

To whom it may concern,

I am requesting a full refund as in my email to Nissan in August of 2023, a few days after I had purchased the car. The issues began on 8/21/23 the first day I drove the car to work. This car continues to have issues with the electrical system and has a burning wire smell. I traded a 2022 Nissan Murano with 16,828 miles on it, Orr Nissan told me the 2023 Nissan Maxima was a new car without any issues, Orr said the car was safe and dependable. This information has turned out to be false and deceptive. How does a customer know their car is being serviced if these dealerships set out to falsify maintenance records, is this not the practice of defrauding the consumer?

I purchased the 2023 Nissan Maxima from Orr Nissan of Searcy on 8.18.23 and on 8.21.23 was the first day I drove the car. I called Cain on 8.21.23 and explained there was an issue with this car on 8.22. 23, I again called Nissan to attempt to schedule an appointment for the car I left a message, and no one called me back. On 8.23.23, I called Superior Nissan of Conway and scheduled an appointment for the 24<sup>th</sup> of August at 9a. On 8.24.23 I drove my car to Superior Nissan of Conway for the scheduled appointment, I put the address in my GPS because I had never been too Superior in Conway and was unaware of the location of the dealership. I spoke with the Service manager and service advisor, Justin Coulees and Shane Bocksnick about my car and the services I required, I let Justin know the phone was not taking calls, the sound system was not working properly, the safety features (sonar), the GPS was not working properly, and the car would shake and drove like a log truck. I gave Justin the keys of my car and said he would look at it, said it may take all day working on it because he would need to put the car on the computer. I then went to the parking lot and called Enterprise and Hertz to rent a car but was unsuccessful. I then downloaded the app for Uber and Lyft so I could request a ride home. I then went to Waffle House and sent several texts to my son about the situation I was in, I explained Uber would cost me close to fifty dollars one way so I would rent a room at the Sleep Safe Inn because I had to charge my phone since I would be in Conway all day at 10:37a.m. Justin of Superior called me and said the car was ready. Justin said he had spoken with several service technicians who were pro Altima versus Maxima owners, and they said the maxima drove difficult Justin said the car salesperson should have ridden with the customer and went over the safety features. I said Cain did, but the car began to have issues after I first drove it for work. Justin said he had hooked his phone up and it worked, I asked did he made or received any calls while in the car because that was when calls were being answered that the system would hang the phone up. Justin said he had put Starbucks address into the GPS because it was the only address knew in Conway since he was from Cabot. He drove the car to Starbucks and the GPS worked well, I said the issue was not consistent, it would happen when driving and that the GPS would not accept voice commands or go back a day before and change my set route causing me to stop and put the destination into the GPS again.

I let Justin know I had put Superior Nissan of Conway in the GPS as well because I had never been there before, and the GPS did well that morning. Justin said he had tried the safety features and found they were working properly.

I said the safety features were not failing all the time, it would happen when I prepared to back up then the sensors would come on when I was backing out of my driveway or at the store, I was required to get out of the car and check surrounding to ensure no child or pet was near the car before I moved the car from the driveway. Justin said he adjusted the speakers and said he had never thought about evaluating the speakers or GPS when test driving a car but would from now on to ensure they worked properly.

On 10.29.23 when I started to go to the store, a block from my house the check engine light came on, the car was shaking and smelled like gas and burning wiring. On October 29 when my car quit, I called Patrick and he said to call Roadside Assistance so on 10.30.23, I called Nissan Roadside assistance and had the car towed to Orr in Searcy. When I left the car, I was given a 2020 car that had high miles with no GPS. This car was in bad shape, I was afraid of this car breaking down on me because I drove from Ward to Searcy and would need to drive it home and then back to the dealership when my car was fixed. On 11.1.23, Orr called me and said the car was ready and that they had found a rodent had gotten inside the car and chewed up wiring. When I went to the service department to pick up my car at Orr Nissan and Searcy Russell Pettit said there was rodent activity in my car, and I would need to pay. I said there was no way that a rodent gotten into the car at my house. I let Russell know that I have bought and traded a 2018 Rogue and a 2022 Murano and there had not been any issues with rodents when Orr purchased my cars. And that I had lived in my subdivision since 2009 and no one had had problems with rodents in the neighborhood or I would have heard about it. The neighbors would have talked and gave each other advice if there was a rodent issue in the area. Russell said the issue came from my home and that he planned to check the car I returned for rats, I told him to go ahead because the rodent came from Orr Nissan not my home and he was ignorant to think that. I said when I had the car seen by the services department at Superior Nissan on 8.24.2023, I let Justin know the car was shaking and smelling like fumes and there was a burning wire smell coming from it. Russell said I was lying and that I had never discussed the car with Superior Services Department, I told him he and Orr Nissan of Searcy were lying.

Tyler said Stephanie had called me and said to call her back. On 11.22.23, I spoke with Stephanie of North America Nissan, she had called me and said she had spoken with Orr Nissan and that there was rodent activity in my car, and it was my fault and that I had to pay for the car and honor the sales agreement with Nissan. I explained to her the Rodent was in the car when I purchased it and Superior Nissan had been told there were issues with shaking, gas smell and of burnt wiring which was the same issues I had experienced when the check engine light came on.

I felt this statement to be racist because my last name was [REDACTED] I got the impression she thought I was a Mexican who would not pay their bills.

I called Tyler Monday the service advisor on 11.22.23 to schedule an appointment for my car due to the gas smell, electrical burning smell as well as issues with the phone, and safety features. I kept my appointment for the 11.24.23 and during that time I received a call from North American Nissan and Orr stating they had been calling me.

On 11.24.2023 I took my car to, Orr Nissan and Taylor said he could not find anything wrong but to bring it back if there was an issue. I explained that the issues I was having with the car were a burning electrical and gas smell, as well as issues with the phone and GPS.

On November 28, 2023, I went to the Superior Nissan of Conway to get a copy of the service completed on 8.24.2023. Patty Neal had attempted to locate the service notes and the service advisor Shane said that the car was not there on 8.24.23, that I had called and rescheduled for September the 6th, the car only needed the speakers adjusted and no service notes were made. After I left, I investigated my GPS history and the date I was at Superior Nissan had been deleted from the GPS, but the Starbucks address was still in the GPS. I know when I took my car to Orr Nissan on 11.24.2023, the GPS date showing when I was at Superior Nissan was deleted by someone in the Service Department.

This shows that Orr Nissan of Searcy and Superior Nissan of Conway have conspired to delete information and colluded with one another to show that I did not complain or have a scheduled service appointment on the 24th of August. As I have said there were issues with this car since I purchased it on 8.18.2023 and to remove the complaints and service records that show the car has problems. As I said to Orr on 11.1.2023, I was called a liar by Russell of Orr Nissan in Searcy. I do feel Russell of Orr Nissan and Stephanie of North American Nissan require more training when dealing with the public, especially females and the Hispanic community. Stephanie was supporting the dealership instead of the consumer, is she aware she is there for the consumer not the dealerships? When it was sold to me, Russell and Patrick were aware this car had rodent damage and conspired to cover the damage up there were electrical issues in the wiring due to rodent issues prior to my purchase. There continues to be electrical issues with the car after Orr Nissan of Searcy said they had fixed the car. The GPS will go off, the volume will change on the GPS and the sound system will lower and raise the volume.

Orr Nissan of Searcy and Superior Nissan of Conway needs to be investigated for their actions pertaining to my services records. Orr and Superior decided it would be easier to make a person appear as if they were crazy instead of ensuring the safety of a consumer. I do feel Orr knew there was an issue with this car and decided to take advantage of a consumer, I just happened to be the person who was next in line to be taken advantage of by these two dealerships. Orr Nissan set out to defraud me and to sell me a car that had issues, Superior Nissan assisted with the deception by falsifying maintenance records. Orr Nissan and Superior Nissan's services departments require an investigation into their practices.

When I spoke with Stephanie of Nissan assist on November the 22nd I let her know that when I had taken the car as superior Nissan and Conway on August the 24th I had left the service department sell my car was having mechanical issues as well as issues with the speakers the sensors as well as the GPS and the phone that is when she made the comment about me paying and honoring the commitment/contract I had signed with Nissan and that I would need to pay for this vehicle. Stephanie called Orr Nissan of Searcy and told the Service Department what I had said and that the service department then deleted from the GPS the address I had put into the GPS for superior Nissan of Conway. Although the Conway Starbucks address was still in the GPS for August the 24th 2023 the address for superior Nissan had been deleted from the GPS. I do feel this was a cover up by our Nissan to assist superior Nissan and superior Nissan to assist or Nissan as well. I do feel an investigation into both dealerships are warranted due to the actions of both service departments. I also feel Orr Nissan of Searcy should be investigated for their deceptive trade actions concerning the sale of this car. Orr Nissan of Searcy said that the car was a good car and I felt pressured by Patrick buyers and Cane to buy this vehicle because or had not been able to sell the vehicle since 2022. I do feel that Orr Nissan new there was a problem with this car and was unable to sell it because of the issues with it see attachments.

As I have previously stated in my complaint against Orr Nissan of Searcy as well as Superior Nissan of Conway. The issues with this car begin on 8/21/2023 I called Orr Nissan and Cain Turney to get the car into the shop, but no one responded to me, so I called Superior Nissan of Conway (see attached 1). On 8/22/2023 I called Orr Nissan of Searcy and left a message for the service department, I then called Superior Nissan of Conway to schedule an appointment for 8/24/2023 (See attachment 2). On 8/23/2023 I received a text from superior Nissan of Conway confirming my appointment for 8/24/2023 at 9:00 AM see attachment 3.

While I was in Conway having my car serviced at superior Nissan of Conway I sent numerous texts to my son on 8/24/2023 discussing the situation and explaining that I had been told by the service department manager at Superior Nissan, diagnosing the car could take up to 8 hours because it would need to be placed on a computer see attachment 4, I have included text messages between myself and my son see attachment 5. While in Conway I contacted Hertz, Enterprise, Uber, Lyft, I then rented a hotel room because I was told the Service Department would need to keep my car for several hours, I needed to charge my phone and log into my work see attachment six. After 10 a.m. the service manager at Superior called and said my car was ready see attachment six.

The service manager at superior said he had put Starbucks in the GPS to ensure the GPS was working properly see attachment 7 (note the destination for superior had been deleted from the GPS while it was at Orr Nissan of Searcy on 11/24/2023 but the Starbucks address was still in the GPS from 8/24/2023 that had been put in by the service manager of Superior Nissan of Conway.

On 8/25/2023 I responded to the Arkansas attorney general's office stating the car's sound system had been fixed by Superior Nissan on August the 24th see attachment eight. On November the 28th 2023 I went to Superior Nissan of Conway to get a copy of the service record from August the 24th 2023. I was told by the service department that my car had not been in for service on August the 24th 2023 but that I had called the service department to reschedule for September the 6th 2023 and there was no service record for either date because all the service department done was adjust the stereo speakers, so a service record was not required to be completed.

