



GEORGIA DEPARTMENT OF LAW
Consumer Protection Division

CHRISTOPHER M. CARR
ATTORNEY GENERAL

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Suite 356
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www.law.ga.gov
(404) 656-3790

Writer's Direct Dial: 404-651-8600
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March 14, 2022

[REDACTED]
Ray City, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Nissan North America, Inc.

Dear [REDACTED]

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

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

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

Thank you for bringing this situation to our attention.

Sincerely,

R. Healey
Customer Service Specialist

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



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SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 1/18/2022

Consumer name: [REDACTED]

Address: [REDACTED] Ray City, Georgia [REDACTED]

Phone(s): [REDACTED]

E-mail: [REDACTED]

Name of business: Nissan North America, Inc.

Address: PO Box 685003 Franklin, TN 37068

Phone: 800-647-7261

Month / Year of transaction: 2022

Complaint details as submitted:

I bought my car brand new in 2015, its a Nissan Rogue. I noticed the car acting different than normally and then the engine light came on so we took it to the dealership and they said we need a new transmission. I have a little over 131,000 miles on it which the gold package warranty we bought only goes to 100,000 so we are now out of the extended warranty but then I was reading up on the Nissan transmissions and they have had problems with them and even the Nissan guy that works at the dealership said they have had problems with the transmissions. There is currently a lawsuit on this situation with Nissan and their transmissions. I was told I need a new transmission and I dont feel I should need a new transmission only after 7yrs. I feel that after buying a brand new car and the extended warranty knowing they have transmission problems they should work something out with us even if they pay for the transmission and we pay for labor. That would be better than nothing at all.

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Consumer Protection Unit

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

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