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Talent to power a strong economy.

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

October 17, 2022

National Highway Traffic Safety Administration ✓
1200 New Jersey Avenue
SE Washington, D.C. 20590

CL-11493445-1000

RE: [REDACTED] vs. South Shore Nissan
Case #: [REDACTED]

Dear Administrator:

The Suffolk County Department of Consumer Affairs has received the above referenced complaint. Unfortunately, our agency does not have jurisdiction over the issue presented by the consumer.

We are forwarding this complaint to your agency to initiate whatever action is determined necessary. Our Office has closed this complaint and the Consumer was notified via a copy of this letter.

Thank you for your attention to this matter.

Sincerely,

Danielle Grucci-Petersen

Danielle Grucci-Petersen
Consumer Affairs Investigator III
Director of Complaints and Investigations
631-853-4600
Email: Consumer.Affairs@suffolkcountynv.gov

Enclosure: Copy of complaint

cc: NYS Attorney General
300 Motor Parkway, Suite 230
Hauppauge, NY 11788

[REDACTED]
Stony Brook, NY [REDACTED]

(19) Generic - transferred to Another Agency
CA-A28 (6/22)



Suffolk County Executive Steven Bellone
Rosalie Drago, Commissioner, Labor, Licensing & Consumer Affairs
Samuel Chu, Suffolk County Workforce Development Board Chair
www.suffolkcountynv.gov/labor 631-853-6600

A proud partner of the
AmericanJobCenter
network

CMP-22-541

420

Not
Required.

'22 AUG 22 AM 9:45

Steven Bellone
Suffolk County ExecutiveRosalie Drago
Commissioner**SUFFOLK COUNTY DEPARTMENT OF LABOR, LICENSING & CONSUMER AFFAIRS**P.O. Box 6100, Hauppauge, NY 11788-0099 (631) 853-4600 FAX (631) 853-4825
www.suffolkcountyny.gov/consumeraffairs**COMPLAINT FORM**Check box if Sandy-related ☐Use this form to request assistance from this Department. Attach COPIES of appropriate documentation (correspondence, invoices, contracts, and related information). This material is necessary in order to attempt resolution of your complaint. Please use black ink.**PLEASE PRINT OR TYPE ALL ENTRIES - COMPLETE CONSUMER AND VENDOR INFORMATION**

Consumer Information				Vendor Information			
Your Name [REDACTED]				Name of Person or firm complaint is about Nissan			
[REDACTED]				Address - Number and Street			
City	State	Zip		City	State	Zip	
Stony Brook	NY	[REDACTED]		Franklin	TN	37068-5003	
Telephone (include area code)				Telephone (include area code)			
Home [REDACTED]				800-642-7261			
Cell [REDACTED]				Fax			
Business [REDACTED]				Your Account or Invoice number [REDACTED]			
Fax [REDACTED]				Email Address			
Email Address [REDACTED]				Name of person with whom you dealt at the facility			
Your Mailing Address - if different from above				Date of Transaction			
[REDACTED]				11/03/22			
\$ Amount Disputed				\$ Amount of Transaction			
[REDACTED]				[REDACTED]			

NATURE OF COMPLAINT OR PROBLEM: (Attach additional pages if necessary) Hood latch recall. Nissan issued a recall for Hood latches for Nissan Altimas. MY Nissan Altima's hood latch failed while driving resulting in a smashed windshield & Damage to fenders on Hood

THE RESOLUTION YOU DESIRE:
☐ Exchange ☐ Refund ☒ Repair ☐ Deposit Returned ☐ Other restitution (Identify) _____

Have you complained to any of the following?

To	Check if Yes	Date Contacted	Name
The Company	☒	08/22/2022	Nissan
An Attorney	☐		
Other Agency	☐		

PLEASE: ENCLOSE COPIES (not originals) OF ANY PERTINENT DOCUMENTS.

Supporting documentation must be attached before complaint can be processed.

I UNDERSTAND THAT CONSUMER AFFAIRS MAY SEND A COPY OF THIS FORM AND ANY OR ALL OF THE ENCLOSED INFORMATION TO THE VENDOR OR TO ANOTHER AGENCY FOR RESOLUTION.

I DECLARE UNDER PENALTY OF PERJURY THAT THE FOREGOING IS TRUE AND CORRECT.

(Signature)

(Date)

Email to consumer.affairs@suffolkcountyny.gov, or return signed forms to:

Suffolk County Department of Labor, Licensing & Consumer Affairs, P.O. Box 6100, Hauppauge N.Y. 11788-0099



NISSAN OF SMITHTOWN



535 Middle Country Road
St. James, New York 11780

SERVICE (631) 350-7005

www.nissanofsmithtown.com

PARTS (631) 351-9550

SALES (631) 351-9696

CUSTOMER NO.	SERVICE ADVISOR	DATE OF INVOICE
	CHRISTOPHER CAPOBI 8427	01/03/22
	LABOR RATE	COLOR OF VEHICLE
	46,798 /	
	YEAR / MAKE / MODEL OF VEHICLE	DATE DELIVERED
	18/NISSAN/ALTIMA/ALTIMA	
	SERIAL NO. / VIN	SELLING DLA MFG. NO.
	1N4AL3APXJ	
	FED TAX EXEMPT NO.	WORK ORDER DATE
		01/03/22
OFFICE PHONE	COMMENTS / NOTES	

JOB# 1 CHARGES-----

LABOR-----
1 05NIZNYINSP NYS SAFETY/EMISSIONS UNITS: TECH(S):58 37.00
CUST STATES PERFORM NYS EMISSIONS INSPECTION
NYS LAW REQUIRES ANNUAL INSPECTION FOR SAFETY AND EMISSIONS
37.00 FEE REQUIRED BY STATE PASS OR FAIL
STICKER NUMBER 1072369