According to the Arkansas new Motor Vehicle Quality Assurance Act, Act 297 of 1993 state: The manufacturer of the car is required to make three attempts to fix the vehicle, but how is the buyer supposed to obtain documentation if the dealerships falsify maintenance records as Superior Nissan of Conway and Orr Nissan of Searcy have done? I do not trust Superior Nissan of Conway or Orr Nissan of Searcy to be honest about the services records as you can see from my visits to these dealerships in August and in November.

Please see other attachments in this letter.

Attachment nine is an e-mail to Nissan assist stating my car was serviced by Superior Nissan of Conway.

Attachments 10A through F consist of the bill of sale from Orr Nissan of Searcy, or Nissan of Searcy's service department, the Lonoke county revenues office, the vehicle registration, the August 22nd 2023 complaint to Nissan's, emails to Jason Orr, attachment 11 and 12 are of the staff at superior Nissan of Conway and staff at Orr Nissan of Searcy.

I have added several reports concerning this car after I looked at the car report on my Experian account. There is one event that states is OTHER TITLE BRAND AND/OR ADDITIONAL SIGNIFICANT EVENT HAS BEEN REPORTED, there is also a Patent notice that U.S. Patent 8,005,759 may cover certain aspects of this vehicle history report. This Patent refers to the life of a used vehicle (SEE ATTCHED). This car was sold as new with no issues, but as I look more into the car that could be an issue. Please check this vehicle for a title change or as having significant mechanical issues.

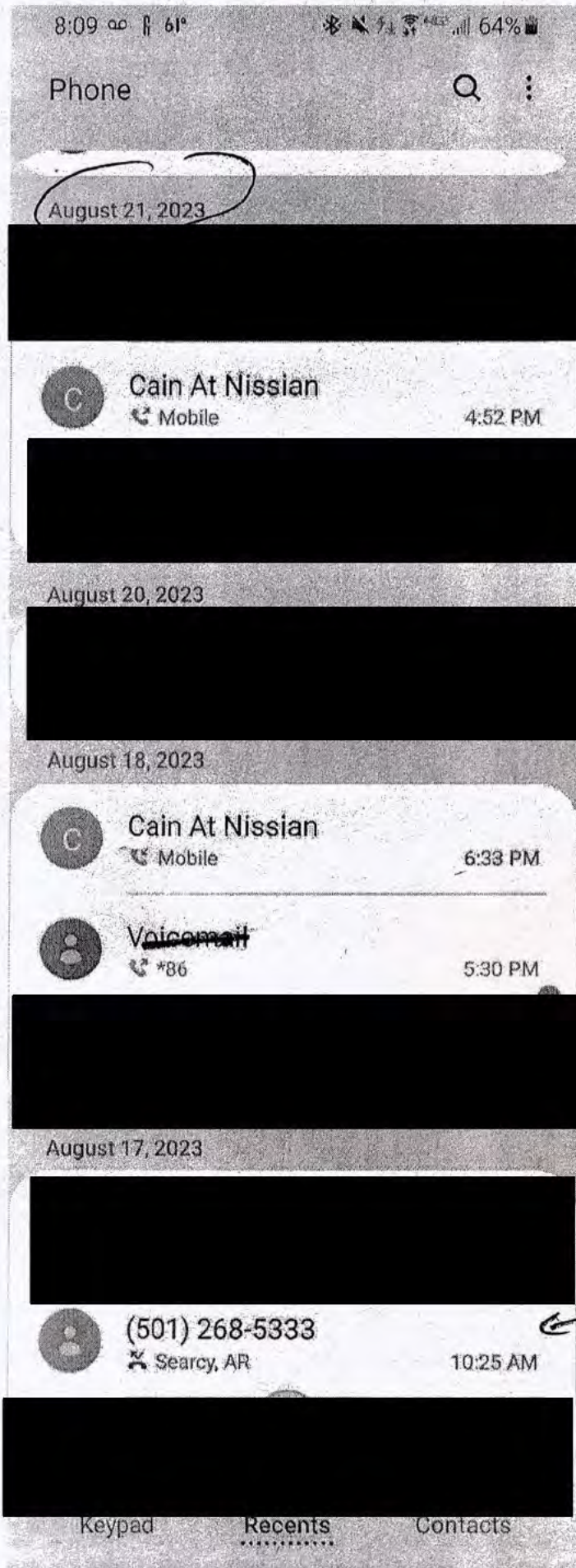
Sincerely,

A large black rectangular redaction box covering the signature area.

Ward AR

A small black rectangular redaction box covering a few characters of text.A black rectangular redaction box covering a line of text.

*Attachment 1*



*← ORR of Searcy*

3:03 61°

95%

A. Uchida 1B



1 selected



All



Superior Nissian Of Conway

Mobile

12:14 PM



Cain At Nissian

Mobile

11:59 AM



Orr Nissian, Searcy

Mobile

11:57 AM

August 21, 2023



Cain At Nissian

Mobile

4:52 PM

August 20, 2023



Delete



3:03 61°

95%

Attachment 2

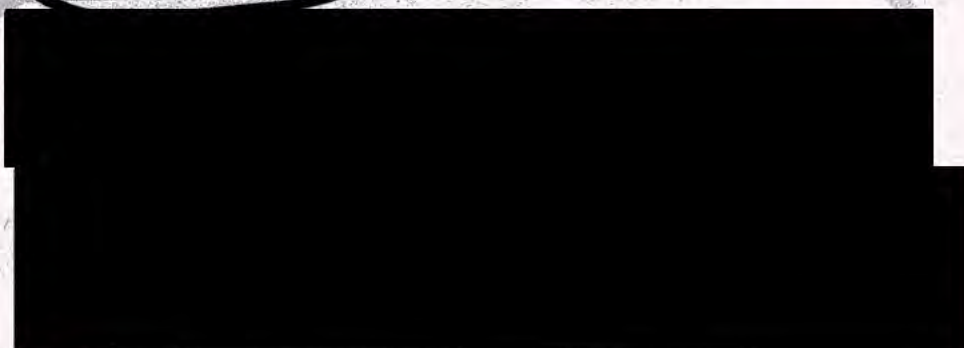


1 selected



All

August 22, 2023



Superior Nissian Of Conway

Mobile

12:14 PM



Cain At Nissian

Mobile

11:59 AM



Orr Nissian, Searcy

Mobile

11:57 AM



Delete



1:48   46°     86% 

Attachment 3



Good afternoon, this is Faith with Superior Nissan of Conway! I am sending a courtesy reminder for your service appointment that you have set with us on Thursday, August 24th at 9:00 AM. If you have any questions/concerns, or if you would like to reschedule, please feel free to reply to this text. Y

 View all 

12:55 PM

12:56 PM

Thanks for the reminder.



You're welcome! Have a great rest of your day and we will see you soon!

1:01 PM

1:42 PM

You, too!



Thank you!

1:49 PM



1:48 46°

86%

Screenshot 3.0

Good afternoon, this is Faith with Superior Nissan of Conway! I am sending a courtesy reminder for your service appointment that you have set with us on Thursday, August 24th at 9:00 AM. If you have any questions/concerns, or if you would like to reschedule, please feel free to reply to this text. You can also give us a call at (501)-513-4655, and we would be happy to assist you! We look forward to seeing you soon, have a great day!



Copy text



Share



12/17/23, 2:18 PM

Screenshot

1:52 61°

77%

Abstract 4

Thursday, August 24, 2023

Zac i am still in conway. I may need to stay at a motel tonight so I can get up early tomorrow and get the car. I could not rent a car and Uber was 45.00 for a one way ride home.

9:48 AM

Okay 9:50 AM

!@#%\$

I'm sorry, and I'll take care of the house.

9:51 AM

Thanks.I know, this has been a bad situation all around.

9:52 AM

It's alright. Things just suck in general.

I hope it you have a comfortable stay and don't stress out about it.

9:55 AM

Okay, hopefully the car will be fixed by noon.

9:56 AM

I do know what to do or where to go. I am sitting in a waffle house right now.

9:58 AM

You don't know where to go or what to do?



at 4A

It's alright. Things just suck in general.

I hope it you have a comfortable stay and don't stress out about it.

9:55 AM

Okay, hopefully the car will be fixed by noon.

9:56 AM

I do know what to do or where to go. I am sitting in a waffle house right now.

9:58 AM

You don't know where to go or what to do?

Hold on gimme a second

10:02 AM

I'm so sorry mom

10:15 AM

10:15 AM

It's okay

Still. I feel like I could have done something if I had a



*Handwritten: 4B*

tonight so I can get up early tomorrow and get the car. I could not rent a car and Uber was 45.00 for a one way ride home.

9:48 AM

Okay

9:50 AM

!@#%\$

I'm sorry, and I'll take care of the house.

9:51 AM

Thanks. I know, this has been a bad situation all around.

9:52 AM

It's alright. Things just suck in general.

I hope it you have a comfortable stay and don't stress out about it.

9:55 AM

Okay, hopefully the car will be fixed by noon.

9:56 AM



56%

Allah 4c



It's okay

Still. I feel like I could have done something if I had a license or something

10:24 AM

No, I do not feel that way. We would have had to have 2 cars.

10:31 AM

True

I guess I just feel bad about it

10:31 AM

I am at a sleep safe close to the car. Just pray it is fixed today.

10:32 AM

I will

10:39 AM

11:18 AM

The car is fixed

I'm glad it works.



*Alchek 5*

16 Aug, 15:22

Son, I ordered Jersey Mike for us. I am getting a company required annual drug test. Love you, see you soon

24 Aug, 9:48

i am still in conway. I may need to stay at a motel tonight so I can get up early tomorrow and get the car. I could not rent a car and Uber was 45.00 for a one way ride home.

