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NVS-200

National Highway Transportation Safety Administration
400 7th Street, SW
Washington, DC 20590

EXECUTIVE SECRETARIAT

2006 JAN 12 P 2:28

Dear NHTSA,

December 29, 2005
TRAFFIC SAFETY ADM.

I am writing to inform you of a very bad experience I had with the Service Department at Jeffery Nissan in Roseville, Michigan. I received a recall notice on my 2004 Quest for 3rd row seating and scheduled an appointment to have this service performed.

We called to make an appointment to help insure this could be taken care of as quickly as possible. Our information was confirmed by the service advisor. My husband took the vehicle in this morning and left it after confirming with the service advisor the work could be performed today. We followed up twice via phone on the progress.

This evening at 6:00, we were left a voicemail stating "our vehicle is completed." When my husband called to follow-up he was told the work was complete but parts had to be ordered. I'm not quite sure how Nissan defines "completed" but if parts are still needed I do not consider it to be "completed."

When we went to the dealership to pick up the vehicle we were told the parts were on back order and would not be in until Tuesday or Wednesday of the following week and that no work had been performed on our vehicle. This is absolutely ludicrous. The whole point of calling to schedule an appointment, stating what the purpose of the appointment was and dropping the vehicle off in the morning was to insure the work could be completed in a single day. If Nissan does not have the parts to cover a recall then I find it completely reprehensible that they let me bring in the vehicle and let it sit all day then tell me it is completed and then my husband has to inquire to find out if everything is finished, only to find out nothing has been done.

On a secondary note, we asked the service advisor to look at two maintenance items while the vehicle was at the dealership. The first being a broken driver's side seat back and the second being a jammed driver's side seatbelt height adjuster. While we were initially told the first item would be covered under warranty and then later told it was not - that part was understandable as it contained a broken part. The second item we were told was fixed and was marked completed on the repair order when, in fact, it was not even looked at by the mechanic. The service advisor had the mechanic come over and explain his oversight, likely an honest mistake by a very nice young gentleman; however it comes as part of this entire fiasco to only add to our extreme dissatisfaction.

I have to say, that in spite of the bad press on the quality problems Nissan has had on the Quest, I was a strong advocate of, what I had previously felt, was a superior product. This is my third Nissan vehicle. Unfortunately I can no longer say that I support Nissan as this entire experience has completely soured me on your product. Jeffrey Nissan was more than happy to take my \$35,000, but when there is a problem with this vehicle in

2006 JAN 18 PM 2:29

Pag 14
1/24/06

Page 2 of 2

terms of quality they have no problems in making it my problem. I will no longer be purchasing, nor recommending, Nissan products. I have always been under extreme pressure to buy a "big three" vehicle and now by the incompetent way this is being handled I am disappointed that the company to whom I have been so loyal was no different than any other.

If this dealership actually had Saturday hours, or provided loaner vehicles, this issue would not be so intolerable but since I am a working mother who cannot be without transportation during the week and as we were told, this repair cannot take place in a short amount of time so I do not see how this situation can be resolved. I look forward to your suggestions on how it might be accommodated.

Sincerely,

[REDACTED]
[REDACTED]
Grosse Pointe, MI [REDACTED]

cc: Dealer Principal, Regional Manager

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Grosse Pointe, MI ██████████

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Administration
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