'T pay for a car that I was deathly afraid to continue driving!

The Office of the Attorney General has NOT BEEN HELPFUL BUT KIND! Therefore, I cannot afford an attorney so I am trusting God to help me keep living and being safe! I thank God he didn't allow me to be blown up in that car or burned.

Please do whatever is NECESSARY TO SELL COLLATERAL and accept this as my request to request a written accounting regarding the disposition of the Collateral. (Please also be advised that this be my request to WARN ALL OF THE GAS LEAK DANGER)! And hold me BLAMELESS!

I am deathly afraid of the vehicle and the possibility of vehicle exploding That is why I advised Gray-Daniels of said problem.

Thanking you in advance for your attention and help.

Prayerfully yours,
[REDACTED]

CC: Mississippi Attorney General; Jim Hood
Consumer Protection Division

Council of Better Business Bureaus, Inc.

Enclosures

[REDACTED]
Richland, MS [REDACTED]
Home Ph. [REDACTED] cell [REDACTED]
February 20, 2018

Gray-Daniels Nissan North
6080 Interstate 55 North Frontage Road
Jackson, MS 39211

ATTN: Mr. Ethan Lee General Manager, Mr. Eddie Gray, Service Manager
& Mr. Michael Dollar, Service Advisor

RE: 2017 Nissan Sentra
Purchased April 01, 2017 (approximate mileage when purchased 7 mi.)
Vin Number: 3N1AB7APXHY [REDACTED]
Mileage now: approximately 15542

Dear Sirs:

On April 1, 2017, I bought a new vehicle from your dealership in Good-Faith to provide me with safe, reliable transportation. I was treated very well by my Salesman, Mr. John "JP" Collins, Sales Consultant. However, I started experiencing problems with my new car around the beginning of the New Year 2018; or maybe the end of 2017? (Not quite sure because ALL my paperwork is in the glove compartment of that vehicle, which I left in your possession on February 13, 2018). And I have been without a vehicle every since. Therefore, I will not continue to pay for a vehicle that is a LEMON; and I am AFRAID TO DRIVE SAFELY!

I drove my vehicle in for service as needed and specified in the manual. To ensure that my new vehicle would perform at its best.

On or around January 14, 2018, my glove compartment box was opened as I started out for Sunday School/Church Services (weekly). And I closed it, and it would not close. I called Gray-Daniels on 01-15-2018, and was told to bring it in. I drove it in and was met by service technician once I pulled inside, who PROMPTLY fixed problem with a very courteous manner.

on January 28, 2018; I saw dash indicator light come on with picture of gas cap illuminated. I called Monday, and was told to bring my car in and ticket completed and I was advised it was something that may or may not happen again. Because fuel cap intentionally left loose. However, it would not light up on dash for tech to again get same result! On that previous Saturday, I started smelling gasoline or oily smell in my garage also.

On February 4, 2018, gas fumes smell in garage and check engine light illuminated on dash. Called and drove car back in to Gray-Daniels North to be checked again; this was on Monday, February 5, 2018. Light turned off nothing too serious notated. I had began to feel apprehensive, nauseated, and a little scared! I saw my Salesman, who happened to be passing through waiting area; Mr. John Collins, who politely asked; "If I was waiting getting oil changed?" I explained NO; that my check engine came on and terrible gas smell from my car and in my garage! He apologized, as he said he was going to check with my service technician, Mr. Collins went out to speak with service representatives in the area (where they sit, monitoring, and helping customers. I told Mr. Collins before he left that it was NOT time for my oil change.

ON February 11, 2018, smell so terrible a lady passing my car made a remark; about how strong gas smell was! As I was visiting my niece after church services, and had driven to Sumrall, MS. I was frighten to have to drive car home from Sumrall, MS. as gas smell so strong. I called my identical twin Sister, [REDACTED] and advised her again of gas smell and told her what to tell my children (if something happens to me while driving my car! ☹

On February 12, 2018; I was told to bring car back in by Mr. Michael Dollar, Service Advisor, as he was technician who had seen me on February 5, 2018, and was aware of my problem with my vehicle. Appointment at 10:00 am, I call to ask if I should leave gas tank empty or fill it with gas. Because, I had noticed that gas smell NOT as strong when car not full? Mr. Dollar, advised me to leave as near empty (just enough fuel to get me to Gray-Daniels North). Because they would blow smoke or something in tank to try to find problem. Along with other testing. I asked for oil change & checked on other services car may need since I was already there! Paid for oil change and tires rotation, I was told something was done to fix problem, and drove car back home again. However, on tuesday, 02-13-2018, I was very very nauseated and light headed and could not tolerate smell & fumes inside garage any longer. So I called and asked to speak with Mr. Dollar, and advised that I was ready to trade car in because I am in fear of losing my life! I called my salesman on the way there and explained situation. as he was out of his office on Monday February 12, 2018, because I had went by to consult with him. Mr. Collins advised he would meet me when I arrive. Mr. Collins, met me and went to speak with technician. He also stated that he smelled the gas/fumes before he got close to my vehicle.

On February 13, 2018, I called Nissan Consumer Affairs Division; spoke to Amy. I explained to Amy, that I was very afraid of car as it was leaking gas and I had taken it back to be repaired several times and I was told vehicle fixed. However, it is not! spoke with Amy at 3:24 pm after being transported home (not given a loaner car). I explained situation to the best of my ability. Phone number 1-800-647-7261. given Case # [REDACTED] Amy told me someone would call me back with TN Area Code (615).

Received a call back from Patrick at 3:15 pm, on February 14, 2018. 615 725-7359, advised after talking with me and I explained I will not ACCEPT that vehicle back as I am afraid for my life to drive it. Also advised of numerous attempts made by Gray-Daniels to fix. However, a little worse than before. He explained they have a REPURCHASE REVIEW, WITHIN 10 days. Patrick explained I would be hearing from Nissan with their decision! On February 19, 2018; around 2:15 Patrick called and stated. " Nissan WILL NOT BUY CAR BACK!" I asked, what other recourse I have? He said only thing I could do is contact Better Business Bureau!!

I emphatically state; "I will NOT DRIVE OR RIDE IN THAT CAR AGAIN!" I VALUE MY LIFE, I AM FEARFUL OF LOSING MY LIFE OR BEING BURNED OR INJURED. Therefore, I will NOT place myself in harms way again. I purchased a NEW VEHICLE, and I have had it (car) in the shop more time than I had any previous vehicle I have ever owned in my [REDACTED] years of life. I am a 10 year Cancer Survivor, the gas fumes were making me sick. I respectfully REFUSE TO BE BULLIED BY nissan or anyone. Forced to go back and forth taking a new car for REPAIRS, WITHOUT ANY COMPENSATION FOR MY FINANCES, HEALTH, OR WELL BEING. TREATED as if I done wrong! I have NOT HAD THIS VEHICLE A YEAR AND I RESPECTFULLY RETURN THIS VEHICLE BACK TO NISSAN!

I do not understand why Gray-Daniels North, refused to buy back their DEFECTIVE VEHICLE (LEMON) which I purchased brand new. it has not been involved in any accidents, fender benders, or damaged in any way by me! To the contrary, I take pride and care of my possessions. (See car left at Nissan dealership on February 13, 2018).

It is my understanding and stated under Mississippi Attorney A Publication Consumers Guide dated 08-16-2013 by Attorney Jim Hood. "Any consumer who purchases a new motor vehicle in Mississippi is covered by the Lemon-Law for a one year period from the date of purchase. If the vehicle is sold as a used vehicle, it may still be covered by the Lemon Law but for no longer than one year from the original date of purchase."

Therefore, I am REQUESTING that Gray-Daniels Nissan North and all it companies OBEY THE MISSISSIPPI LEMON LAW!

IT IS SO WRONG FOR SENIORS CITIZENS, WOMEN AND VULNERABLE CITIZENS TO BE VICTIMIZED BY COMPANY WHO ARE GETTING RICH OFF OTHERS SUFFERING. I ASK GOD TO FORGIVE AND HEAL OUR WORLD!