24 Aug, 9:50  
Okay

24 Aug, 9:51

24 Aug, 9:51

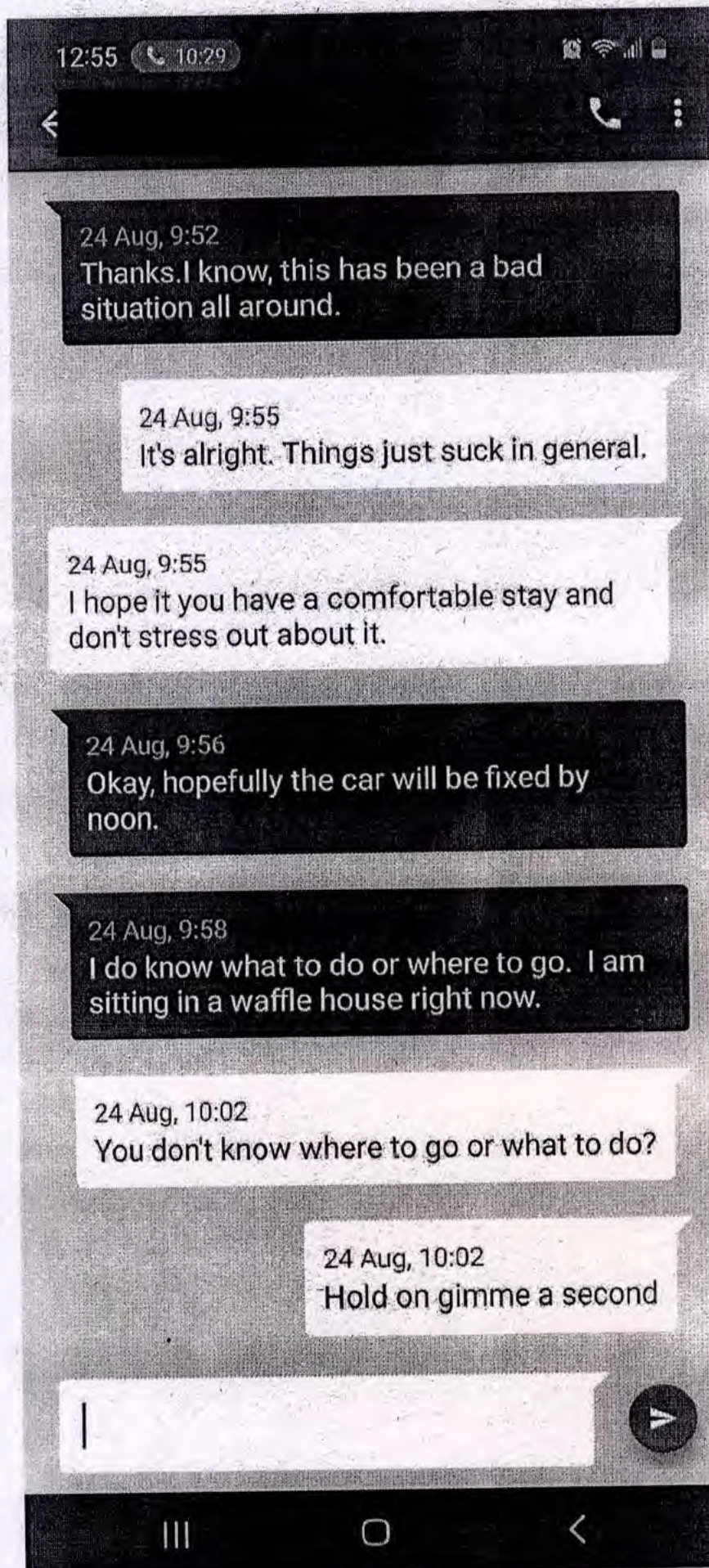
I'm sorry, and I'll take care of the house.

24 Aug, 9:52

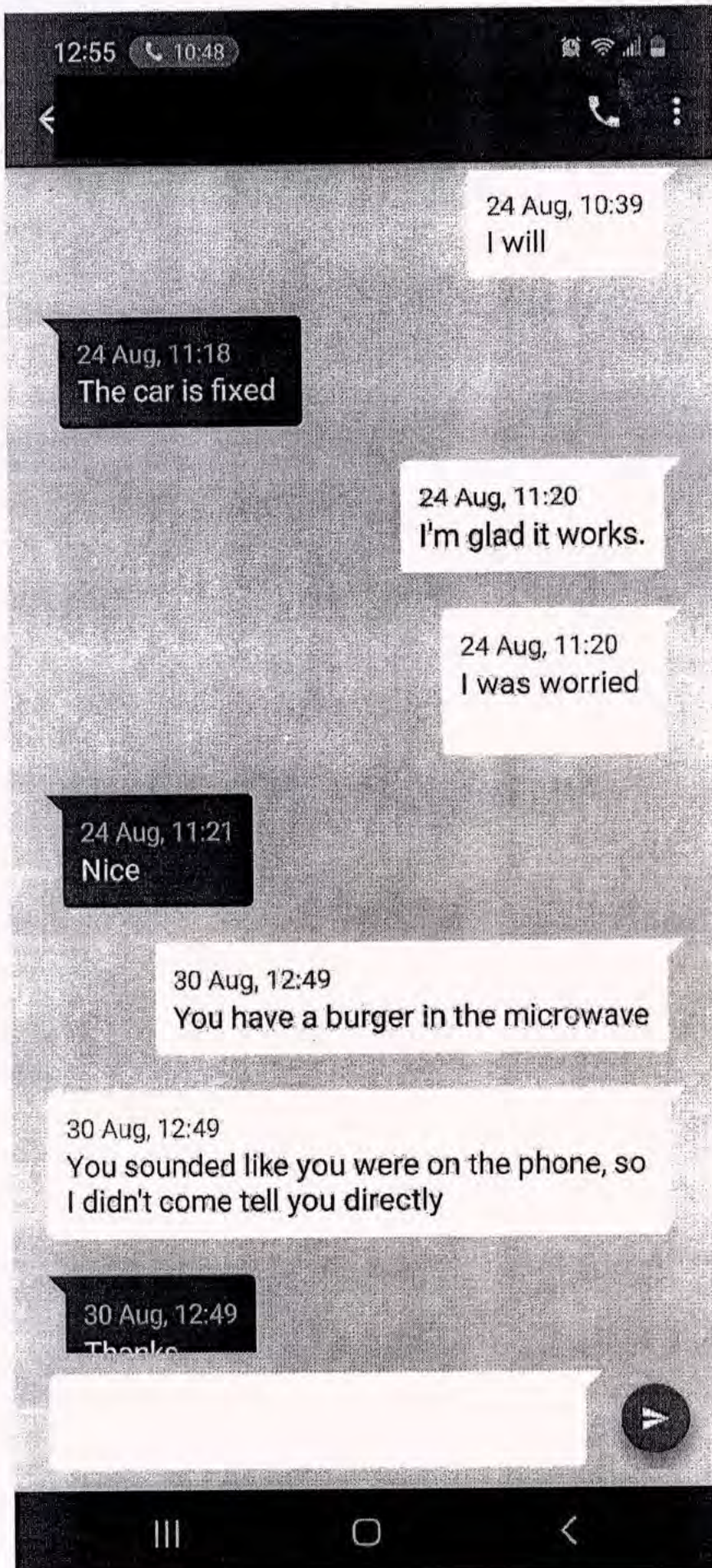
Thanks. I know, this has been a bad situation all around.

24 Aug, 9:55





*A. West Ba*



*A Desert 5b*

*Deleted bc*

12:55 10:38



24 Aug, 10:15  
I'm so sorry mom

24 Aug, 10:15  
It's okay

24 Aug, 10:24  
Still. I feel like I could have done something  
if I had a license or something

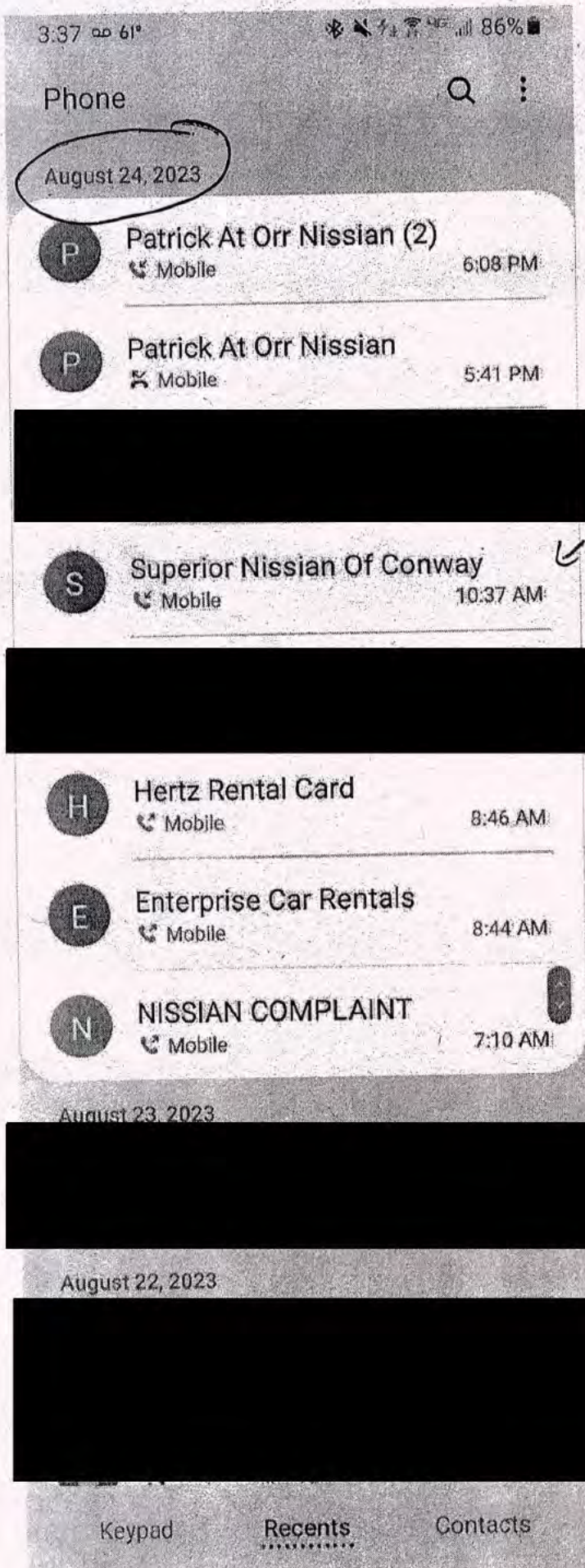
24 Aug, 10:31  
No, I do not feel that way. We would have  
had to have 2 cars.

24 Aug, 10:31  
True

24 Aug, 10:31  
I guess I just feel bad about it

24 Aug, 10:32  
I am at a sleep safe close to the car. Just  
pray it is fixed today.





Attachment 6

← Service Manager called +  
said car was ready

Attachment 6a

2:58 61°

97%



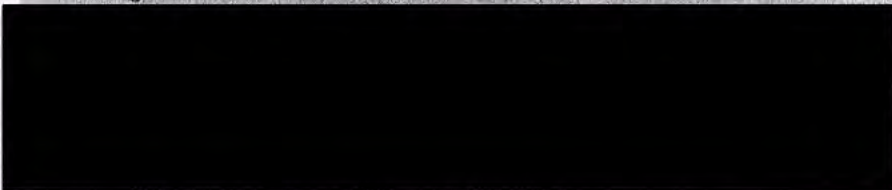
1 selected



August 26, 2023



August 25, 2023



Voicemail

\*86

2:29 PM



August 24, 2023



Patrick At Orr Nissian (2)

Mobile

6:08 PM



Delete



5:40 60°

57%

Slack BB

Add to contacts

Block number

Thursday, August 24, 2023



Hey there, it's Lyft. Get our app here: <https://lft.to/41yfXRN>

9:06 AM



**Your Thursday morning trip with Uber**

1 message

Uber Receipts &lt;noreply@uber.com&gt;

Wed, Nov 29, 2023 at 2:20 PM

**Uber**Cancellation Fee \$5.75  
August 24, 2023**We'll connect another  
time.**Here's the receipt for your  
canceled trip.**Total****\$5.75**

To compensate drivers for the inconvenience, a fee is charged if you cancel a request when they are already on the way.

