



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
POUGHKEEPSIE REGIONAL OFFICE

February 21, 2024

[REDACTED]
Wappingers Falls, NY [REDACTED]

Re: Our File Number: [REDACTED]
Subject: Poughkeepsie Nissan

Dear [REDACTED]

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

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

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

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

Very truly yours,

David Lederman

David Lederman
Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration
Office Of Defects Investigation
West Bldg, 1200 New Jersey Ave SE
Washington, DC 20590-0001
(888) 327-4236

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



BUREAU OF CONSUMER FRAUDS AND PROTECTION
One Civic Center Plaza - Suite 401
Poughkeepsie, NY 12601-3157
Tel: (845)485-3900 | Fax (845)452-3303

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

Intake Id [REDACTED]

Complaint Bureau

Bureau Where You Filed Your Complaint POUGHKEEPSIE

Your Information

First Name [REDACTED]

Last Name [REDACTED]

Your Business/Organization Name

Street Address [REDACTED]

Address Line 2 [REDACTED]

City/Town Wappingers Falls

State NY

County DUTC

Zip/Postal Code [REDACTED]

Country US

Email Address [REDACTED]

Phone Number [REDACTED]

Alternate Phone Number [REDACTED]

Subject of Your Complaint

Are you complaining about a person or a company? COMPANY

Business Name Poughkeepsie Nissan

Street Address 1782 South Rd

Address Line 2 Lot 100

City/Town Wappingers Falls

State NY

Zip/Postal Code 12590

Email Address

Phone Number 845-297-0077

Website Poughkeepsienissan.com

Additional Complaint Information

Location of Incident/Transaction Wappingers Falls

Date of Incident/Transaction

Name of Product or Service	Climate control
Cost of Product or Service	2000.00
Method of Payment	OTHER

Other Payment Method Information

Complaint Description

Climate control keeps breaking due to manufacture defect. However since there is no recall at this time it will cost 2000.00 every few years to fix. They fixed it in 2019 under warranty and it's broken again. Went online and this is a known issue. This is a safety issue due defrost doesn't work.

Did you sign a contract?	Y
Where?	Poughkeepsie Nissan
When?	2019-05-09
Was product or service advertised?	Y
Where?	
When?	
Have you already complained to company/individual?	Y
How?	BY TELEPHONE
Complaint Date	2024-01-24
Person contacted	Service
Job title	Service
Nature of response	Not covered
Date of response	2024-01-24
Has matter been submitted to another agency or attorney?	N
Is court action pending?	N
What form of relief are you seeking, e.g., refund, credit, exchange, repair?	
	Repair/recall action
Manufacturer of Product	Nissan
Street Address	1445 Rt. 9
City/Town	Wappingers Falls
State/Town	NY
Zip/Postal Code	12590
Product Model or Serial Number	Nissan. Nv 200
Warranty Expiration Date	2020-05-09
Did Business Arrange Financing?	N

Uploaded Documents

User Uploaded Document Names	 .jpg
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In filing this complaint, I understand that:

- The Attorney General is not the complainant's private lawyer. The Attorney General is a public servant who protects the public from illegal or misleading practices. This complaint does not mean that the Attorney General will

start a lawsuit for the complainant.

- The Attorney General cannot give me legal advice or represent me in court. If I have any questions about my legal rights or responsibilities, I should contact a private lawyer.
- The Attorney General may send a copy of my complaint, and any documents I provide, to the person or organization I mention in my complaint. I give that person or organization permission to provide information about my complaint to the Attorney General.
- The Attorney General may use information from my complaint to show that the law has been broken.
- The Attorney General works with other government agencies at the state, local, and federal levels to investigate complaints and with the police. The Attorney General may share my complaint with these agencies.

I affirm this 24th day of January, 2024, under the penalties of perjury under the laws of New York, which may include a fine or imprisonment that:

- **my complaint is true;**
- **any documents attached are true and accurate copies of the original; and**
- **I understand that this document may be filed in an action or proceeding in a court of law.**

Signature



Date of submission

01-24-2024

NO 314-0017

ROB SHATTUCK/*W*

3N6CM0KXFK

POUGHKEEPSIE, NY

Year:	Make	Model
2015	NISSAN	NV200
15503		

Body	Color	Date
	WHITE	5/08/15
		5/11/15

DESCRIPTION OF SERVICE AND PARTS

Cell: [redacted] Email: [redacted]

#1 - 23NIZ: HEATING SYS
 CUSTOMER STATES THE HEAT AND AC DOES NOT CHANGE FROM HOT TO COLD. INSTALL SOP CONTROL UNIT.
 Caused by
 TECHNICIAN FOUND THE HEATER CONTROL UNIT HAS A INTERNAL FAILURE NOT ALLOWING THE SWITCH TO MOVE FROM HOT TO COLD.

Tech: CHRISTOPHER E KEY (156)			
Installed 275103LM5A :CONTROL ASSY	Qty: 1		Warranty
Installed 272109SE5B :BLOWER ASSY-AIR CONDITIONER	Qty: 1		Warranty
REPLACED THE HEATER CONTROL UNIT, TESTED OPERATION AND FOUND THE HEAT WILL NOW CHANGE FROM HOT TO COLD BUT THE BLOWER BOX DOOR WILL GET STUCK AT TIMES. REPLACED THE BLOWER BOX ASSY, TESTED OPERATION OPERATING AS DESIGNED.			

#2 - 55NIZEINSP: EXPRESS MPI
 PERFORM 27 POINT CHECK
 Caused by
 NISSAN MULTI-POINT INSPECTION
 Tech: CHRISTOPHER E KEY (156)
 PERFORM MULTI-POINT INSPECTION
 Sub Total: .00

#3 * 01NIZZNYSI: NEW YORK STATE INSP

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

New York State
Office of the Attorney General
One Civic Center Plaza, Suite 401
Poughkeepsie, NY 12601-3157

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FIRST-CLASS



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IMMEDIATE SERVICE

PITNEY BOWES



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National Highway Traffic Safety Administration
Office Of Defects Investigation
West Bldg, 1200 New Jersey Ave SE
Washington, DC 20590-0001



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