Sincerely
[REDACTED]

cc:

page 4

MS Attorney General's Office
Attorney Jim Hood

Nissan Consumers Affairs ATTN: Patrick
case: [REDACTED]

Mr. John "JP" Collins, Sales Consultant
Gray-Daniels Nissan North

P.S Please advise, when I may come by and pick up my personal belongings
that was left in the vehicle? Thank you.

STATE OF MISSISSIPPI



OFFICE OF THE ATTORNEY GENERAL

JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

September 12, 2018

[REDACTED]
Jackson, MS [REDACTED]

RE: Your complaint against Gray Daniels Nissan North, ([REDACTED])

Dear [REDACTED]:

After careful review, I regret to inform you that this office is unable to administratively resolve this dispute. This office's mediation program is able to assist consumers when both parties agree to work to resolve the dispute. In this case, each side has differing views on the circumstances surrounding the complaint.

State law does not allow us to act as a private attorney in this matter. You may wish to consult with a private attorney to determine what legal avenues may be available regarding resolution of this dispute. Please note that all civil actions are governed by a statute of limitations. If you fail to file a civil suit prior to the end of the statute of limitations, you could be prevented from pursuing your claim.

We will keep your complaint on file. This type of information is important to the work of this office and we appreciate receiving it from you. However, because this office is unable to further assist you in this matter, this file has been closed. We wish you a speedy and equitable resolution.

Sincerely,

Davina Patton
Mediator
Consumer Protection Division

Enclosure

550 HIGH STREET - SUITE 1200 - JACKSON, MISSISSIPPI 39201
POST OFFICE BOX 22947 - JACKSON, MISSISSIPPI 39225-2947
TELEPHONE (601) 359-4230 - FACSIMILE (601) 359-4231

[REDACTED]
Richland, MS [REDACTED]
Home Ph. [REDACTED] Cell [REDACTED]
February 24, 2018

BBB Auto Line Dispute Resolution Division
Council of Better Business Bureaus, Inc.
3033 Wilson Blvd., Suite 600
Arlington, VA 22201-3843

Case # [REDACTED]
vin # 3N1AB&APXHY [REDACTED]

Dear Sir or Madam:

I pray you can help me with a problem that I have encountered with Nissan North America, Inc., concerning a vehicle I purchased brand new on April 1, 2017. I am being bullied and harrassed and Nissan has not operated in Good Faith, nor fairly with me as a customer.

Please find enclosed a letter I mailed on February 20, 2018, to Patrick, Consumer Affairs Representative Nissan North America, Inc. detailing my safety concerns and times I've taken my vehicle back for several weeks to be repaired, and each time gas leak was worse!! (See Letter enclosed).

Please know that I am [REDACTED] a 10 year Breast Cancer Survivor, a retired Mississippi State Employee and a Christian. I also have been traveling to Panola County 2½ hour drive to help care for my [REDACTED] bed-ridden mother, for 8 years, who had a severe debilitating stroke. That is why I bought a NEW CAR. Because I am living on a very tight budget and don't have money for gas, to go back & forth as I have been doing, nor time nor energy. I have been smelling gas and nauseated, and light headed from fumes. I have owned several cars in my life. However, I have never had to take a new vehicle back for repairs, and the vehicle is NOT A YEAR OLD. Without given any type of transportation for me to get around in. Not even a loaner car or anything! I am not rich and I cannot afford to pay for a car that is leaking gas, that may explode or burn my house and ME, or injury me. I feel THAT due to my age and my vulnerable condition Nissan is NOT OPERATING IN GOOD FAITH WITH ME. I DO NOT HAVE MONEY TO HIRE AN ATTORNEY, NOR FIGHT A LARGE COMPANY. BUT I REFUSE TO BE BULLIED by Nissan or anyone.

Therefore, I left the Nissan Sentra a third time at the dealership for repair of gas leaking, smelling very very strong inside and outside of the car. I told Mr. Dollar, Service Advisor, I was ready to trade car in and Salesman, Mr. John "JP" Collins. I still am deathly afraid to get in or drive that vehicle!! I WILL NOT DRIVE OR OPERATE THAT VEHICLE: AS I AM AFRAID OF LOSING MY LIFE! God watched over me and blessed me to be alright. I thank and praise God for protection.

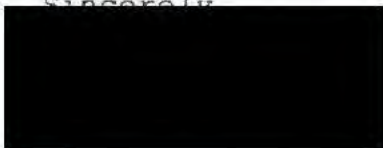
page 2

Therefore, I am now without transportation after Gray-Daniels failed to fix problem after 3 (three) failed attempts!

I would appreciate any assistance you can give me . The car is less than 1 (ONE) year old and still under warranty. According to Mississippi Lemon Law "Any consumer who purchases a new motor vehicle in Mississippi is covered by the Lemon Law for a one year period from the date of purchase. If the vehicle is sold as a used vehicle, it may still be covered by the Lemon Law but for no longer than one year from the original date of Purchase." This from Attorney General; Attorney Jim Hood. Therefore, I am requesting that Gray-Daniel Nissan North OBEY THE MISSISSIPPI LAW! However, I do not UNDERSTAND why the company says it values the health and safety of their customers. However, they are still putting my health and safety at risk! I reiterate, " I value my LIFE, and I am afraid to operate that vehicle again!

Please note that I left some personal property in vehicle and I asked Gray-Daniels Nissan North to notify me when I may come and get my belongings.

Sincerely,

A black rectangular redaction box covering the signature of the sender.

MS Attorney General Jim Hood

ENCLOSURES

STATE OF MISSISSIPPI



OFFICE OF THE ATTORNEY GENERAL

JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

February 27, 2018

[REDACTED]
Jackson, MS [REDACTED]

Dear [REDACTED]:

Our office has received a letter concerning possible improper business practices. Interested citizens who take the time to inquire about their concerns render a valuable service to this office in our efforts to reduce consumer fraud and deceptive business practices.

Enclosed is a complaint form to be completed and returned to our office. Please attach copies of any papers or documents related to this matter, including but not limited to: contracts, cancelled checks, home inspection reports, notes, etc. Your complaint cannot be considered until the completed form is returned. For this reason, we request that you return the form within 30 days.

The Office of Consumer Protection of the Attorney General's Office serves as a clearinghouse for consumer complaints involving alleged unfair and deceptive trade practices. The Attorney General, however, is not authorized by law to represent a private individual. Under the Mississippi Consumer Protection Act, the Attorney General may sue only to prevent unfair and deceptive business practices occurring statewide or affecting large numbers of people. We will make every effort within our authority to assist you in resolving this matter. Thank you for your cooperation.

Sincerely,

Consumer Protection Division

CS-18-00622

550 HIGH STREET - SUITE 1200 - JACKSON, MISSISSIPPI 39201
POST OFFICE BOX 22947 - JACKSON, MISSISSIPPI 39225-2947
TELEPHONE (601) 359-4230 - FACSIMILE (601) 359-4231

OFFICE OF CONSUMER PROTECTION

Jim Hood, Attorney General

State of Mississippi

Post Office Box 22947

Jackson, Mississippi 39225-2947

Telephone (601) 359-4230, (800) 281-4418; Fax (601) 359-4231

OFFICE USE ONLY

Assigned to

Date assigned

Matter No.