Cancellation Fee

\$5.75

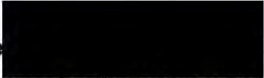
Subtotal

\$5.75

## Payments



*Alldamat 20D*  
\$5.75

A temporary hold of \$45.96 was placed on your payment  is is not a charge and will be removed. It should disappear from your bank statement shortly. [Learn More](#)

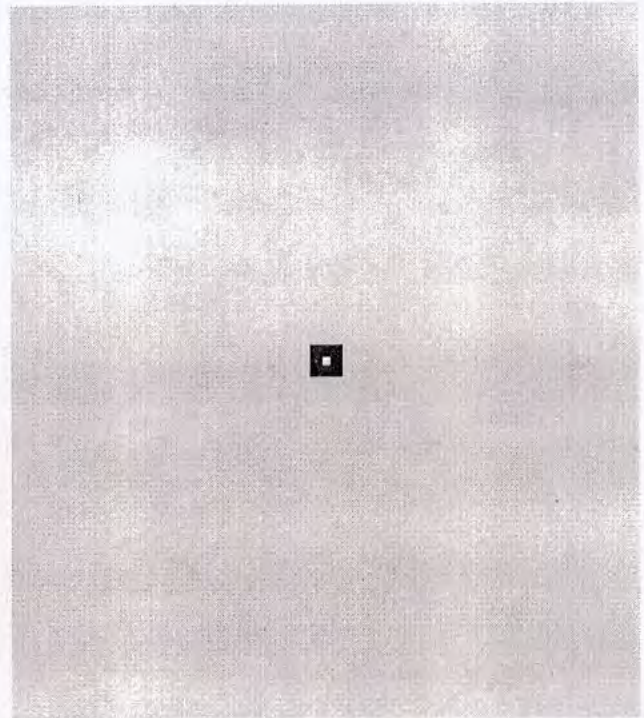
[Switch Payment Method](#)

[Download PDF](#)

UberX

Ride cancelled |

- 9:24 AM  
Request accepted
- ↓ 9:35 AM  
Request canceled



[Report lost item >](#)

[Contact support >](#)

[My trips >](#)



Alfred  
LF

PAGE 1 of 3

Visit us at [verizonvisacard.syf.com](http://verizonvisacard.syf.com) or Call 1-866-850-6188

## Payment Information



New Balance:

Total Minimum Payment Due:

Payment Due Date:

10/10/2023

Payments must be received by 5pm ET on 10/10/2023 if mailed, or by 11:59pm ET on 10/10/2023 for online and phone payments.

NOTICE: We may convert your payment into an electronic debit. See reverse for details, Billing Rights and other important information.

Late Payment Warning: If we do not receive your Total Minimum Payment Due by the Payment Due Date listed above, you may have to pay a late fee up to \$41.00.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

| If you make no additional charges using this card and each month you pay ... | You will pay off the balance shown on this statement in about ... | And you will end up paying an estimated total of ... |
|------------------------------------------------------------------------------|-------------------------------------------------------------------|------------------------------------------------------|
| Only the minimum payment                                                     | 16 months                                                         | \$458.00                                             |

If you would like information about credit counseling services, call 1-877-302-8775.

## Account Summary

Previous Balance as of 08/19/2023

\$447.40

Credit Limit

\$6,000

Payments

-447.40

Available Credit

\$5,608

Purchases/Debits

+391.31

Cash Limit

\$1,200

New Balance as of 09/17/2023

\$391.31

Available Cash

\$1,200

30 Day Billing Cycle from 08/19/2023 to 09/17/2023

### Verizon Dollars Summary

Verizon Dollars Earned this Period

\$7.79

Period

See Verizon Dollars Details section

## Verizon Dollars Details

|                                          |        |
|------------------------------------------|--------|
| 4% Earned on Gas                         | \$3.34 |
| 4% Earned on Groceries                   | \$0.00 |
| 3% Earned on Dining                      | \$0.00 |
| 2% Earned on Verizon                     | \$2.73 |
| 1% Earned on Everything Else             | \$1.72 |
| Bonus Dollars                            | \$0.00 |
| Dollar Adjustments                       | \$0.00 |
| Total Verizon Dollars Earned this Period | \$7.79 |

It feels good to be rewarded! Earn Verizon Dollars every time you use your Verizon Visa® Card to make a purchase at Verizon, plus earn Verizon Dollars on gas, groceries, dining and everyday spending. To view rewards program details, your rewards balance or to redeem, sign into My Verizon online at [Verizonwireless.com](http://Verizonwireless.com) or download the My Verizon mobile app.

## Transaction Detail

| Date                               | Reference #       | Description                                      | Amount     |
|------------------------------------|-------------------|--------------------------------------------------|------------|
| Payments                           |                   |                                                  | - \$447.40 |
| 08/29                              | 74008987H01KB5TMY | PAYMENT - THANK YOU                              | - \$447.40 |
| Purchases and Other Debits         |                   |                                                  | \$391.31   |
| 08/24                              | 24000977F9A0SRHX  | BEST WESTERN CONWAY IN CONWAY AR                 | \$107.59   |
| 08/24                              | 24427337D3FRAGEY  | SUPERSTOP # 462 501-327-2087 AR                  | \$34.63    |
| 08/24                              | 24492157QLRQ69YRE | UBER TRIP HELP.UBER.COM CA                       | \$5.75     |
| 09/17                              | 24492157QLRQ69YRE | UBER TRIP HELP.UBER.COM CA                       | \$5.75     |
| 09/17                              | 24492157QLRQ69YRE | UBER TRIP HELP.UBER.COM CA                       | \$5.75     |
| 09/17                              | 24492157QLRQ69YRE | UBER TRIP HELP.UBER.COM CA                       | \$5.75     |
| 09/17                              | 24492157QLRQ69YRE | UBER TRIP HELP.UBER.COM CA                       | \$5.75     |
| Total Fees Charged This Period     |                   |                                                  | \$0.00     |
| Total Interest Charged This Period |                   |                                                  | \$0.00     |
| 09/17                              |                   | INTEREST CHARGE ON PURCHASES & BALANCE TRANSFERS | \$0.00     |

(Continued)



# Previous Destinations



10:00

Delete Previous Destination

|    |                                  |            |
|----|----------------------------------|------------|
| 53 | <del>Starbucks, Gleason AR</del> | 09-11-2023 |
| 54 | <del>Starbucks, Gleason AR</del> | 08-31-2023 |
| 55 | Starbucks, Gleason AR            | 08-24-2023 |
| 56 | <del>Starbucks, Gleason AR</del> | 08-23-2023 |
| 57 | <del>Starbucks, Gleason AR</del> | 08-21-2023 |

58

80°F



ON-OFF



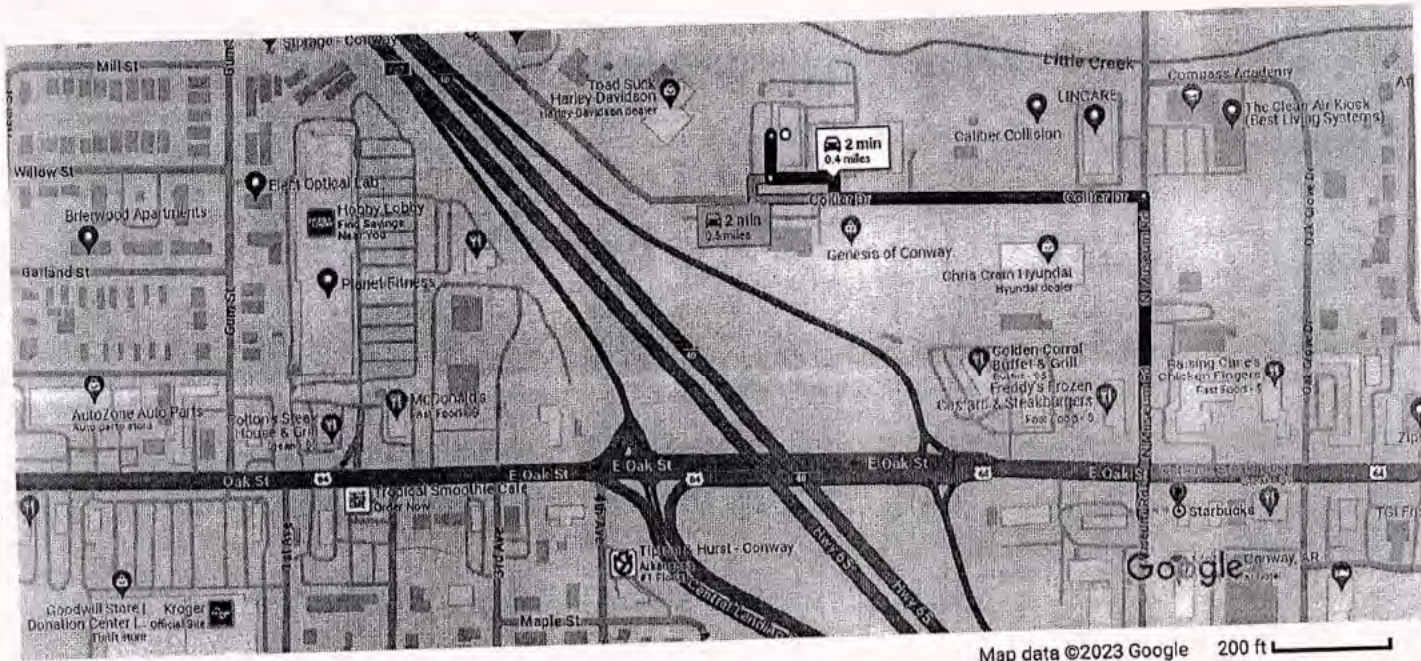
MODE

A/C

PUSH  
DUAL

Google Maps [redacted] Conway, AR [redacted] to Starbucks, 905 E Oak St, Conway, AR 72032 Drive 0.4 mile, 2 min

8/24/23 The Service Manager at Superior Nissans of Conway drove my car to test the GPS



 via Collier Dr and N Museum Rd 2 min  
Best route now due to traffic conditions 0.4 mile

 via Collier Dr and N Museum Rd 2 min  
0.5 mile

Explore nearby Starbucks



Restaurants



Hotels



Gas stations



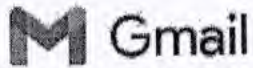
Parking Lots



More

12/17/23, 5:57 PM

Gmail - Re: Consumer Complaint N [REDACTED]



**Re: Consumer Complaint N [REDACTED]**

2 messages

Kylee Horst <kylee.horst@arkansasag.gov>

Fri, Aug 25, 2023 at 3:12 PM

Re: Consumer Complaint No [REDACTED]

Dear [REDACTED]

Your complaint to the Public Protection Division against Orr Nissan of Searcy has been received and assigned to me for processing. It will take some time to attempt resolution of your complaint.

