



**OFFICE OF THE ATTORNEY GENERAL**  
**Consumer Protection Division**

CHRISTOPHER M. CARR  
ATTORNEY GENERAL

2 Martin Luther King, Jr. Drive SE  
Suite 356  
Atlanta, Georgia 30334

www.law.ga.gov  
(404) 458-3800

Writer's Direct Dial: 404-651-8600

February 26, 2024

[REDACTED]  
Fayetteville, Georgia [REDACTED]

Re: Reference File Number 597907  
Business Name: Nissan North America, Inc.

Dear [REDACTED]

The Office of the Attorney General, 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,

[REDACTED]  
C. Hilton  
Customer Service Specialist  
Office of the Attorney General  
Consumer Protection Division

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



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**SUMMARY OF COMPLAINT**

**AGCPD reference file number:** [REDACTED]

**Date complaint received:** 2/1/2024

**Consumer name:** [REDACTED]  
**Address:** [REDACTED]  
**Phone(s):** [REDACTED]  
**E-mail:** [REDACTED]

**Name of business:** Nissan North America, Inc., National Headquarters Consumer Affairs Department  
**Address:** PO Box 685003 Franklin, TN 37068-5003  
**Phone:** 800-647-7261  
**E-mail:** nnaconsumeraffairs@nissan-usa.com  
**Month / Year of transaction:** 2023

**Complaint details as submitted:**

I currently am financing a 2017 Nissan Altima that is apart of the CVT recall through Nissan. My car is currently in need of a transmission replacement and Nissan is not replacing transmission due to mileage limit is 84,000. My car has 114,00 miles. Due to this known faulty transmission issue, Nissan is liable to replace transmission. I have called and received case numbers with no resolve. My car is currently at a Nissan dealer ship with a diagnosis of critical transmission replacement.

# GEORGIA DEPARTMENT OF LAW

## Consumer Protection Division

2 Martin Luther King, Jr. Drive, S.E.

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Atlanta, Georgia 30334

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

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