Matter Type: Advocacy Fraud Complaint Type: Call Write Walk-in Referral

COMPLAINT FORM

ACTION DESIRED: Please check one. ☐ Repair item ☐ Replace item ☐ Refund (amount \$ 78,384.14)

CONSUMER INFORMATION:

Name [REDACTED]
Address [REDACTED] City Richland State MS
Home Phone [REDACTED] Work Phone (NA) Retired from State of MS
Fax Number NA E-mail Address [REDACTED]

COMPANY INFORMATION:

(complete information applying to your complaint)

Name Gray-Daniels Nissan North Business Phone: 601 899-7400
Owner/Manager Mr. Ethan Lee General Manager; Mr. Eddie Gray Service Manager
Address 6080 I-55 N. Frontage Rd. City Jackson State MS Zip 39211
Name of person with whom you dealt Mr. Michael Dollar Service Advisor
Product or service Leaking Gas, 2014 (new) Manufacturer
Model (year/type/number) Nissan Sentra Serial Number
Date of purchase or service 04-01-17 Place of purchase or service Gray-Daniels
Amount paid Amount financed 27,000.00 Plus (Gap Insurance Included)
Date of your last contact with business 02-13-2018, Went to p/a personal items on 02-26-18.
With whom did you speak? Mr. Michael Dollar, Mr. John His/Her title? Service advisor, Jp Collins Sales Consultant, Thrs Dean- Customer Care Rep.
What was the response? Mr. Dollar advised me when I told him I was afraid to continue driving 2017 nissan, that's it's not that serious! Because I wanted to trade in Nissan Sentra. Mrs Dean Customer Care- said she was going to make sure I got a ride home from dealership. I made comment about getting a vehicle to ride in as I am on foot. No RE.sponse. Mr. John Jp Collins Sales consultant Listen and said he would see what he could do. and called me on 02-19-18; I could probably get a loaner car! asked him could someone come to get me? No response!
Have you retained a private attorney regarding this matter? Yes ☐ No ☒

What other agencies have you contacted about this complaint?
Line Dispute Resolution Division; Lien Holder

¹ Gray-Daniels Nissan North Jackson + parent company
² Attorney General Jim Hood
³ BBB Auto
⁴ Regions Bank P.O. Box 11007 Birmingham, AL. (Letters Included)

Do you know of others with similar complaints against this company? No - I am elderly and not familiar with anyone else owning or having any problem with their vehicles.

Name

Address

SUMMARY OF COMPLAINT

(Briefly describe your complaint. Include specific dates. Please remember a copy of this form will be given to the business. Attach additional sheets if necessary.)

I have been taking my new 2017 ^{Nissan} into dealership for regular maintenance. On 01-08-18, Carried ^{Nissan} in for glove compartment repair would not close. 02-05-18 check engine light came on + smell of gas around vehicle, Carried vehicle back every Monday from 01-28-18 until I took it back to dealership and left on 02-13-18. Left at dealership due to gas leaking ^{Gas} very very bad and I was scared to get back into car as fumes, and leak visible on my car porch ^{and everywhere} if you were near vehicle. However, service advisor, nor anyone would admit/acknowledge serious Gas Leak! (See all Document enclosed including summary of complaint).

Attach COPIES of any relevant documents such as letters, bills of sale, contracts, warranties, advertisements, work orders, bills, etc. DO NOT SEND ORIGINALS TO THIS OFFICE.

Check Action Desired: ☐ Repair Item ☐ Replace Item ☐ Refund (amount \$ 78,384.14)

AFFIDAVIT

By signing this complaint, I consent for my name to be used by the Attorney General's Office in any subsequent legal action that is deemed necessary.

I hereby swear or affirm that the above statements are true and correct to the best of my knowledge.

03-08-2018

Date

SUMMARY OF COMPLAINT

1. Letter to Gray-Daniels Nissan North
2. Letter to BBB Auto Line Dispute Resolution Division
3. Letter to Lien Holder Regions Bank (Voluntarily Repossession)
4. Gap Insurance Purchased when 2017 Nissan Sentra Purchased (Included)
5. Retail Installment Sale Contract-FINANCE CHARGE(S) \$27,000.00
6. Letter from Nissan North America, Inc. REFUSING TO repurchase 2017 NEW NISSAN SENTRA LEAKING GAS
7. Copies of ALL service (INVOICES)
8. Vehicle Insurance Farm Bureau Paid 6 Mo. \$351.50
9. Tag Receipt on NISSAN SENTRA \$261.48
10. Copies of Checks for car payments until vehicle NOT REPAIRED. (Incl.) after several attempts, and I am in fear for my life of gas explosion.
11. Copy of Receipt 49 Tire for New Starter for old Tundra (as I had no transportation). \$699.13
12. Receipt for tire rotation, oil change on 02-12-18 gas purchased from Kroger after 3rd attempt to repair! \$ 72.03
13. I DO NOT KNOW HOW TO LIST: Fear of being burned alive in (new) 2017, Nissan Sentra, nor ANXIETY, FEAR, HELPLESSNESS being bullied, poor, ALONE, & having NO Where to turn except to GOD!
14. Punitive Damages - MINIMUM OF \$50,000.00
15. Photo taken of gas leak on carporch.

In conclusion: I am praying for help from the Office of Consumer Protection, OR Attorney General Jim Hood, State of Mississippi. Because I have been a law abiding citizen all my life, Worked for state most of my adult life as an Eligibility Worker & Social Worker in Lamar County; Dept of Human Service, Worked in Rankin County as Control Terminal (MJIC) Operator Dept. of Public Safety, and retired at age [REDACTED] due to Breast Cancer and having to help care for my elderly mother [REDACTED] Who suffered a severe Stroke. Worked as Child Support Enforcement Officer Rankin County before I retired. I am praying for HELP because I haven't done anything wrong! But due to my purchase of a LEMON vehicle; am afraid that my good name, (CREDIT SCORE), Due to NOT BEING FINANCIALLY ABLE TO CONTINUE paying for a new vehicle leaking gas, and I am AFRAID FOR MY LIFE TO CONTINUE DRIVING). The Justice System WILL FAIL ME!

I REINTERATE: I purchased a new car in GOOD FAITH, to provide me with safe, reliable, little or no cost repairs, (BECAUSE VEHICLE NEW). to go back & forth to take care of my [REDACTED] year old mother who lives in Panola County. We her adult children have been doing this for 8 (eight) years! I CAN Provide proof to verify this. However, I am PRAYING FOR RELIEF/HELP BECAUSE, I AM AFRAID & TIRED OF BEING BULLIED, TREATED AS IF I HAVE BROKEN A LAW BECAUSE I REFUSE TO KEEP GOING BACK & FORTH TO NISSAN NORTH Gray-Daniels, Risking my life in a vehicle leaking GAS!

[REDACTED]

ENCLOSURES:

Transmission Log

RICHLAND HWY 49

Monday, 2018-02-26 13:49

6019360570

Date	Time	Type	Job #	Length	Speed	Fax Name/Number	Pgs	Status
2018-02-26	13:42	SCAN	[REDACTED]	6:05	14400	[REDACTED]	7	OK -- V.17 BM31

[REDACTED]
Richland, MS
Feb
Ph
Nissan Case #

Regions
P.O. Box 11007
Birmingham, AL 35288

RE: 2017 Nissan Sentra Purchased April 1, 2017 (New) Gas leaking from vehicle, VIN # 3NTAB7APKH [REDACTED] (VOLUNTARY REPOSSESSION)
Nissan Phone # (601) 699-7400-Main

To Whom It May Concern: (Why I am requesting Voluntary Repossession)

I purchased a new 2017, Nissan Sentra on April 1, 2017 from Gray Daniels Nissan North located at 6080 Interstate 55 North Frontage Rd. Jackson, MS 39211, in good faith to provide me with safe, reliable transportation, with little cost for costly repairs as vehicle NEW! However, I started having problems on January 28, 2017, and have taken vehicle back every Monday for a gas leak! That has caused me to fear for my life and safety! Please be advised I am [REDACTED] years of age and have NEVER defaulted on a loan or my word. However, due to Nissan callous, cold, underhanded tactics. I have no choice.

I wrote Nissan, cc copies to Attorney General Jim Hood, state of Mississippi Nissan Consumers Affairs, and my salesman, John "JP" Collins. (See Letters enclosed). Because I value my CREDIT/REPUTATION my entire adult life and in my latter years or being bullied, treated as I have no worth!