We will notify you of any progress made on your behalf. One of the first steps I will take is to send a copy of your complaint to Orr Nissan of Searcy and request a response within 10 business days. If they do not respond, I will follow up with the business. We resolve thousands of consumer complaints each year through our voluntary mediation process.

Your file number is [REDACTED]. If you have any questions regarding the status of your complaint thirty days after it has been submitted, please contact us at the phone number or email listed below.

Sincerely,

**Kylee Horst**

Investigator

Public Protection Division

Office of Arkansas Attorney General Tim Griffin

323 Center Street, Suite 200

Little Rock, Arkansas 72201

Office: (501) 682-3625 | Toll-free: 800-482-8982 | Fax: (501) 682 - 8118

kylee.horst@arkansasag.gov



To: Kylee Horst <kylee.horst@arkansasag.gov>

Fri, Aug 25, 2023 at 5:29 PM

Subject 89

Hi, Kylee. I have had my issue resolved. Superior Nissan of Conway fixed my car. Patrick from Orr called me and apologized for the issues I was having with the car. He said I should have called him instead of the salesman. I agree with his since Cain was young and had been employed there only a few months but I felt the salesperson should have understood my issues with the car.

On Fri, Aug 25, 2023, 3:12 PM Kylee Horst <kylee.horst@arkansasag.gov> wrote:

[REDACTED]

Re: Consumer Complaint No [REDACTED]

Dear [REDACTED]

Your complaint to the Public Protection Division against Orr Nissan of Searcy has been received and assigned to me for processing. It will take some time to attempt resolution of your complaint.

We will notify you of any progress made on your behalf. One of the first steps I will take is to send a copy of your complaint to Orr Nissan of Searcy and request a response within 10 business days. If they do not respond, I will follow up with the business. We resolve thousands of consumer complaints each year through our voluntary mediation process.

Your file number [REDACTED] If you have any questions regarding the status of your complaint thirty days after it has been submitted, please contact us at the phone number or email listed below.

Sincerely,

**Kylee Horst**  
Investigator  
Public Protection Division  
Office of Arkansas Attorney General Tim Griffin

323 Center Street, Suite 200  
Little Rock, Arkansas 72201  
Office: (501) 682-3625 | Toll-free: 800-482-8982 | Fax: (501) 682 - 8118  
kylee.horst@arkansasag.gov



2 attachments



image.001.jpeg  
19K

12/17/23, 5:57 PM

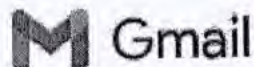
Gmail - Re: Consumer Complaint No. [REDACTED]



**TIM GRIFFIN**  
ATTORNEY GENERAL OF ARKANSAS

image.001.jpeg  
19K

*Attch 8c*

**Maxima 2023 purchased from Orr Nissan in Searcy**

1 message

Thu, Aug 24, 2023 at 4:44 AM

To: nissanassist@nissan-usa.com

On 8.18.23 I purchased a 2023 Nissan Maxima from Orr Nissan in Searcy. I was not being told everything about this car. The safety systems do not work properly, I found this out when I thought the front alarm did not go off when I pulled up to close to a parking barrier. The cross traffic alarm does not work and I found this out by almost hitting someone. The car was sold as having 11 speakers but only the front speaker works. The GPS and the radio work on separate speakers or maybe it is because the other 10 speakers with surround sound are not working.

I spoke with Cain on Monday the 21st and ask him to give me back the safe vehicle I had traded in for a vehicle that clearly had safety issues as well as features that were suppose to be in the car but were not. He said no it was not possible. I cannot believe Nissan would take a safe vehicle from a [REDACTED] year old female and trade for a car that they knew had issues that could cause someone to be hurt.

I called the salesman Cain Turney as well as the service department. The service department said leave my name and number and someone will call me back. I then called the salesman and he said he could give me the number to the service department and this was after I explained to him that I had attempted to speak with someone in the service department.

I will email Nissan every day until I have had this car either returned and mine returned to me or a replacement vehicle that is safe. I feel since this car has so many issues from the start they will only get worse the longer it is on the road.

I have been a loyal Nissan owner for years but as soon as I can I will no longer own another Nissan or suggest anyone purchase a Nissan due to safety issues as well dealership lying and taking advantage of a senior.

I have attached the sales contract to show that I have this vehicle.

q-b



in:sent

X 11

G-C



Compose

Important

Sent

Drafts

Categories

More

## Labels

[Gmail]Trash

job searches

Junk

Notes

Nissan Compliant 4

Personal

Ancestry

dndna

Your inquiry to Nissan [REDACTED]

**"NissanConsumerAffairs@my-nissan-usa.com" <nissanconsumeraffairs@my-nissan-usa.com>**

8/25/2023 Cas [REDACTED] IN # XXXXXXXX [REDACTED] Dear [REDACTED] Thank you for taking the time to contact Nissan North America, Inc. [REDACTED]

Fri, Aug 25,

Hi, Brandi. I am sorry I missed your call, I did call you back and left a message.

I have had my issue resolved with the Maxima. Superior Nissan of Conway fixed my car. Patrick from Orr called me and apologized for the car. He said I should have called him instead of the salesman. I let him know I would call him if there were any future issues with this car.

Reply

Forward

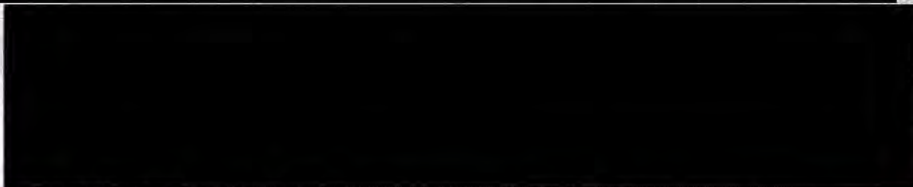
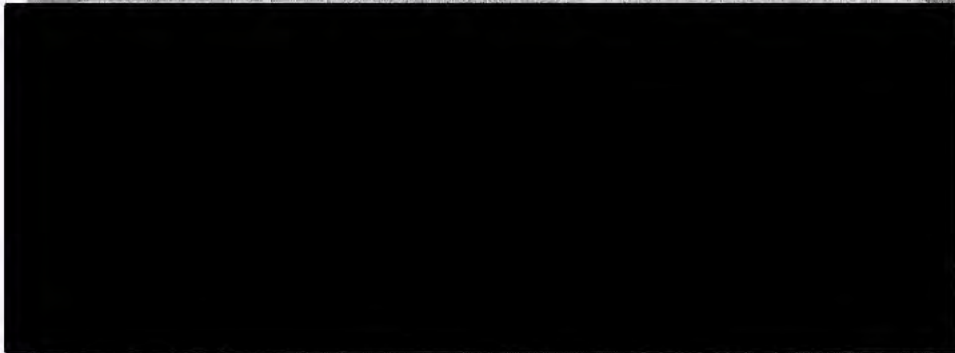
8:37 46°

4G+ 85%

Phone



November 22, 2023



(501) 268-5333

Searcy, AR

10:15 AM



~~J. [Redacted]~~

Mobile

10:07 AM



(501) 268-5333 (2)

Searcy, AR

8:42 AM

Keypad

Recents

Contacts



*Mission Confident  
Stephen  
Our Mission of Seary*

3:12



61°



91%



Act 9 D



Select items



November 28, 2023



Superior Nissian Of Conway

Mobile

2:00 PM

November 27, 2023





# Previous Destinations



Delete Previous Destination

|   |                |            |
|---|----------------|------------|
| 5 | ...            | 11-29-20   |
| 6 | ...            | 11-29-20   |
| 7 | Conway, Ark... | 11-28-202  |
| 8 | ...            | 11-21-2023 |
| 9 | ...            | 11-21-2023 |

58

80°F



ON-OFF



MODE

A/C



State of Arkansas  
Department of Finance  
and Administration



100  
State Revenue Office

Cabot SRO 4302

1604 S PINE STE F

CABOT, AR 72023

Phone: (501) 843-5836

Fax: (501) 843-6700

Transaction Receipt

September 5, 2023

Letter Id [REDACTED]

Transaction ID [REDACTED]

Customer Name [REDACTED]

Process Date 05-Sep-2023

By svcwebserv

Debt Owed

| Debt             | Type      | Id         | Amount Due        |
|------------------|-----------|------------|-------------------|
| 2023 NISS MAXIMA | Ownership | [REDACTED] | \$1,613.66        |
| Processing Fees  |           |            | \$32.27           |
|                  |           |            | <u>\$1,645.93</u> |

Payments

| Payment Type | CC Last 4 / Check # | Credit Card Order Id | Tendered          |
|--------------|---------------------|----------------------|-------------------|
| CRDCRD       | [REDACTED]          | [REDACTED]           | \$1,645.93        |
|              |                     |                      | <u>\$1,645.93</u> |

Change Due \$0.00

Balance \$0.00

In order for you to pay for this transaction using a credit or debit card, a 3% (minimum \$2.00) processing fee has been added by our service provider, Arkansas.gov. The Department of Finance and Administration does not keep any portion of this fee. Please contact Arkansas.gov at 1-877-727-EGOV (3468) with the Order Id above for questions concerning this charge on your credit card or bank statement.

The total of your purchase and the processing fee will appear on your credit card or bank statement as a single charge from ARKANSAS.GOV DFA PAY.

