



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS
KWAME RAOUL
ATTORNEY GENERAL
October 31, 2025

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: Nissan North America
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Joshua Levin

Joshua Levin
Citizen's Advocate
Consumer Protection Division
Joshua.Levin@ilag.gov
773-919-2960

enclosure

A small, handwritten mark or signature in the bottom left corner of the page.



Office of the
Illinois Attorney General
Kwame Raoul



Contact Information

Consumer Complaint

Your Information

Title

Mr. Mrs. Ms. Other

First Name

Last Name

Address

Street Address

City

Chicago

State

Illinois

Zip Code

Daytime Phone Number

Evening Phone Number

County

United States

E-mail

I am a senior citizen I am a veteran I am a service member

Name of seller or provider of service

Name of seller or provider

Consumer Affairs - Nissan North America, Inc.

Seller or provider address

Street Address

P.O. Box 685003

City

Franklin

State

TN

Zip Code

37068-5003

Website

www.nissanusa.com

Phone Number

(800) 647-7251

I have complained to the company or individual

Person contacted

Phone Number

Would you like to add additional seller or provider's name?

Yes No

Transaction

I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

Information about transaction

Date of Transaction

12/16/2022

I signed a contract

This product or service was advertised

Amount paid to date or down payment

\$149.49

Method of payment

Cash

Money Order

Check

Credit Card

Debit Card

Bank Draft

Wire Transfer

Automatic Debit

Cryptocurrency

Mobile App (Zelle/Pay Pal/Etc.)

Prepaid/reload credit or debit cards

Other (please specify)

Where did the transaction take place?

At my home

By mail

Trade show - convention - home show

By facsimile

There was no transaction

Over the telephone

Over the Internet

At the firm's place of business

Other**Total cost of product and or service**

\$5,036.36

I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

Description**Is this regarding a motor vehicle?**

Yes No

For complaints regarding motor vehicles

Make	Model	Year
Nissan	Versa Note	2015
New Used	As-Is Warranty	Purchase Date
		12/09/2017
Mileage at Purchase	Current Mileage	
35,000	84,000	
Name of Extended Warranty	Expiration Date	

Complaint Description**Briefly describe the transaction and your complaint**

On [REDACTED] while driving my 2015 Nissan Versa Note SV in Thornton, Colorado during rush-hour traffic, the vehicle suddenly stopped and would not restart, placing me at high risk for a collision. I had the car towed to a nearby mechanic, who told me the CVT transmission might be under recall and advised that I take it to Nissan.

On December 16, 2022, I had the car towed to Boulder Nissan and was charged \$149.49 for their inspection. Boulder Nissan confirmed that the CVT oil-cooler pipe was corroded, causing fluid loss and likely transmission failure. The written estimate for repair was \$5,036.36. Because I could not afford that repair, the car was towed out of Nissan on December 19, 2022 and placed in storage, where it remains.

I was working as [REDACTED] at the time and had to buy another used car that same week to continue working. Since then I have had to pay monthly storage fees and maintain full insurance coverage because the bank still holds the title.

I wrote to Nissan Consumer Affairs (Case [REDACTED] on September 2, 2025, requesting goodwill repair coverage and reimbursement for towing, citing their own recalls and technical service bulletins for CVT defects (Recall 14V-142000 and TSB NTB18-059a). I received no response.

I am the mother of [REDACTED] whom I support, and this defect has caused ongoing financial hardship. I am requesting the Attorney General's assistance in compelling Nissan North America to respond and cover the cost of repair or replacement for this unsafe vehicle.

What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.)

Full repair or replacement of the defective transmission at no cost, plus reimbursement for towing, storage, and insurance expenses.

See attached September 2, 2025 letter to Nissan Consumer Affairs for full account and timeline of the issue.