As I stated in my correspondence to Nissan: I value my life and health, I emphatically state I REFUSE TO RIDE IN OR DRIVE THAT CAR LEAKING GAS! It is unthinkable as well as inhumane for a big company to reasonable expect elderly people to place oneself in harms way: I am afraid of being burned, blown up by a motorist throwing out a cigarette that is lighted or a butt that kills me.

I have gone back & forth to Nissan for repairs of gas leak. However, each time leak was worse and fumes smelled worse! Still Nissan refuses to take responsibility for their LEMON. And I am consumer stuck with no vehicle, ruined credit rating, (it has taken me a lifetime to build). Please KNOW I AM SORRY AND I CANNOT PAY \$360, monthly with NO CAR, small widows' benefit.

Thanking you for any assistance in this matter.

Prayerfully yours
[REDACTED]

cc: Attorney General (MS) Attorney-Jim Hood
Enclosures



Burt S. Banks

Richland, MS
March 23, 2018

REGIONS
Post Office Box 10063
Birmingham, Alabama 35202-0063

Re: Loan Number ending in [REDACTED] (the "Contract")

Collateral: 2017 NISSAN SENTRA, VIN 3N1AB7APXH [REDACTED] (The Collateral")

Dear Sirs or Madams:

I was FORCED into voluntarily surrendering the collateral described above by unethical, bullying practice of a large car dealership Gray-Daniel Nissan North located in at 6080 Interstate 55 North Frontage Rd. Jackson, Mississippi 39211. I have written to Mississippi Attorney General; Jim Hood and Better Business Bureaus, Inc. Advising them of my COMPLAINT. However, I am an elderly [REDACTED] year old widow, and poor. Therefore, I have been given no help nor consideration, Except MADE FEEL THAT I WILL BE PENALIZED FOR BEING SCARED OF BEING BURNED ALIVE OR KILLED IN ABOVE VEHICLE LEAKING GAS! (See Letters enclosed).

I am a 10 year Breast Cancer Survivor, with many health issues. I just had surgery at Baptist Hospital on 12-11-2017, and have numerous doctor and hospital bills. Therefore, when above vehicle started malfunctioning I IMMEDIATELY carried it back to dealership on several occasions. (See Letter to Gray-Daniels enclosed). But each time gas leak worse and each time I was asked to bring (NEW) vehicle back and vehicle was worse as gas smell very very strong! I became AFRAID FOR MY LIFE! Asked to trade-in vehicle for another? However, I was IGNORED & told by Gray-Daniels Service Advisor; Mr. Michael Dollar: "that it wasn't that SERIOUS!". I bought a new vehicle on April 1, 2017, and I took it back for regular maintenance. In addition; I drove vehicle back in every Monday from January 28, 2018; until I left vehicle at dealership on February 13, 2018, for gas leak.

I am NOT A LAWYER, nor am I familiar with the LEMON LAWS. But, I am/was FEARFUL OF BEING BURNED ALIVE OR KILLED IN GAS EXPLOSION FROM THAT VEHICLE LEAKING GAS! Vehicle NOT BEING REPAIRED, However, I was told it was fixed! Therefore, I voluntarily surrendered vehicle in fax letter to Regions Bank, February 26, 2018. (see copy enclosed).

I thank your bank for financing the 2017 Nissan Sentra on April 1, 2017. However, I am sadden and dismayed that I had to surrender vehicle due to safety for my life. Please Know I have NEVER encountered a problem with a new vehicle before, and dealership made NO REAL ATTEMPT TO FIX the problem. I am a retired MS State Employee, widowed for 15 fifteen years, and helping care for a [REDACTED] year old disabled mother, who has been paralyzed for nearly 9 years; living in Panola County. That's why I purchased the Nissan. to continue traveling 2½ hour one way to care for her once evey month; for one week stay to care for her. I am telling you that to let you know; that I have never defaulted on a loan nor my word. But I COULDN'T pay for a car that I was deathly afraid to continue driving!

The Office of the Attorney General has NOT BEEN HELPFUL BUT KIND! Therefore, I cannot afford an attorney so I am trusting God to help me keep living and being safe! I thank God he didn't allow me to be blown up in that car or burned.

Please do whatever is NECESSARY TO SELL COLLATERAL and accept this as my request to request a written accounting regarding the disposition of the Collateral. (Please also be advised that this be my request to WARN ALL OF THE GAS LEAK DANGER)! And hold me BLAMELESS!

I am deathly afraid of the vehicle and the possibility of vehicle exploding That is why I advised Gray-Daniels of said problem.

Thanking you in advance for your attention and help.

Prayerfully yours,

[REDACTED]

CC: Mississippi Attorney General; Jim Hood
Consumer Protection Division

Council of Better Business Bureaus, Inc.

Enclosures

Richland, MS
Home Ph. cell
February 20, 2018

Gray-Daniels Nissan North
6080 Interstate 55 North Frontage Road
Jackson, MS 39211

ATTN: Mr. Ethan Lee General Manager, Mr. Eddie Gray, Service Manager
& Mr. Michael Dollar, Service Advisor

RE: 2017 Nissan Sentra
Purchased April 01, 2017 (approximate mileage when purchased 7 mi.)
Vin Number: 3N1AB7APXH
Mileage now: approximately 15542

Dear Sirs:

On April 1, 2017, I bought a new vehicle from your dealership in Good-Faith to provide me with safe, reliable transportation. I was treated very well by my Salesman, Mr. John "JP" Collins, Sales Consultant. However, I started experiencing problems with my new car around the beginning of the New Year 2018; or maybe the end of 2017? (Not quite sure because ALL my paperwork is in the glove compartment of that vehicle, which I left in your possession on February 13, 2018). And I have been without a vehicle every since. Therefore, I will not continue to pay for a vehicle that is a LEMON; and I am AFRAID TO DRIVE SAFELY!

I drove my vehicle in for service as needed and specified in the manual. To ensure that my new vehicle would perform at its best.

On or around January 14, 2018, my glove compartment box was opened as I started out for Sunday School/Church Services (weekly). And I closed it, and it would not close. I called Gray-Daniels on 01-15-2018, and was told to bring it in. I drove it in and was met by service technician once I pulled inside, who PROMPTLY fixed problem with a very courteous manner.

on January 28, 2018; I saw dash indicator light come on with picture of gas cap illuminated. I called Monday, and was told to bring my car in and ticket completed and I was advised it was something that may or may not happen again. Because fuel cap intentionally left loose. However, it would not light up on dash for tech to again get same result! On that previous Saturday, I started smelling gasoline or oily smell in my garage also.

On February 4, 2018, gas fumes smell in garage and check engine light illuminated on dash. Called and drove car back in to Gray-Daniels North to be checked again; this was on Monday, February 5, 2018. Light turned off nothing too serious notated. I had began to feel apprehensive, nauseated, and a little scared! I saw my Salesman, who happened to be passing through waiting area; Mr. John Collins, who politely asked; "If I was waiting getting oil changed?" I explained NO; that my check engine came on and terrible gas smell from my car and in my garage! He apologized, as he said he was going to check with my service technician, Mr. Collins went out to speak with service representatives in the area (where they sit, monitoring, and helping customers. I told Mr. Collins before he left that it was NOT time for my oil change.

ON February 11, 2018, smell so terrible a lady passing my car made a remark; about how strong gas smell was! As I was visiting my niece after church services, and had driven to Sumrall, MS. I was frighten to have to drive car home from Sumrall, MS. as gas smell so strong. I called my identical twin Sister, [REDACTED] and advised her again of gas smell and told her what to tell my children (if something happens to me while driving my car! =

On February 12, 2018; I was told to bring car back in by Mr. Michael Dollar, Service Advisor, as he was technician who had seen me on February 5, 2018, and was aware of my problem with my vehicle. Appointment at 10:00 am, I call to ask if I should leave gas tank empty or fill it with gas. Because, I had noticed that gas smell NOT as strong when car not full? Mr. Dollar, advised me to leave as near empty (just enough fuel to get me to Gray-Daniels North). Because they would blow smoke or something in tank to try to find problem. Along with other testing. I asked for oil change & checked on other services car may need since I was already there! Paid for oil change and tires rotation, I was told something was done to fix problem, and drove car back home again. However, on tuesday, 02-13-2018, I was very very nauseated and light headed and could not tolerate smell & fumes inside garage any longer. So I called and asked to speak with Mr. Dollar, and advised that I was ready to trade car in because I am in fear of losing my life! I called my salesman on the way there and explained situation. as he was out of his office on Monday February 12, 2018, because I had went by to consult with him. Mr. Collins advised he would meet me when I arrive. Mr. Collins, met me and went to speak with technician. He also stated that he smelled the gas/fumes before he got close to my vehicle.