**ORR NISSAN**

3131 EAST BEEBE CAPPS

SEARCY, AR 72143

501-268-5333

www.orrnissan.net DEAL #

10a

|                          |  |                           |                 |
|--------------------------|--|---------------------------|-----------------|
| CITY, STATE, ZIP WARD AR |  | SOCIAL SEC. NO.           | DATE 08/18/2023 |
|                          |  | RESIDENCE D.O.B. 12/22/60 | PHONE           |
|                          |  | BUSINESS LIC. NO.         | PHONE           |

| VEHICLE BEING PURCHASED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                           |                                                                                            |                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------------------|
| PLEASE ENTER MY ORDER FOR THE FOLLOWING:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <input checked="" type="checkbox"/> NEW<br><input type="checkbox"/> USED<br><input type="checkbox"/> DEMO | <input type="checkbox"/> CAR<br><input type="checkbox"/> TRUCK<br><input type="checkbox"/> | STOCK NUMBER<br>505876 |
| YEAR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | MAKE                                                                                                      | MILEAGE                                                                                    |                        |
| 023                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | NISSAN                                                                                                    | 117                                                                                        |                        |
| MODEL OR SERIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | MAXIMA                                                                                                    | BODY TYPE                                                                                  | FWD                    |
| COLOR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | UN METALLIC                                                                                               | TRIM                                                                                       | SR                     |
| V.I. OR SERIAL NO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | N4AA6EV31                                                                                                 | ENGINE TYPE                                                                                |                        |
| DATE DELIVERED ON OR ABOUT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 3/18/2023                                                                                                 | SALESPERSON                                                                                | KENNETH C TURNEY       |
| <p><b>NEW VEHICLE SALE...</b><br/>         Only warranties applying to this vehicle are those offered by the manufacturer.<br/> <b>USED VEHICLE SALE...</b> (Check appropriate box.)<br/>         AS IS: This vehicle is sold "as is" by us. This vehicle is sold without warranty. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the vehicle.<br/>         — OR —<br/>         The only warranty on this vehicle is the Limited Warranty which is issued with and made part of this Order form.</p> |                                                                                                           |                                                                                            |                        |
| CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                           |                                                                                            |                        |
| <p>The information you see in the window form for this vehicle is part of this contract.<br/>         Information on the window form overrides any contrary provision in the contract for sale.</p>                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                           |                                                                                            |                        |
| TRADE-IN DESCRIPTION AND ALLOWANCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                           |                                                                                            |                        |
| YEAR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | MAKE                                                                                                      | MODEL                                                                                      | COLOR                  |
| 2022                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | NISSAN                                                                                                    | MURANO                                                                                     | RED                    |
| VIN NO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 5N1AZ2CJ3N                                                                                                |                                                                                            |                        |
| TRADE-IN VALUE:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$ 31000.00                                                                                               |                                                                                            |                        |
| BALANCE OWED:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | \$ N/A                                                                                                    |                                                                                            |                        |
| TRADE-IN ALLOWANCE:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$ 31000.00/                                                                                              | N/A                                                                                        |                        |
| ANCE OWED TO:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                           |                                                                                            |                        |
| RESS:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                           |                                                                                            |                        |
| OUNT NO.:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                           |                                                                                            |                        |
| FORM:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                           |                                                                                            |                        |
| TIFY THE ODOMETER ON MY ABOVE TRADE-IN READS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 16828                                                                                                     | MILES.                                                                                     |                        |
| METER <input type="checkbox"/> HAS <input type="checkbox"/> HAS NOT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | EXCEEDED 100,000 MILES.                                                                                   |                                                                                            |                        |
| ATURE:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                           |                                                                                            |                        |
| O:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                           |                                                                                            |                        |

|                                                 |          |
|-------------------------------------------------|----------|
| LIST PRICE OF VEHICLE:                          | 45629.00 |
| ADDITIONAL EQUIPMENT (Options):                 | N/A      |
| SERVICE & HANDLING FEE                          | 129.00   |
| SELLING PRICE:                                  | 45758.00 |
| LESS TRADE-IN:                                  | 31000.00 |
| TOTAL TAXABLE AMOUNT:                           | 14758.00 |
| SALES TAX (N/A %):                              | N/A      |
| LUXURY TAX:                                     | N/A      |
| LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION: | 5.00     |
| OTHER:                                          | N/A      |
| NET PAY-OFF ON TRADE-IN:                        | N/A      |
| SUB TOTAL:                                      | 14763.00 |
| REBATE:                                         | N/A      |
| CASH OR DEPOSIT:                                | 4820.00  |
| UNPAID BALANCE DUE ON DELIVERY:                 | 9943.00  |

I hereby agree that this Order on the face hereof and any attachments hereto includes all terms and conditions, that this Order Cancels and supersedes any prior agreements and the date hereto comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, AND THAT THIS ORDER SHALL BECOME BINDING UNTIL ACCEPTED BY THE DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his/her execution of this Order acknowledges that he/she has read the terms and conditions and has received a true copy of the Order. IF A DOCUMENTARY FEE OR PREPARATION CHARGE IS MADE, IT IS MADE FOR THE SERVICE PERFORMED. Dealers may not charge customers for services which are not listed on the Order form.

SIGNED BY: 08/18/2023 Date  
 Dealer or His Authorized Representative  
 08/18/2023 Date

"Thank You — We Appreciate Your Business"



3131 East Beebe Capps  
Searcy, Arkansas 72143  
501-268-5333  
www.ornissan.net



1000

CELL: [REDACTED]

|              |                                                           |                                  |                                 |
|--------------|-----------------------------------------------------------|----------------------------------|---------------------------------|
| CUSTOMER NO. | ADVISOR<br><b>RUSSELL</b>                                 | TAG NO.<br><b>16747</b>          | INVOICE DATE<br><b>11/01/23</b> |
|              | LABOR RATE                                                | LICENSE NO.                      | MILEAGE<br><b>2,972</b>         |
|              | YEAR / MAKE / MODEL<br><b>23/NISSAN/MAXIMA/4DR CVT SR</b> | DELIVERY DATE<br><b>08/18/23</b> | DELIVERY MILES<br><b>117</b>    |
|              | VEHICLE I.D. NO.<br><b>1 N 4 A A 6 E V 3 P</b>            | SELLING DEALER NO.               | PRODUCTION DATE                 |
|              | R.T.E. NO.                                                | R.O. DATE<br><b>10/31/23</b>     |                                 |
| COMMENTS     |                                                           |                                  |                                 |

MO: 2972

JOB# 1 CHARGES-----

LABOR-----

JH 1 10N1Z01 DRIVEABILITY CONCERN TECH(S) 15427 140.00

CUSTOMER STATES VEHICLE WOULD IDLE HIGH THEN DIED, CANT KEEP RUNNING  
FOUND CODE P0304, CYLINDER 4 MISFIRE, FOUND RODENT CHEWED WIRES TO IGNITION COIL  
TEST AND INSPECT, REPAIRED DAMAGED WIRING AND CLEAR CODE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1 24HRK-9002R SOLDER SLEEVE RE 2.07

TOTAL - PARTS 2.07

JOB# 1 TOTALS-----

LABOR 140.00

PARTS 2.07

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 142.07

**DISCLAIMER OF WARRANTIES**

AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

JOB# 2 CHARGES-----

LABOR-----

JH 2 S2N1Z03 SOUND SYSTEM TECH(S) 15427 WARRANTY

CUSTOMER STATES RADIO FADES OUT AND PHONE WONT WORK  
NOT ABLE TO DUPLICATE, DID FIND SOFTWARE UPDATE  
TEST AND INSPECT, UPDATED SOFTWARE PER NTB 23018 (CL5)

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

JOB# 3 CHARGES-----

LABOR-----

JH 3 Q1N1ZAFB REPL ENG AIR FILTER TECH(S) 15427 14.00

FOUND ENGINE AIR FILTER RODENT CHEWED CHEWED FILTER  
REPLACED ENGINE AIR FILTER, CLEANED AIR FILTER HOUSING

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1 AF54M-0Z00PNW AIR CLEANER ELEM 21.08

TOTAL - PARTS 21.08

JOB# 3 TOTALS-----

LABOR 14.00

PARTS 21.08

JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 35.08

**ENVIRONMENTAL COMPLIANCE CHARGE**

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed, and disposed of in strict compliance with federal, state, and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A 37C ENVIRONMENTAL RECYCLE FEE 8.86

JOB # A SS SHOP SUPPLIES 3.00

TOTAL - MISC 11.86

**"WE APPRECIATE YOUR BUSINESS!!"**

Please feel free to contact any of our Service Advisors or our Service Manager if any problem occurs or you have any questions regarding the work we have performed.



VEHICLE REGISTRATION CERTIFICATE  
STATE OF ARKANSAS  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
KEEP THIS DOCUMENT IN YOUR VEHICLE

VEHICLE IDENTIFICATION  
1N4AA6EV3

VEHICLE TYPE/USE

PCLP PC

DECAL COLOR

W

EXPIRATION DATE

8/31/2024

EAR

023

MAKE

NISS

MODEL

MAX

BODY

SD

COLOR

GRY

FUEL

G

CYL

6

Unladen Weight

03717

DISPLACEMENT

0

AXLES

0



10d

VEHICLE NUMBER

LE NUMBER

RENEWAL IDENTIFICATION NUMBER

WARD AR

WARD AR

ISSUING STATE: AR

TITLE PRINT STATUS

PRINT FROM BATCHMAIL

TITLE BRANDS

PURCHASED  
New Arkansas Dealer

REGISTRATION FEE

0.00

CREDIT

0.00

ADDITIONAL FEES

0.00

PRO RATED FEES

0.00

SPECIAL FEE (1)

0.00

SPECIAL FEE (2)

0.00

SPECIAL FEE (3)

2.50

REPLACEMENT FEE

0.00

TRANSFER FEE

1.00

TITLE FEE

10.00

LIEN FEE

0.50

PENALTY

0.00

POSTAGE

0.39

TEMP TAG FEE

0.00

LIENHOLDER(S)

NMAC

VEH PURCHASE PRICE

45758.00

PLUS EXT WARR

8500.00

LESS TRADE IN

31000.00

TAXABLE PRICE

23258.00

STATE TAX

1511.77

STATE TAX PENALTY

0.00

LOCAL TAX PENALTY

0.00

LOCAL TAX(1)

37.50

LOCAL TAX(2)

50.00

LOCAL TAX(3)

0.00

LOCAL TAX(4)

0.00

TOTAL TAXES

1599.27

TOTAL REG FEES

14.39

TOTAL PAID

1613.66

OFF-TRAN INFO

Title and Registration/Transfer

9/5/2023 8:53:16 AM

Cabot 43-02

1604 S PINE STE F

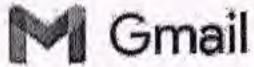
(501) 843-5836

Isporter 2023-09-05

INSTRUCTIONS:

- 1) Remove decal by bending paper along dotted line.
- 2) Lift edge of decal and slowly peel.
- 3) See back side for instructions.

"Owner must sign in the space indicated on back of this certificate"



10e

**2023 maxmia**

1 message

Tue, Aug 22, 2023 at 7:36 PM

To: nissanassist@nissan-usa.com

On 8.18.23 I purchased a 2023 Nissan Maxima from Orr Nissan in Searcy. I was not being told everything about this car. The safety systems do not work properly, I found this out when I thought the front alarm did not go off when I pulled up to close to a parking barrier. The cross traffic alarm does not work and I found this out by almost hitting someone. The car was sold as having 11 speakers but only the front speaker works. The GPS and the radio work on separate speakers or maybe it is because the other 10 speakers with surround sound are not working.