Additional Documents

Add Additional Documents

bouldernissan.pdf	986.6KB
NissanOwnershipProofLetter.pdf	152.29KB
Insurance.pdf	141.88KB
NissanRecall.png.pdf	123.48KB
VersaNote.Timeline.pdf	2.24KB
	121.45KB

Read before submission

Read the following before submitting

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

Please do not send this complaint to the business

I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

Submission Timestamp

2025-10-15 07:38:24 PM



2285 28th Street
 Boulder, CO 80301
 (303) 443-8110
 Fax: (303) 444-5469
 www.bouldernissan.com

SERVICE DEPARTMENT HOURS
 8:00 a.m. to 6:00 p.m.
 Monday - Friday
 Closed on Saturdays

R/O Open Date		R/O Number	
12/16/22			
R/O Close Date		Reprint	
12/19/22			
Mileage In		Mileage Out	
85037		85037	
Service Advisor / Tag #			
Koray Ealy/515			
Vehicle Identification Number			
[REDACTED]			
Battery Date		In Service Date	
00/00/00		00/00/00	
Color		License Number	
FAK - META			

Boulder, CO		Work Phone		Vehicle Identification Number	
[REDACTED]		[REDACTED]		[REDACTED]	
Boulder, CO		Home Phone		Battery Date	
[REDACTED]		[REDACTED]		00/00/00	
Year	Make	Model	Body	Color	License Number
2015	NISSAN	VERSA NOTE SV		FAK - META	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] #1 - MR DIAG: DIAG/CONCERN CUSTOMER STATES ANOTHER SHOP DIAGNOSED VEHICLE AS NEEDING A CVT REPLACEMENT. PLEASE DIAGNOSE AND ADVISE. 1 HOUR DIAG AUTHORIZED. Tech: THOMAS KNUDSEN(238) Sub Total: Labor: 125.00 Parts: .00 Total: 125.00 FOUND CVT OIL LEVEL LOW DUE TO CORRODED OIL COOLER PIPE. DAMAGE TO CVT IS VERY LIKELY. RECOMMEND REPLACENET \$5036.36	125.00
#3 - MR RO: THIS PRICING REFLECTS PAYMENTS BY CASH OPTIONS. Sub Total: Labor: .00 Parts: .00 Total: .00 *THIS PRICING REFLECTS PAYMENTS BY CASH OPTIONS. ALL PRICES ARE INCREASED 2 PERCENT IF NON-CASH PAYMENT METHODS ARE USED	
#4 - MR TOW: VEHICLE HAS BEEN TOWED INTO SHOP Sub Total: Labor: .00 Parts: .00 Total: .00	
#6 * MR TOW: VEHICLE HAS BEEN TOWED INTO SHOP ADDED OPERATION CUSTOMER IS TOWING VEHICLE BACK OUT OF SHOP AFTER DIAGNOSIS. ***** * This pricing reflects payments by cash payment * * options. All prices are increased 2% if non-cash * * payment methods are used. *	

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	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



1-800-841-3000

GEICO SECURE INSURANCE COMPANY
PO Box 509090
San Diego, CA 92150-9090

NAIC
14137

Colorado Insurance Identification Card

Policy Number

[Redacted]

Effective Date

08/08/2022

Expiration Date

03/08/2023

Insured

[Redacted]
Boulder CO

[View All Active Drivers](#)

VIN

[Redacted]

Year

2015

Make
NISSAN

Model
VERSA





Urgent Request for Goodwill Repair Assistance – 2015 Nissan Versa Note (VIN: [REDACTED])

1 message

Tue, Sep 2, 2025 at 1:46 PM

To: [REDACTED]

Bcc: [REDACTED]

Dear Nissan Consumer Affairs,

I am writing to request immediate assistance with a serious safety defect in my 2015 Nissan Versa Note SV (VIN: [REDACTED])

On [REDACTED] while driving in Thornton, Colorado, during rush hour traffic, the vehicle suddenly stopped and would not restart, placing me at high risk for a collision. I had to have the vehicle towed at my own expense to a local repair shop, but they could not help. On **December 16, 2022**, the car was towed again, this time to Boulder Nissan for evaluation.

Critically, the failure occurred with no warning lights or alerts. As the driver, I had no way of knowing that the oil cooler pipe was corroding and that my transmission was being damaged. I was operating the vehicle under the reasonable expectation that the onboard systems would alert me to a dangerous condition, which they did not.

On **December 16, 2022**, Boulder Nissan diagnosed the vehicle with a **corroded CVT oil cooler pipe**, which caused transmission fluid loss and left the CVT transmission damaged and inoperable (RO [REDACTED] attached). The estimated repair exceeded \$5,000. On **December 19, 2022**, since I could not afford the repair, the vehicle had to be towed out of Nissan at my expense and placed into storage, where it remains to this day.

Because I urgently needed a working vehicle for my job as a [REDACTED] I was forced to purchase another used car at my own expense. Meanwhile, the Versa Note has remained in storage, unusable.