On February 13, 2018, I called Nissan Consumer Affairs Division; spoke to Amy. I explained to Amy, that I was very afraid of car as it was leaking gas and I had taken it back to be repaired several times and I was told vehicle fixed. However, it is not! spoke with Amy at 3:24 pm after being transported home (not given a loaner car). I explained situation to the best of my ability. Phone number 1-800-647-7261. given Case # [REDACTED] Amy told me someone would call me back with TN Area Code (615).

Received a call back from Patrick at 3:15 pm, on February 14, 2018. 615 725-7359, advised after talking with me and I explained I will not ACCEPT that vehicle back as I am afraid for my life to drive it. Also advised of numerous attempts made by Gray-Daniels to fix. However, a little worse than before. He explained they have a REPURCHASE REVIEW, WITHIN 10 days. Patrick explained I would be hearing from Nissan with their decision! On February 19, 2018; around 2:15 Patrick called and stated. " Nissan WILL NOT BUY CAR BACK!" I asked, what other recourse I have? He said only thing I could do is contact Better Business Bureau!!

I emphatically state; "I will NOT DRIVE OR RIDE IN THAT CAR AGAIN!" I VALUE MY LIFE, I AM FEARFUL OF LOSING MY LIFE OR BEING BURNED OR INJURED. Therefore, I will NOT place myself in harms way again. I purchased a NEW VEHICLE, and I have had it (car) in the shop more time than I had any previous vehicle I have ever owned in my [REDACTED] of life. I am a 10 year Cancer Survivor, the gas fumes were making me sick. I respectfully REFUSE TO BE BULLIED BY nissan or anyone. Forced to go back and forth taking a new car for REPAIRS, WITHOUT ANY COMPENSATION FOR MY FINANCES, HEALTH, OR WELL BEING. TREATED as if I done wrong! I have NOT HAD THIS VEHICLE A YEAR AND I RESPECTFULLY RETURN THIS VEHICLE BACK TO NISSAN!

I do not understand why Gray-Daniels North, refused to buy back their DEFECTIVE VEHICLE (LEMON) which I purchased brand new. it has not been involved in any accidents, fender benders, or damaged in any way by me! To the contrary, I take pride and care of my possessions. (See car left at Nissan dealership on February 13, 2018).

It is my understanding and stated under Mississippi Attorney A Publication Consumers Guide dated 08-16-2013 by Attorney Jim Hood. "Any consumer who purchases a new motor vehicle in Mississippi is covered by the Lemon-Law for a one year period from the date of purchase. If the vehicle is sold as a used vehicle, it may still be covered by the Lemon Law but for no longer than one year from the original date of purchase."

Therefore, I am REQUESTING that Gray-Daniels Nissan North and all it companies OBEY THE MISSISSIPPI LEMON LAW!

IT IS SO WRONG FOR SENIORS CITIZENS, WOMEN AND VULNERABLE CITIZENS TO BE VICTIMIZED BY COMPANY WHO ARE GETTING RICH OFF OTHERS SUFFERING. I ASK GOD TO FORGIVE AND HEAL OUR WORLD!

Sincerely
[REDACTED]

cc:

page 4

MS Attorney General's Office
Attorney Jim Hood

Nissan Consumers Affairs ATTN: Patrick
case: [REDACTED]

Mr. John "JP" Collins, Sales Consultant
Gray-Daniels Nissan North

P.S Please advise, when I may come by and pick up my personal belongings
that was left in the vehicle? Thank you.

[REDACTED]
Richland, MS [REDACTED]
February 26, 2018
Ph # [REDACTED]
Nissan case # [REDACTED]

Regions
P.O. Box 11007
Birmingham, AL 35288

RE: 2017 Nissan Sentra Purchased April 1, 2017 (New) Gas leaking from
vehicle. VIN # 3N1AB7APXHY [REDACTED] (VOLUNTARY REPOSSESSION)
Nissan Phone # (601)899-7400-Main

To Whom It May Concern: (Why I am requesting Voluntary Repossession)

I purchased a new 2017, Nissan Sentra on April 1, 2017 from Gray Daniels Nissan North located at 6080 Interstate 55 North Frontage Rd. Jackson, MS 39211, in good faith to provide me with safe, reliable transportation, with little cost for costly repairs as vehicle NEW! However, I started having problems on January 28, 2018, and have taken vehicle back every Monday for a gas leak! That has caused me to fear for my life and safety! Please be advised I am [REDACTED] years of age and have NEVER defaulted on a loan or my word. However, due to Nissan callous, cold, underhanded tactics. I have no choice.

I wrote Nissan, cc copies to Attorney General Jim Hood, state of Mississippi Nissan Consumers Affairs, and my salesman, John "JP" Collins. (See Letters enclosed). Because I value my CREDIT/REPUTATION my entire adult life and in my latter years or being bullied, treated as I have no worth!

As I stated in my correspondence to Nissan: I value my life and health, I emphatically state I REFUSE TO RIDE IN OR DRIVE THAT CAR LEAKING GAS! It is unthinkable as well as inhumane for a big company to reasonable expect elderly people to place oneself in harms way: I am afraid of being burned, blown up by a motorist throwing out a cigarette that is lighted or a butt that kills me.

I have gone back & forth to Nissan for repairs of gas leak. However, each time leak was worse and fumes smelled worse! Still Nissan refuses to take responsibility for their LEMON. And I am consumer stuck with no vehicle, ruined credit rating, (it has taken me a lifetime to build). Please KNOW I AM SORRY AND I CANNOT PAY \$360, monthly with NO CAR, small widows' benefit.

Thanking you for any assistance in this matter.

Prayerfully yours
[REDACTED]

cc: Attorney General (MS) Attorney-Jim Hood
Enclosures



Burt S. Banks

DEAL# 814071
STK#
CUST#

(WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____

Buyer Name and Address (RICHLAND MS RANKIN	Co-Buyer Name and Address (Including County and Zip Code) N/A	Seller-Creditor (Name and Address) GRAY DANIELS NISSAN NORTH 6080 I-55 NORTH FRONTAGE RD JACKSON, MS 39211
--	---	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used NEW	Year 2017	Make and Model NISSAN SENTRA	Vehicle Identification Number 3N1A87APXH	Primary Use For Which Purchased Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural
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FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 0.00
3.99%	\$ 3177.59	\$ 23822.41	\$ 27000.00	\$ 27000.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	360.00	Monthly beginning 05/16/2017

Or As Follows:

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late with a maximum charge of \$ 5.00, unless the vehicle is a commercial vehicle. For a commercial vehicle, if payment is not received in full within 15 days after it is due, you will pay a late charge of 4% of the part of the payment that is late with a minimum charge of \$ 5.00 and a maximum charge of \$ 50.00.