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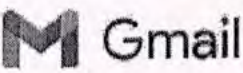
I will email Nissan every day until I have had this car either returned and mine returned to me or a replacement vehicle that is safe. I feel since this car has so many issues from the start they will only get worse the longer it is on the road.

I have been a loyal Nissan owner for years but as soon as I can I will no longer own another Nissan or suggest anyone purchase a Nissan due to safety issues as well dealership lying and taking advantage of a senior.

I have attached the sales contract to show that I have this vehicle.

05.jpg

10 d



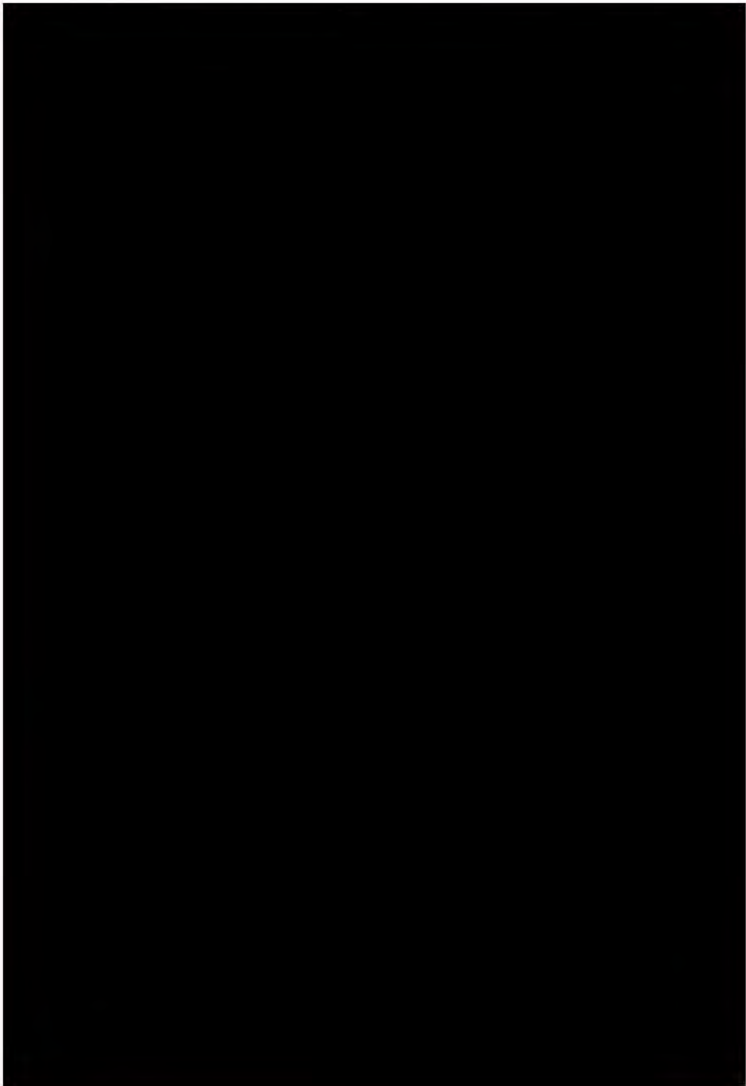
**Orr Nissian Compliant filed 8.22.23**

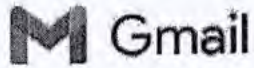
1 message

Tue, Aug 22, 2023 at 7:04 PM



To: Consumer@arkansasag.gov



**RE:Re: Thank you for your Dealer Website request to Dealers**

2 messages

Jason Kelley &lt;jason.kelley@ornissansearcy.edealerhub.com&gt;

Thu, Aug 24, 2023 at 9:08 AM

You will need to come by the dealership and sign the cancellation form for the Nissan Maxima warranty and maintenance coverage.

thank you

Please cancel my service contract on the 2023 Maxima. I do not plan to use Orr Nissan for my future service needs. Please email me the cancellation forms as soon as possible.

On Thu, Aug 24, 2023, 4:49 AM Orr Nissan Searcy <sales@ornissansearcy.edealerhub.com> wrote:



[img]

Removed] To stop receiving these messages visit [Link Removed] [img Removed]

My name is Byars Halford, Internet Customer Relations Manager at Orr Nissan Searcy. I want to personally thank you for your internet inquiry from Dealer Website and interest in our great selection of vehicles. This is an automatic response to let you know that your inquiry has been received.

If you need more information before we get back to you or if you would like to schedule an appointment please call Byars Halford. Otherwise, I will contact you shortly. If you submitted your request after business hours, I will reach out to you when we open.

Thanks for the opportunity to earn your business!

Sincerely,

Byars Halford  
Internet Customer Relations Manager  
Orr Nissan Searcy  
3131 EAST BEEBE CAPPS  
SEARCY, AR 72143  
501-268-5333

12/17/23, 5:58 PM

Gmail - RE:Re: Thank you for your Dealer Website request to Dealers

[Img Removed] To stop receiving these messages visit [Link Removed] [Img Removed]

To stop receiving these messages visit Communication Preferences

102  
Thu, Aug 24, 2023 at 12:32 PM

To: Jason.Kelley@ornissansearcy.edealerhub.com

Why can the not be emailed to me? I have a scanner and printer so I should be able to sign and send back. Many other dealership have been able to email me the cancelation forms, I would print and scan back via email to the dealership. I do not want to visit your dealership again. I am very unhappy with the service I received there.

On Thu, Aug 24, 2023, 9:08 AM Jason Kelley <Jason.Kelley@ornissansearcy.edealerhub.com> wrote:

You will need to come by the dealership and sign the cancellation form for the Nissan Maxima warranty and maintenance coverage.

thank you

Please cancel my service contract on the 2023 Maxima. I do not plan to use Orr Nissan for my future service needs. Please email me the cancelation forms as soon as possible.

On Thu, Aug 24, 2023, 4:49 AM Orr Nissan Searcy <sales@ornissansearcy.edealerhub.com> wrote:

**ORR NISSAN**

[Img]

Removed] To stop receiving these messages visit [Link Removed] [Img Removed]

My name is Byars Halford, Internet Customer Relations Manager at Orr Nissan Searcy. I want to personally thank you for your internet inquiry from Dealer Website and interest in our great selection of vehicles. This is an automatic response to let you know that your inquiry has been received.

If you need more information before we get back to you or if you would like to schedule an appointment please call Byars Halford. Otherwise, I will contact you shortly. If you submitted your request after business hours, I will reach out to you when we open.

Thanks for the opportunity to earn your business!

Sincerely,

Byars Halford  
Internet Customer Relations Manager  
Orr Nissan Searcy  
3131 EAST BEEBE CAPPS  
SEARCY,AR72143  
501-268-5333

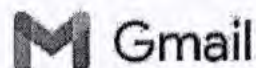
12/17/23, 5:58 PM

Gmail - RE:Re: Thank you for your Dealer Website request to Dealers

10f

[Img Removed] To stop receiving these messages visit [Link Removed] [Img Removed]

To stop receiving these messages visit [Communication Preferences](#)

**Important Message on the vehicle you want! Item IN [REDACTED]**

2 messages

Jason Orr &lt;jason.orr@ornissansearcy.edealerhub.com&gt;

Thu, Aug 24, 2023 at 4:14 PM

To: [REDACTED]

Please stop by the store with the vehicle and ask for the finance department. They need to visually verify the mileage on the car and have you sign a cancellation form. If you have sold the vehicle you can bring the odometer statement as proof of mileage. If the vehicle had been paid off please bring proof of payoff or we will have to send cancellation refund to the leinholder of the vehicle. Refunds usually take 4-8 weeks from time of cancellation.

Thanks  
Jason

Sent from my iPhone

On Aug 24, 2023, at 11:29 AM, Jason Orr <jason.orr@ornissansearcy.edealerhub.com> wrote:

From [REDACTED]

I am requesting the cancelation of the extended warranty on the car.

On Thu, Aug 24, 2023, 9:52 AM Jason Orr <Jason.Orr@ornissansearcy.edealerhub.com> wrote:

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Click below to stop receiving these messages.

[Link Removed]

[Link Removed][Link Removed]

[Link Removed]

Click below to stop receiving these messages.

[Link Removed]

[Link Removed][Link Removed]

Hello [REDACTED]

Thank for your Internet Lead Request. I want to make sure we have answered have answered all of your questions and have done everything we could do to earn your business.

If for any reason, you are not 100% satisfied with our services please email me directly at ornnissan@aol.com

Best regards,

Jason Orr  
Owner  
Orr Nissan Searcy  
501-268-5333  
ornissan@aol.com

102

Thu, Aug 24, 2023 at 4:54 PM

To: Jason Orr &lt;jason.orr@ornissansearcy.edealerhub.com&gt;

Why do I need to visit the dealership? I do not know why I need to visit the dealership, I can take a picture of the mileage, the vehicle was purchased at Orr Nissan and I can do all this without visiting the dealership.

On Thu, Aug 24, 2023, 4:14 PM Jason Orr <jason.orr@ornissansearcy.edealerhub.com> wrote:

Please stop by the store with the vehicle and ask for the finance department. They need to visually verify the mileage on the car and have you sign a cancellation form. If you have sold the vehicle you can bring the odometer statement as proof of mileage. If the vehicle had been paid off please bring proof of payoff or we will have to send cancellation refund to the leinholder of the vehicle. Refunds usually take 4-8 weeks from time of cancellation.

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[Img Removed]

Click below to stop receiving these messages.

[Link Removed]

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# ORR NISSAN

[Img Removed]



lla

[← Back to Dealer Index](#)

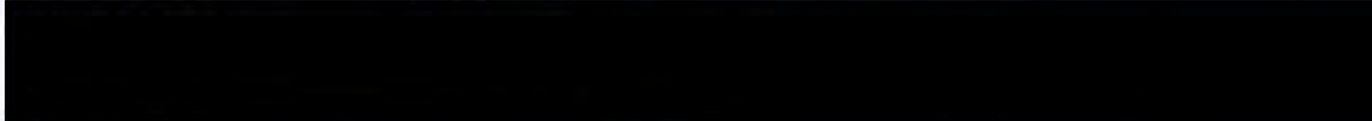
[\(/nissandalers/location/arkansas/\)](https://nissandalers/location/arkansas/)

## SUPERIOR NISSAN OF CONWAY

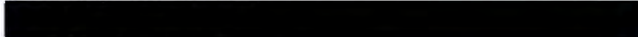
[VIEW INVENTORY](#) [\(/buildyoumnissan/inventory/index?\)](https://buildyoumnissan/inventory/index?)



