



MARK BRNOVICH
ATTORNEY GENERAL

OFFICE OF THE ARIZONA ATTORNEY GENERAL
CIVIL LITIGATION DIVISION
CONSUMER PROTECTION & ADVOCACY SECTION

July 2018

Dear Consumer:

In June 2018, a settlement was reached between this office and ABC Nissan regarding past conduct that my office alleged violated the Consumer Fraud Act. ABC Nissan has not admitted any liability, but has agreed to make restitution funds available for affected customers.

The State's complaint alleged ABC Nissan previously engaged in false advertising practices, including internet advertising that listed vehicles at prices that included all possible rebates and excluded mandatory dealer "add-ons" that had already been applied to the vehicles. The State also alleged that ABC Nissan previously misrepresented consumers' financial information on loan applications in order to obtain financing for vehicle purchases.

If you would like to be considered for possible restitution related to the allegations described above for conduct occurring prior to the settlement date of June 15, 2018, please submit the attached claim form and any additional documents that may support your claim to the address on the claim form.

If your claim is deemed eligible, the payment amount will depend on the information you provide on your claim form, the supporting documentation you include, and the number of consumers who submit a valid claim. My office expects to complete the claim process by the end of October, at which time you will be notified of the status of your claim.

You must submit the attached claim form and any supporting documents no later than September 13, 2018. Failure to submit the claim form and supporting documents may result in your claim not being paid.

Please do not contact ABC Nissan regarding restitution, as ABC Nissan has already paid my office and the AGO is administering the restitution. If you have questions, please email faith.mcloone@azag.gov or call 602-542-7732.

Sincerely,

Mark Brnovich
Arizona Attorney General

CLAIM FORM

ABC Nissan Consent Judgment
For Official Use Only

INSTRUCTIONS

In order to assess whether you are eligible for a restitution payment, please type or print the required information in the following claim form, sign and date the form, and **mail the form with a copy of your purchase or lease agreement and any additional supporting documentation** to the address below. Additional supporting documentation may include a printout of a falsely advertised price.

ABC Nissan Claims Administrator
Office of the Arizona Attorney General
Consumer Protection and Advocacy Section
2005 N. Central Avenue
Phoenix, Arizona 85004

Claim forms must be postmarked by **September 13, 2018** to be considered for payment. If you have questions or need assistance, you may call the Claims Administrator at 602-542-7732.

Contact Information

Last Name		First Name	
_____		_____	
Street Address (Line 1)			

Street Address (Line 2)			

City		State	Zip Code
_____		_____	_____
_____		_____	_____

Telephone Number (Day): _____ Email Address: _____

Claim Information

Answer questions 1–4 only if you are unable to provide a copy of your lease or purchase agreement.

- Did you purchase or lease a car from ABC Nissan?
 Purchase
 Lease
 I did not ultimately purchase or lease a car from ABC Nissan

2. What model car did you purchase or lease?

_____ (e.g., 2015 Nissan Versa)

3. If you purchased the car, what was the date of your purchase and the cash price (before tax and financing)?

Date Purchased: _____ Cash Price: \$ _____

4. If you leased the car, what was your monthly lease payment and the term of the lease?

Payment: \$ _____ /month Lease Term: _____ months

5. When you visited the dealership, based on ABC Nissan's advertisement, did you discover that charges were added on that you did not expect? If so, please describe them briefly and indicate the dollar amount that was advertised.

Yes No Advertised Price: \$ _____

Explain:

6. Do you still own the car you purchased from ABC Nissan? If not, indicate the number of months you did own the car.

Yes No Number of months owned: _____

7. Did you receive a refund or discount on your vehicle from ABC Nissan or another source?

Yes Amount: \$ _____ No

8. If you decided not to purchase a car from ABC Nissan as a result of the company's sales tactics, please list any costs or expenses incurred in going to the dealership.

Please include your lease or purchase agreement and any other documentation that supports your claim. Examples are a copy of an ABC Nissan advertisement showing a falsely advertised price.

Certification

I/we declare under penalty of perjury that the information provided in this claim form is true, correct and based on my/our personal knowledge. I/we authorize the Claims Administrator to verify the information included herein.

Complainant Signature(s)

Complainant Printed Name(s)

Date

**ABC NISSAN CONSENT JUDGMENT
FREQUENTLY ASKED QUESTIONS**

1. Why did I receive this letter?

Our records show that the Arizona Attorney General's Office received a complaint from you regarding ABC Nissan's business practices. ABC Nissan recently settled claims related to certain business practices. As such, you may be entitled to a restitution payment.

2 How will I be deemed eligible and how much might I be paid?

Eligibility and a subsequent payment amount will be determined based on the information provided in the claim form; whether the claim form is consistent with our records of your complaint; whether your complaint was previously resolved; and the number of eligible claims that are submitted. The amount of a consumer's payment cannot be determined until all claims are received.

3. If I'm eligible when will I be paid?

A check will be mailed to eligible consumers after the claims process is complete. No payments can be sent until all claim forms have been received and reviewed for eligibility. The claims period lasts through September 13, 2018, and payments cannot be sent until after all claims are evaluated after the deadline to file.

4. Will this money be taxed?

We cannot give individual tax advice to recipients and recommend you contact your tax professional if you have questions about the tax status of this payment.

5. What happens next?

If you want to see if you are eligible to receive payment, fill out the attached claim form in full and return it to:

ABC NISSAN CLAIMS ADMINISTRATOR
OFFICE OF THE ARIZONA ATTORNEY GENERAL
CONSUMER PROTECTION AND ADVOCACY SECTION
2005 N. CENTRAL AVENUE
PHOENIX, ARIZONA 85004

**For more information or for assistance in completing the claim form,
email faith.mcloone@azag.gov or call 602-542-7732.**