Prepayment. If you pay early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 421.05 sales tax)	\$ 20400.34 (1)
2 Total Downpayment =	
Trade-in 2014 CHEVROLET Cruze	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ 11803.00
Less Pay Off Made By Seller	\$ 16370.07
Equals Net Trade In	\$ -4567.07
+ Cash	\$ N/A
+ Other REBATE	\$ 2000.00
(If total downpayment is negative, enter "0" and see 4J below)	\$ 0.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 20400.34 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.	
Life \$ N/A	
Disability \$ N/A	\$ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

**Check the insurance you want and sign below:
Optional Credit Insurance**

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A Type of Insurance N/A Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address

N/A

☐ N/A Type of Insurance N/A Term

Premium \$ N/A

Gross Trade-In Allowance
Less Pay Off Made By Seller
Equals Net Trade In
+ Cash
+ Other REBATE

\$ 11803.00
\$ 16271.07
\$ -4567.07
\$ N/A
\$ 2000.00

(If total downpayment is negative, enter "0" and see 4J below)

\$ 0.00 (2)
\$ 20400.34 (3)

- 3 Unpaid Balance of Cash Price (1 minus 2)
4 Other Charges Including Amounts Paid to Others on Your Behalf
(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance
Company or Companies.
Life \$ N/A
Disability \$ N/A

B Vendor's Single Interest Insurance
Paid to Insurance Company \$ N/A

C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A

D Optional Gap Contract \$ 500.00

E Official Fees Paid to Government Agencies
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A

F Government Taxes Not Included in Cash Price \$ N/A

G Government License and/or Registration Fees
N/A \$ N/A

H Government Certificate of Title Fees \$ 10.00

I Document/Service Fee \$ 245.00

A DOCUMENT/SERVICE FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED
BY LAW, HOWEVER, IT MAY BE CHARGED TO A BUYER/LESSEE FOR THE
PREPARATION, HANDLING AND PROCESSING OF DOCUMENTS AND THE
PERFORMANCE OF SERVICES RELATED TO THE SALE OR LEASE OF A MOTOR
VEHICLE AND MAY INCLUDE DEALER PROFIT. THIS NOTICE IS REQUIRED BY
REGULATION OF THE MISSISSIPPI MOTOR VEHICLE COMMISSION.

- J Other Charges (Seller must identify who is paid and
describe purpose)

to US Bank for Prior Credit or Lease Balance \$ 2587.07
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 3422.07 (4)

5 Amount Financed - Principal Balance (3 + 4) \$ 23822.41 (5)

6 Finance Charge \$ 3177.50 (6)

7 Total of Payments - Time Balance (5 + 6) \$ 27000.00 (7)

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before
N/A, Year N/A. SELLER'S INITIALS

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided
unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 4D of the
Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 75 Mos. JMA GAP
Name of Gap Contract

Other Optional Insurance

☐ N/A N/A
Type of Insurance Term
Premium \$ N/A
Insurance Company Name N/A
Home Office Address N/A
☐ N/A N/A
Type of Insurance Term
Premium \$ N/A
Insurance Company Name N/A
Home Office Address N/A

Other optional insurance is not required to obtain credit.
Your decision to buy or not buy other optional insurance
will not be a factor in the credit approval process. It will not
be provided unless you sign and agree to pay the extra
cost.

I want the insurance checked above.

X N/A
Buyer Signature Date

X N/A
Co-Buyer Signature Date

**LIABILITY INSURANCE COVER-
AGE FOR BODILY INJURY AND
PROPERTY DAMAGE CAUSED TO
OTHERS IS NOT INCLUDED.**

☐ VENDOR'S SINGLE INTEREST INSUR-
ANCE (VSI insurance): If the preceding box is
checked, the Creditor requires VSI insurance for
the initial term of the contract to protect the
Creditor for loss or damage to the vehicle
(collision, fire, theft). VSI insurance is for the
Creditor's sole protection. This insurance does
not protect your interest in the vehicle. You may
choose the insurance company through
which the VSI insurance is obtained. If you
elect to purchase VSI insurance through the
Creditor, the cost of this insurance is
\$ N/A and is also shown in item 4B of
the Itemization of Amount Financed. The
coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay us the actual
charges assessed by a financial institution up to \$15.00, if
any check you give us is dishonored for insufficient funds.

Agreement to Arbitrate: By signing below, you agree
that, pursuant to the Arbitration Provision on the reverse
side of this contract, you or we may elect to resolve any
dispute by neutral, binding arbitration and not by a court
action.
Buyer's Signature
Co-Buyer's Signature

NO COOLING OFF PERIOD
State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract,
you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because
you change your mind. This notice does not apply to home solicitation sales.

HOW THIS CONTRACT CAN BE CHANGED This contract contains the entire agreement between you and the seller.

BUYER / A	for N/A	\$	N/A
to N/A	for N/A	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		\$	(4)
5	Amount Financed - Principal Balance (3 + 4)	\$	(5)
6	Finance Charge	\$	(6)
7	Total of Payments - Time Balance (5 + 6)	\$	(7)

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before _____, Year _____. SELLER'S INITIALS _____

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 15 Mos. 2MA GAP Name of Gap Contract _____

I want to buy _____
 Buyer Signs _____

choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ _____ and is also shown in item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay us the actual charges assessed by a financial institution up to \$15.00, if any check you give us is dishonored for insufficient funds.

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information.

Buyer Signs _____
 Co-Buyer Signs _____

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X _____ Co-Buyer Signs X _____
 If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements. Any dispute resolution agreement you sign with us or an assignee of this contract will apply to claims related to this contract.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

NOTICE TO THE BUYER: 1. Do not sign this contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the contract you sign.

You agree to the terms of this contract and any dispute resolution agreement you signed with this contract. You confirm that before you signed this contract, we gave them to you, and you were free to take them and review them. You acknowledge that you have read and understood the terms of this contract, including the arbitration provision on the reverse side, before signing. _____ completely filled-in copy of these documents when you signed them.

Buyer Signs X _____ Co-Buyer Signs X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Address _____

Seller signs: DAY DANIEL S. ALLEN MS-AR Date _____ By X _____ Title _____

Seller assigns its interest in this contract to _____ (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited recourse

Seller _____ By _____ Title _____

LAW FORM NO. 553-MS-ARB (REV. 3/07)
 ©2017 The Reynolds and Reynolds Company. TO ORDER: www.reynoldscorp.com, 1-800-344-0896, FAX 1-800-321-1001.
 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY



Nissan North America, Inc.

CONSUMER AFFAIRS

P.O. Box 685003
Franklin, TN 37068-5003
Phone: 800 647 7261
www.nissanusa.com

February 19, 2018

[REDACTED]
Richland, MS [REDACTED]

Case [REDACTED]
VIN #3N1AB7APXH [REDACTED]

Dear [REDACTED]

We sincerely appreciate you taking the time to contact Nissan regarding your 2017 NISSAN SENTRA. As a company interested in winning lifelong customers, Nissan regrets any inconvenience you may have experienced.

Nissan carefully considered your request and reviewed all available facts pertaining to your specific situation. As a result of this thorough review, Nissan determined we are not in the position to repurchase your vehicle at this time.

If you believe Nissan has not satisfactorily addressed the issue with your vehicle, you may request further assistance through Auto Line, a special automotive third party complaint resolution program in which Nissan participates. The Auto Line program is independently operated by the Council of Better Business Bureaus, Inc. and is available to you at no charge. To request assistance, either call the BBB at **1- 800-955-5100** or write to the following address:

BBB Auto Line Dispute Resolution Division
Council of Better Business Bureaus, Inc.
3033 Wilson Blvd., Suite 600
Arlington, VA 22201-3843

You will also find additional information in your vehicle's New Vehicle Limited Warranty Information Booklet and Supplement to the New Vehicle Warranty Information Booklet.

Thank you again for taking the time to contact us.

Sincerely,

Nissan

Patrick

Patrick
Consumer Affairs Representative
Nissan North America, Inc.