[➤ CONTACT DEALER](#)



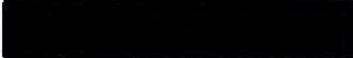
[➤ BOOK A TEST DRIVE](#)



[➤ SCHEDULE SERVICE](#)



[➤ VIEW DEALER SITE](#)



### ADDRESS

**SUPERIOR NISSAN OF CONWAY**  
1090 COLLIER DR  
CONWAY, AR 72032  
(<https://maps.google.com/?q=1090>  
COLLIER DR, CONWAY, AR 72032)



### PHONE NUMBERS

**Main Line** 501-513-4655

**Internet Sales** 501-513-4655

**Service** 501-513-4655

### SALES HOURS

Monday-Saturday

9:00 AM - 7:00 PM

Sunday

Closed

### SERVICE HOURS

Monday-Friday

7:00 AM - 6:00 PM

Saturday

8:00 AM - 3:00 PM

Sunday

Closed

### LANGUAGES SPOKEN

English, Spanish

### NISSAN SERVICES & CERTIFICATIONS



NISSAN LEAF® DEALER



11B.

# SERVICE

Justin Coultas  
Service Manager

Spoke w/ on  
8/24/23 - test drive  
car called @ 10  
for me to pick car up

Shane Bocksnick  
Service Advisor

Spoke w/ on 8/24/23 + 11/28/23 he  
said the car had not been  
in for service on 8/24/23 - David  
I called & rescheduled for  
9/16/23 - no service record  
for either date

Patty Neal  
Service Advisor

on 11/28/23  
- attempted to  
locate service record on  
8/24/23 - no records

# PARTS

Orr Nissan Searcy

124

ORR NISSAN  
SEARCY

Select Language | ▼

CONTACT US

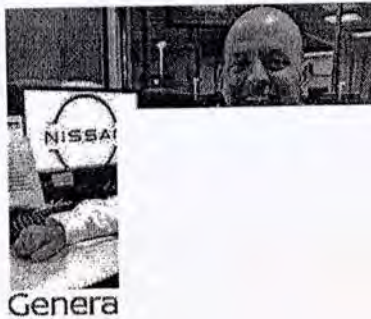
## MEET OUR STAFF

Our staff here at Orr Nissan Searcy is here for your convenience. Feel free to contact us with questions or for a test drive. [CONTACT US](#)

### Meet Our Sales Staff



Owner  
Jason Orr



General Manager



Scarlett  
Orr Nissan Searcy

I'm online and happy to help!  
How may I help you? 😊



Sales Consultant  
Bo Turner

Type your message

SMS

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### Meet Our Finance Staff

12B



Finance Director  
Byars Halford

→ Byars, Patrick & Cain  
said the car was an excellent  
vehicle, neglected to state car had  
issues

### Meet Our Service Staff



Service Advisor  
Taylor Monday



Service Manager



Certified Nissan  
Technician



Certified Nissan  
Technician  
Randy McClaren

11/24/23  
seen car  
date of  
Sequin  
trip was  
deleted out  
of GPS  
hotel motel  
was a lie

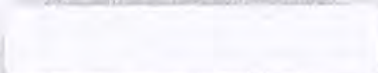
Scarlett

Orr Nissan Searcy

I'm online and happy to help!  
How may I help you? 😊

SMS

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(no subject)

1 message

Fri, Dec 22, 2023 at 5:56 AM

2023 Nissan Maxima  
Manage Garage

Insurance

Loan Info

Vehicle Value

Vehicle History

Open Recalls  
Vehicle History Report  
Report run 12/22/2023  
powered by  
90  
AutoCheck Score

Low  
High  
Similar vehicles score 88–93

2023 Nissan Maxima

VIN: 1N4AA6EV3P

Class: Car - Midsize

Assembled In: United States

Vehicle Age: 0

No Accident Reported

No State Title Brand Reported

No Other Damage Reported

Other Title Brand or Specific Event Reported

No Odometer Problem(s) Reported

Owner History

Calculated Owners: 1

Owner Location Owned From

#1 AR 09/05/2023 – Present

Vehicle Usage

There is indication of the below usage(s) for this vehicle:

Personal

Fleet

Rental

Lease

Taxi

Livery

Police

Government

Drivers Ed

Commercial

Major State Title Brand Check

Your Vehicle Checks Out

No major state title brand has been reported by the state Division of Motor Vehicles (DMV).

0 Problem(s) Reported

No fire brand

No hail or flood brand

No junk or scrapped brand

No manufacturer buyback

No lemon brand

No salvage brand

No rebuilt or rebuildable brand

No odometer brand (EML, NAM etc.)

Accident Check

Your Vehicle Checks Out

AutoCheck has not received any accident records from government sources or independent agencies on this vehicle. Not all accidents are reported to AutoCheck.

Damage Check

Your Vehicle Checks Out

AutoCheck has not received a damage-related event from an auction or an independent source. Not all damage events are reported to AutoCheck. It is recommended that you get a third-party inspection prior to purchase.

0 Problem(s) Reported

No non-title fire damaged record

No non-title hail or flood damaged record

No auction Junk or Scrapped record

No auction Rebuilt or Rebuildable record

No salvage or salvage auction record

No damage or major damage incident record

No structural or frame damage record

No recycling facility record

No crash test record

Other Title Brand and Specific Event Check  
Information Reported

One or more non-major state title brands and/or additional significant event have been reported to AutoCheck. It is recommended to have pre-owned vehicles inspected by a third party prior to purchase.

1 Event(s) Reported

No insurance loss record

No titled to an insurance company record

No auction Manufacturer Buyback record

No abandoned title record

No grey market title record

Loan/Lien record(s)

No repossessed record

No corrected title record

No duplicate title record

No theft record

Odometer Check

Your Vehicle Checks Out

No odometer brands, rollbacks, rollover or tampering has been reported to AutoCheck from state Division of Motor Vehicles (DMV) or auction sources. AutoCheck also examined the sequence of reported odometer readings to determine if there are any potential discrepancies.

State title odometer check

Auction odometer event check

Odometer calculation check

Mileage

Reported On

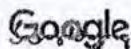
117

09/05/2023

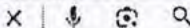
Patent Notice

Certain aspects of this vehicle history report may be covered by U.S. Patent 8,005,759

Vehicle images provided by



What is US patent 8005759?



Images

Used for

Perspectives

Shopping

Videos

News

Books

Maps

Flights

All filters ▾

Tools

SafeSearch ▾

Generative AI is experimental. Learn more ⓘ

US Patent 8,005,759 is a system and method for providing a score for a used vehicle. The patent also covers certain aspects of AutoCheck.com, including its website features and services ▾

Show more ▾

8,005,759, System and method for providing a score for a used vehicle.



AutoCheck.com



Patent Notice | AutoCheck.com

[About featured snippets](#) + [Feedback](#)

Google Patents

System and method for providing a score for a used vehicle

Feb 21, 2008 — The present disclosure provides a system for automated vehicle analysis and a method for providing a potential buyer or other user with, in an ...



googleapis.com

PDF



(12) United States Patent (10) Patent No.: US 8,005,759 B2

Aug 16, 2007 — 1. SYSTEM AND METHOD FOR PROVIDING A SCORE FOR A USED VEHICLE. RELATED APPLICATIONS. This application claims priority to U.S. Provisional ...  
29 pages



Patent Buddy

System and method for providing a score for a used vehicle

Number of patents in Portfolio can not be more than 2000. United States of America Patent ...  
US Patent No: 8005759. System and method for providing a score for a ...

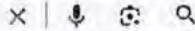
People also ask ⓘ

What does AutoCheck score mean?

How many cars in the world?

Ask a follow up...

[Feedback](#)



## Experian AutoCheck Report

United States. Vehicle Age: 9 year(s). Last Reported ... Patent Notice Certain aspects of this vehicle history report may be covered by U.S. Patent 8,005,759.



Greensboro Auto Auction

## Welcome to AutoCheck - Summary Report

... help manage risk and confidently buy and sell the right vehicles. Certain aspects of this vehicle history report may be covered by U.S. Patent 8,005,759.



AutoCheck.com

## Patent Notice

Certain aspects of this website, as well as features and services accessible from this website, may be covered by the following U.S. Patent No. 8,005,759.



Continental Auto Group

## Your AutoCheck Vehicle History Report

The patented AutoCheck score predicts the likelihood a car will be on the road in 5 years. It compares vehicles of similar age and class based on a scale of 1- ...

Images :

Analytics for US Patent No. 8...

Patent Buddy



US8005759B2 - System and ...

Google Patents



Sample VehicleHistory Report...

AutoCheck.com



Feedback

6 more Images



checkvininfo.com

https://checkvininfo.com › response



## Welcome to AutoCheck - Full Report - CheckVin

The patented AutoCheck score predicts the likelihood a car will be on the road in 5 years. It compares vehicles of similar age and class based on a scale of ...

## Related searches :

What is us patent 8005759  
used for

More results





[REDACTED]

Date: November 29, 2023

Ward, Ar [REDACTED]

Case [REDACTED]

VIN #1N4AA6EV3P [REDACTED]

Dear [REDACTED],

We sincerely appreciate you taking the time to contact Nissan regarding your 2023.0 NISSAN MAXIMA. 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

*Stephanie*

Stephanie  
Consumer Affairs Representative  
Nissan North America, Inc

NISSAN GROUP  
OF NORTH AMERICA



---

Nissan North America, Inc.  
Consumer Affairs  
P.O. Box 685003  
Franklin, TN 37068-5003  
Telephone: 1-800-647-7261



Orr Imports of Arkansas Inc.  
3131 E. Beebe Capps  
Searcy, AR 72143

Cain Turney  
Sales Consultant

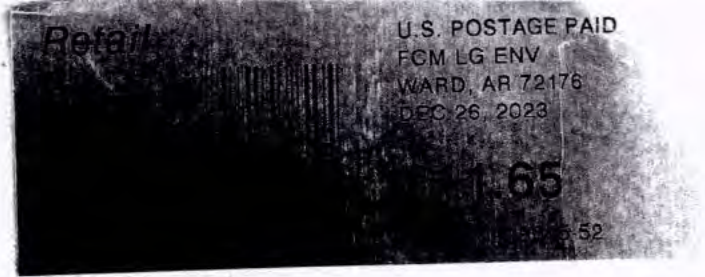
Cell 501.786.5468  
Toll Free 800.937.2253  
Fax 501.268.1617

cainturney@yahoo.com  
ornissan.net

Ward, AR



9589 0710 5270 1580 7945 91



U.S. POSTAGE PAID  
FCM LG ENV  
WARD, AR 72176  
DEC 26, 2023

1.65

52

**Department of Transportation**

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

1/3/2024 1:11:47 PM



9589071052701580794591

National Highway Traffic Safety  
1200 New Jersey Avenue, SE  
Washington DC 20590  
W55-339