JOB# 1 TOTALS-----
LABOR 37.00

JOB# 2 CHARGES-----

LABOR-----
2 29NIR21A6 R21A6 NEW HOOD LOCK UNITS: 0.30 TECH(S):58 WARRANTY
CUSTOMER REQUEST TO PERFORM RECALL SERVICE CAMPAIGN R21A6
2013-2018 ALTIMA HOOD LOCK ASSM INSPECT AND REPLACE
NOTE IF PC426 STILL OPEN, MAKE ANOTHER JOB ALSO
R21A60 .3 REPLACE SPRING AND LABEL AND LUBE
OR R21A61 .3 CK LOCK, REPLACE SPRING AND LABEL AND LUBE
OR R21A62 .4 CK LOCK RUST PEN, REPLACE LOCK AND SPRING
OR R21A63 .4 CK LOCK RUST PEN, REPLACE SPRING
COMPLETE. REPLACED SPRING LABEL AND LOCK

ARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	65697-9H50A	SPR-HOOD LOCK		
	1	60599-9HP1D	LABEL-L		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

LABOR-----
3 22NIZKEYLSREH KEYLESS REMOTE UNITS: 0.00 TECH(S):58 0.00

ARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	DL2032	REMOTE BATTERY	7.55	
				TOTAL - PARTS	7.55

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----

LABOR-----
4 55NIZINSP MULTI POINT INSPECT UNITS: 0.00 TECH(S):58 0.00

CUSTOMER REQUESTS TECHNICIAN PERFORM A NISSAN MULTIPPOINT
VISUAL INSPECTION
INSPECTION REVIEWS CONDITIONS OF ALL VISUALLY APPARENT
LISTED COMPONENTS AND SAFETY ITEMS.

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
ARE THOSE MADE BY THE MANUFACTURER. THE
SELLER HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A PARTICULAR
PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR
IT ANY LIABILITY IN CONNECTION WITH THE SALE
OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90
DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.
WARRANTY REPAIRS TO BE PERFORMED AT
SELLER'S PLACE OF BUSINESS.

TERMS: CASH, CERTIFIED CHECK OR
APPROVED CREDIT CARD

CUSTOMER ACKNOWLEDGES RECEIPT
OF COPY



Thank You
for this opportunity to serve you

NYS-NY R/S REG. NO. 7127654

PARTS (631) 361-9560

535 Middle Country Road
St. James, New York 11780
SERVICE (631) 350-7005
www.nissanofsmithtown.com

SALES (631) 361-9696

CUSTOMER NO.	SERVICE ADVISOR CHRISTOPHER CAPOBI	DATE OF INVOICE 01/03/22
LABOR RATE	8427	COLOR OF VEHICLE
YEAR / MAKE / MODEL OF VEHICLE 18/NISSAN/ALTIMA/ALTIMA	46,798 /	DATE DELIVERED
SERIAL NO. / VIN 1N4A13APXJ		MILES AT DELIVERY
FED TAX EXEMPT NO.		DATE OF PRODUCTION
OFFICE PHONE	COMMENTS / NOTES	WORK ORDER DATE 01/03/22

THE NISSAN MULTIPOINT INSPECTION HAS BEEN COMPLETED.
PLEASE REVIEW THE RESULTS WITH YOUR ADVISOR

JB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$45.21 (+TAX)

REMARKS-----
WAITER++

RECOMMENDATIONS-----
BATTERY \$199.95 +TAX
FRONT BRAKES \$399.95 +TAX
AIR FILTER \$49.95 +TAX
OIL AIR FILTER \$89.95 +TAX
OIL FLUID FLUSH \$229.95 +TAX
OILANT SRVC \$249.95 +TAX

TOTALS-----

[] CASH [] CHECK CK NO. []
[] VISA [] MASTERCARD [] DISCOVER
[] AMER XPRESS [] OTHER [] CHARGE

TOTAL LABOR.... 37.00
TOTAL PARTS.... 7.55
TOTAL SUBLET... 0.00
TOTAL G.C.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.66

TOTAL INVOICE \$ 45.21

THANK YOU FOR YOUR BUSINESS !!

CUSTOMER ACKNOWLEDGES REVIEW OF REPAIR INVOICE. x-----

CUSTOMER SIGNATURE

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
ARE THOSE MADE BY THE MANUFACTURER. THE
SELLER HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A PARTICULAR
PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR
IT ANY LIABILITY IN CONNECTION WITH THE SALE
OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90
DAYS OR 1000 MILES, WHICHEVER OCCURS FIRST.
WARRANTY REPAIRS TO BE PERFORMED AT
SELLER'S PLACE OF BUSINESS.

TERMS: CASH, CERTIFIED CHECK OR
APPROVED CREDIT CARD.

X
CUSTOMER ACKNOWLEDGES RECEIPT
OF COPY.



Thank You
for this opportunity to serve you.

NYS-MV R/S REG. NO. 7127854

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More](#) →

2018 NISSAN ALTIMA SL



VIN: 1N4AL3APJ

0 Unrepaired Recalls associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law

Look for this distinct label to distinguish critical safety recall information from other marketing material.

Live Chat

SUFFOLK COUNTY DEPARTMENT OF LABOR
LICENSING AND CONSUMER AFFAIRS
PO BOX 6100
HAUPPAUGE NY 11788-0099

received on 10/26
T - NEF

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

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SINGLE PIECE