662-299-1203

John Collins



Gray-Daniels Nissan North

ixtime

Automobile Status Report

Prepared For



2017 Nissan SENTRA

Date February 12, 2018

VIN 3N1AB7APXHY [REDACTED]

Mileage 15542

RO# [REDACTED]

Service Advisor

Michael Dollar

mdollar@graydaniels.com

ASBURY
AUTOMOTIVE GROUP

Gray-Daniels Nissan North

6080 Interstate 55 North Frontage Rd
Jackson, MI 39211

CUSTOMER #:

INVOICE



GRAY-DANIELS NISSAN NORTH

6080 I-55 North Frontage Road - Jackson, MS 39211
 (601) 899-7400 - Main - (800) 530-7522 - Toll Free
 (601) 899-7463 - Fax
 www.graydaniels.com

DUPLICATE 1
 PAGE 1

SERVICE ADVISOR: 701978 MICHAEL DOLLAR

RICHLAND, MS

HOME

CONT

BUS:

CELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
QM1/	17	NISSAN SENTRA	3N1AB7APXHY		15542/15542	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR17 DD			WAIT 12FEB18		0.00	CASH	12FEB18

R.O. OPENED	READY	OPTIONS:	SOLD-STK:HY	ENG:1.8 Liter
10:59 12FEB18	14:36 12FEB18	TRN:automatic		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES STRONG FUEL SMELL OUTSIDE VEHICLE
 CAUSE: CK FUEL SYSTEM AND EVAP SYSTEM FOR LEAK
 EN001 CUSTOMER STATES STRONG FUEL SMELL OUTSIDE
 VEHICLE

520044 W 0.00

1 14935-JF00E VALVE ASSY - CONTROL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

CK EVAP SYSTEM AND FUEL SYSTEM FOR LEAK. NO LEAK FOUND,

B Multi-Point Inspection

DI1 Multi-Point Inspection

520044 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

C** Oil and Filter - Change

MA10 Oil and Filter - Change

520203 CPM 0.30

PARTS: 0.00 LABOR: 23.70 OTHER: 0.00 TOTAL LINE C:

D** Tire Rotation and Brake Inspection

MA40 Tire Rotation and Brake Inspection

520203 CPM 0.40

PARTS: 0.00 LABOR: 19.95 OTHER: 0.00 TOTAL LINE D:

EST: 83.81

12FEB18 13:45 SA: 701978

ENVIRONMENTAL FEE

STATE

3.87

WARRANTY STATEMENT: PLEASE SEE THE DEALERSHIP'S
 LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR
 INVOICE.

By signing below, you acknowledge that you were notified of and
 authorized the Dealership to perform the services/repairs itemized
 in this Invoice and that you received (or had the opportunity to
 inspect) any replaced parts as requested by you. The vehicle is
 being returned to you in exchange for your payment of the Amount
 Due.

*SHOP SUPPLY COSTS: We
 have added a charge equal to
 15% of the total cost of labor
 and parts, not to exceed
 \$50.00, to the Repair Order for
 shop supplies used in connection
 with this repair.

ALL PARTS ARE NEW
 UNLESS OTHERWISE
 INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	43.65
PARTS AMOUNT	0.00
ADJUSTMENTS	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	4.80
TOTAL CHARGES	48.45
LESS INSURANCE	0.00
SALES TAX	3.87
PLEASE PAY THIS AMOUNT	52.32

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
 College Park, GA 30349

Multi-Point Inspection Form

VIN 3N1AB7APXH

Advisor Michael Dollar
Technician NORMAN Williams
Created On 2/12/2018 11:02 AM

☒ Checked and OK at this time

☐ May Require Future Attention

☐ Requires immediate attention

Interior / Exterior

- ☒ Bulbs and Lights Pass
- ☒ Windshield Washer Spray / Wiper Operation / Wiper Blades / Including Rear (if applicable) Pass
- ☒ Windshield / Window Condition Pass
- ☒ Upholstery / Carpet / Floor Mats / Mirrors / Trim Pass
- ☒ Emergency Brake Adjustment Pass
- ☒ Horn Operation Pass
- ☒ Fuel Tank Cap Gasket Pass
- ☒ Clutch Operation (if equipped) Not Inspected at this Time
- ☒ Cabin/HEPA Filter (if equipped) Pass

Under Vehicle

- ☒ Shock Absorbers / Suspension Pass
- ☒ Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers Pass
- ☒ Muffler / Exhaust Pipes / Mountings Pass
- ☒ Engine Oil and/or Fluid Leaks Pass
- ☒ Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped) Pass
- ☒ Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks) Pass
- ☒ Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses Pass
- ☒ Inspect Nuts and Bolts on Body Chassis Pass
- ☒ Brake Fluid Exchange Pass

Battery Performance

- ☒ Battery Terminals / Cables / Mountings Pass
- ☒ Check Condition of Battery (Storage Capacity Test if Applicable) Pass

Under Hood

- ☒ Fluids: Oil / Coolant / Power Steering / Brake Fluid / Washer Pass
- ☒ Engine Air Filter Pass
- ☒ Belts / Tensioners (condition and adjustment) Pass
- ☒ Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections Pass
- ☒ Radiator Core / Air Conditioning Condenser (if equipped) Pass

Tire Tread Depth (measured in 1/32") & PSI



- ☒ LF Tread 2
- ☒ RF Tread 2
- ☒ LR Tread 2
- ☒ RR Tread 2
- ☒ LF PSI 33
- ☒ RF PSI 33
- ☒ LR PSI 33
- ☒ RR PSI 33
- ☒ Tire pressure before 33
- ☒ Tire pressure after 35

Abnormal Wear Pattern of Tires

- ☒ LF
- ☒ RF
- ☒ LR
- ☒ RR
- ☒ Alignment

Check Brake Linings (measured in millimeters)

- ☒ LF 8
- ☒ RF 8
- ☒ LR Drum
- ☒ RR Drum

ASBURY
AUTOMOTIVE GROUP

Prepared By: [Signature]

CUSTOMER #:

INVOICE



GRAY-DANIELS NISSAN NORTH

6080 I-55 North Frontage Road - Jackson, MS 39211
 (601) 899-7400 - Main - (800) 530-7522 - Toll Free
 (601) 899-7463 - Fax
 www.graydaniels.com

PAGE 1

RICHLAND, MS

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 701978 MICHAEL DOLLAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
QMI/	17	NISSAN SENTRA	3N1AB7APXHY		15118/15118	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR17 DD			WAIT 05FEB18		0.00	CASH	05FEB18

R.O. OPENED	READY	OPTIONS:	ENG:1.8 Liter
10:25 05FEB18	11:44 05FEB18	SOLD-STK:HY TRN:automatic	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CUSTOMER STATES CHECK ENGINE LIGHT IS ON
 CAUSE: CODE P0456

EN001 CUSTOMER STATES CHECK ENGINE LIGHT IS ON

520043 CPC 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

RE CHECK FUEL CAP, SYSTEM GOOD AT THIS TIME

B Multi-Point Inspection

DI1 Multi-Point Inspection

520043 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

2-12-18 called Michael Dollar and if I should bring car in as gas
 smell still very strong - reset gas cap light came on Sunday
 2-11-18.

WARRANTY STATEMENT: PLEASE SEE THE DEALERSHIP'S
 LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR
 INVOICE.

By signing below, you acknowledge that you were notified of and
 authorized the Dealership to perform the services/repairs itemized
 in this invoice and that you received (or had the opportunity to
 inspect) any replaced parts as requested by you. The vehicle is
 being returned to you in exchange for your payment of the Amount
 Due.

*SHOP SUPPLY COSTS: We
 have added a charge equal to
 15% of the total cost of labor
 and parts, not to exceed
 \$50.00, to the Repair Order for
 shop supplies used in connection
 with this repair.

ALL PARTS ARE NEW
 UNLESS OTHERWISE
 INDICATED.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			ADJUSTMENTS	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

REMIT TO: 445 Atlanta South Pkwy, Suite 135
 College Park, GA 30349

CUSTOMER COPY

1st oil change 7-19-17
mileage - 5,342.00



Gray-Daniels Nissan North

Boxtime

Automobile Status Report

Prepared For



2017 Nissan SENTRA

Date July 19, 2017

VIN 3N1AB7APXH

Mileage 5342

RO#

Service Advisor

CLAIRE Wallace

RWALLACE@GRAYDANIELS.COM

601-899-7452

ASBURY
AUTOMOTIVE GROUP

Gray-Daniels Nissan North
6080 Interstate 55 North Frontage Rd
Jackson, MI 39211



780021

STATE OF MISSISSIPPI
DEPARTMENT OF REVENUE
TITLE BUREAU - POST OFFICE BOX 1383
JACKSON, MISSISSIPPI 39215

APPLICATION FOR CERTIFICATE OF TITLE

For Title Bureau Use Only

ENTER
COMPLETE
MISSISSIPPI
TITLE NO.