Since that time, I have been required to pay **monthly storage fees** and maintain **full insurance coverage** on the Versa Note because the bank still holds the title. These expenses, for a vehicle I cannot drive, junk, or sell, have created a severe and ongoing financial hardship.

I am a [REDACTED] whom I continue to support. One of my sons needs a car, and I cannot afford to buy him one, yet this defective vehicle has remained an albatross — draining money every month in storage and insurance instead of serving my family's needs.

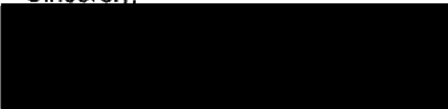
I understand my VIN currently shows no open recalls. However, Nissan has issued recalls and technical service bulletins for **oil cooler pipe and CVT issues** in other models and years — for example, **Recall 14V-142000** and **TSB NTB18-059a**. This is evidently the same type of defect.

I am therefore requesting that Nissan cover the **entire cost of repair or replacement**, as well as reimbursement for the towing expense. This was a manufacturer defect with direct safety implications, not normal wear.

Please escalate my case to a regional case manager immediately.

Thank you for your prompt attention to this matter.

Sincerely,




3 attachments



NissanRecall.png
162K

 bouldernissan..pdf
987K

 Nissan_Timeline.pdf
3K

Proof of Ownership Document Request

2 messages

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

Fri, Dec 16, 2022 at
1:57 PM

To: [REDACTED]



Date:12/16/2022

Case # [REDACTED]

VIN # [REDACTED]

Dear [REDACTED]

Thank you for contacting Nissan and allowing us the opportunity to assist.

So that we may update our vehicle ownership information in order to provide you with the best service, please reply to this email and attach the following documentation:

Proof of Ownership document which can include *one* of the following:

- Insurance Card with Name, Address, and Vehicle Identification Number (VIN)
- Copy of Title
- Certificate of Title
- Bill of Sale
- Vehicle Registration
- Verification from company-owned vehicle that the person registering is the Authorized Driver of that vehicle.

Plus

Proof of Residency (mailing address)

Your Proof of Ownership documents can also be faxed to: (615) 967-2333. If you prefer sending through mail, please contact us for mailing information.

Case # [REDACTED] has been updated to document this request. Please reference this Case number when you write or call. If you have any questions, feel free to contact us directly at **1-800-647-7261 (Option 7)** or text us at (615) 675-9353.

We look forward to hearing from you soon. Your satisfaction is important to us!

Sincerely,
Nissan

Nakisha
Consumer Affairs Representative

Nissan North America, Inc.

[REDACTED]

[REDACTED]

Wed, Oct 15, 2025 at 6:53 PM

[REDACTED]

{Quoted text hidden}

Looking for more information on this vehicle?

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

[Learn More →](#)

2015 NISSAN VERSA NOTE



Recall data refreshed on Sep 02, 2014

0 Unrepaired Recalls associated with this VIN

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

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



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



Where's my VIN?

What information will display in the search results?

Attachment 3: Timeline of Events – 2015 Nissan Versa Note (VIN: [REDACTED])

[REDACTED] (Thornton, CO):** Vehicle suddenly stopped in rush hour traffic and would not start, posing a high risk of collision. Towed at my expense to a local repair shop, but they could not assist.

December 16, 2022 (Boulder Nissan): Vehicle towed again to Boulder Nissan. Dealer diagnosed corroded CVT oil cooler pipe, causing fluid loss and leaving CVT damaged/inoperable (R [REDACTED]). Repair estimated at \$5,000+.

December 19, 2022: Since I could not afford the repair, the vehicle was towed out of Nissan at my expense and placed into storage, where it remains.

December 2022 (same week): As [REDACTED] urgently needed transportation for my work, I had to purchase another used car immediately, at personal financial strain.

2022–2025: Versa Note has remained unusable in storage. I have been required to pay monthly storage fees and maintain full insurance coverage because the bank still holds the title.

Ongoing: As a [REDACTED] whom I continue to partially support, I face financial hardship. One son needs a car, yet this defective Versa Note remains an albatross — unusable, in storage, and draining money each month instead of serving my family's needs.



FIRST-CLASS



ZIP 60603
02 7W
000604-1980



FROM:

KWAME RAOUL
Illinois Attorney General
115 S. LaSalle St.
Chicago, Illinois 60603

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