9 DIGITS - EXAMPLE: 1234567-01

VEHICLE
TYPE:PASS. (1) ☐ TRK. TRACTOR (2) ☐HAR. (3) ☐FLOOD (4) ☐SALVAGE (5) ☐REBUILT (6) ☐OTHER ☐MOTORCYCLE (7) ☐MOTOR HOME CAB (8) ☐TRK. TRL. (9) ☐First Miss. Title -
Attach M.C.O., or
other state's title.TITLE TYPE: ORIGINAL (0) ☐Attach
Miss. Title
CORRECTION (C) ☐Attach
Miss. Title
TRANSFER (T) ☐Attach
Miss. Title
LIEN CHANGE (L) ☐

YEAR	MAKE	MODEL/SERIES	CYL.	NO. PASS OR GVW	BODY TYPE	COLOR	NEW	USED	FUEL	VEHICLE IDENTIFICATION NO. (VIN)	ODOMETER CODE EXAMPLE: 06-123456
------	------	--------------	------	--------------------	-----------	-------	-----	------	------	----------------------------------	-------------------------------------

FROM WHOM PURCHASED (NAME)

CITY

STATE

ZIP CODE

PREVIOUS TITLE NO.

TITLING STATE

TAG NO.

CODE: 06-ACTUAL
11-EXCEEDS LIMIT
12-NOT ACTUAL - DISCREPANCY
EXP. YR.

OWNER'S LAST NAME FIRST INITIAL IS NOW OR FIRST INITIAL

STREET / APT. / P.O. BOX

CITY

STATE

ZIP CODE

CO. CODE

DATE OF PURCHASE
MO. DAY YR.

TRADE IN

YES ☐ NO ☐

PURCHASED OUT OF STATE

YES ☐ NO ☐

1ST LIENHOLDER NAME

CITY

STATE

ZIP CODE

1ST LIEN TO BE PAID (Contact Lienholder & get this)

DATE OF LIEN

2ND LIENHOLDER NAME

CITY

STATE

ZIP CODE

LIENHOLDER NUMBER (Contact Lienholder & get this)

DATE OF LIEN

MO. DAY YR.

DATE (SIGNED) NISIAN NO. 1

BY

AUTHORIZED SIGNATURE

I, THE UNDERSIGNED, CERTIFY THAT THE VEHICLE DESCRIBED ABOVE IS OWNED BY ME AND I HEREBY MAKE APPLICATION FOR A CERTIFICATE OF TITLE FOR SAID MOTOR VEHICLE.
AND THIS VEHICLE WILL NOT BE SUBJECT TO LIEN PRIOR TO RECEIPT OF TITLE UNLESS INDICATED ABOVE.DISCLOSURE STATEMENT AND PRIVACY ACT NOTICE
DRIVER'S LICENSE NUMBERS ARE REQUIRED BY STATE LAW AND WILL BE USED IN THE ADMINISTRATION OF STATE MOTOR VEHICLE LAWS. THE COMMISSION IS AUTHORIZED TO COLLECT
THE INFORMATION PURSUANT TO 42 U.S.C. § 405(c)(2)(G) AND MISS. CODE ANN. § 63-21-15. TITLES AND REGISTRATION RECORDS MAY BE RELEASED ONLY PURSUANT TO 10 U.S.C. §
2721-2725. FAILURE TO PROVIDE THE INFORMATION WILL RESULT IN THE DENIAL OF A CERTIFICATE OF TITLE.

OWNER'S SIGNATURE

(PERSONALLY SIGNED IN INK BY OWNER OR AUTHORIZED REPRESENTATIVE)

DRIVER'S LICENSE NUMBER

JOINT OWNER'S SIGNATURE

(PERSONALLY SIGNED IN INK BY OWNER OR AUTHORIZED REPRESENTATIVE) (LEAVE BLANK IF NO JOINT OWNER)

DRIVER'S LICENSE NUMBER

I HEREBY CERTIFY THAT THE ABOVE DESCRIBED VEHICLE HAS BEEN PHYSICALLY INSPECTED BY ME AND THAT THE V.I.N. AND DESCRIPTIVE DATA SHOWN ON THIS APPLICATION ARE CORRECT AND FURTHER,
I IDENTIFIED THE PERSON SIGNING THE APPLICATION AND WITNESSED HIS SIGNATURE.

BY

DESIGNATED AGENT

DESIGNATED AGENT NO.

DATE

See reverse of copy 4 for important information

OWNER'S TEMPORARY PERMIT

APPLICATION NUMBER

Sequium Asset Solutions, LLC

1130 Northchase Parkway, Suite 150

Marietta, GA 30067

Toll-Free: 800-541-1734

Hours: Monday through Friday 9 AM – 5 PM Eastern Time Zone

Account Information	
Date:	09/13/18
Reference #:	
Creditor Name:	Regions Bank
Creditor Account #:	
Total Due:	\$8,528.40

Don't want to speak to a representative? Please visit www.sequium.com to communicate with us about your account.



	Secure, Convenient and Easy to Use. You can now pay online at: www.sequium.com We accept all major credit cards.
	You can now make payments using our mobile app. Download Now!
	Telephone Hours: Monday – Friday, 9 AM – 5 PM EST. Tel: 678-228-0000 Fax: 678-228-0019
	Send Mail To: Sequium Asset Solutions, LLC 1130 Northchase Parkway, Suite 150 Marietta, GA 30067

Dear [REDACTED]

Special Settlement Offer Our Client will Forgive 40% of Your Balance!

This notice is being sent to you by a collection agency. Our records indicate that this account has not been resolved.

We have a very special offer to resolve your unpaid balance with our client. We are willing to settle your account for 60% of the balance due as stated above.

It is also understandable that you may not be able to take advantage of this opportunity at this time. We are willing to work with you on a payment plan that meets your current financial situation. You are encouraged to contact our office so we can help assist you in putting this matter behind you.

You can contact us at the phone number listed above or you can communicate with us about your account at www.sequium.com.

If you would like to make a payment on your account we have convenient ways to pay:

- **Pay Online:** Please visit www.sequium.com to communicate with us about your account
- **Pay By Mobile App:** Please download our mobile app from the App Store or Play Store
- **Pay By Phone:** Please call the number listed above and speak with a representative
- **Pay By Mail:** Please enclose the bottom portion of this letter with your payment

Thank you for your time and attention to this matter. We look forward to helping you resolve this outstanding obligation.

Sincerely,
Sequium Asset Solutions, LLC

THIS IS AN ATTEMPT TO COLLECT A DEBT. ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.
THIS COMMUNICATION IS FROM A DEBT COLLECTOR.

FRAC: n 01023 // 1588 / 212021531405 / 0001304 / 0005

*** Detach Lower Portion And Return With Payment ***

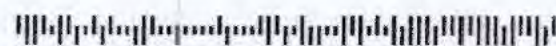
PO Box 1699
Southgate, MI 48195-0699
CHANGE SERVICE REQUESTED

Reference #:	
Creditor Name:	Regions Bank
Creditor Account #:	
Total Due:	\$8,528.40
Amount Enclosed:	\$



Richland, MS [REDACTED]

11426



Sequium Asset Solutions, LLC
1130 Northchase Parkway, Suite 150
Marietta, GA 30067

FROM:

Richland, MS

020 2450 0001 2226 2339

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®



7020 2450 0001 2226 2339

JACKSON, MS
THU 13 MAY

TO:

Administrator, National Highway
Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, DC 20590

W41-306

Utility Mailer
10 1/2" x 16"

Department of Transportation

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

5/19/2021 12:33:27 PM



70202450000122262339

Rea