

CL-10536628-2739

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

AUG 15 2013

[REDACTED]

Denison, TX, [REDACTED]

Dear Trophy Nissan:

This is concerning my 2012 NV on which I received a recall notice 13V-095. The VIN number is: 1N6AF0KY0CN [REDACTED]. I have been unable to effect this recall because your service department has been either unable or unwilling, to perform the work.

I began trying in mid July and didn't document the early calls because I didn't expect a problem. On 26 Jul, I spoke with a service writer, Jay Villanueva. I explained to him that it was a 100 mile drive for me to come to the dealership and that I would like to make an appointment and wait for the vehicle. He replied that he didn't know how long it would take and I would have to leave it all day. I pointed out to him that the recall notice stated the work should take less than an hour to perform. He replied "it might take two hours, it might take all day". He could not have cared less. I decided to call back later and try to find a more cooperative service writer.

On 1 Aug, at 10:17, I spoke with a service writer named Mike, I didn't get his last name. He said he needed to check if the parts were available, and said he would call me right back. When he hadn't called at 5 PM, I called again. I was told he was busy but he would be given a message to call me. On 5 Aug, 9:30AM, I called, spoke with Barbara, and was again told Mike was busy but she would give him a message to call me.

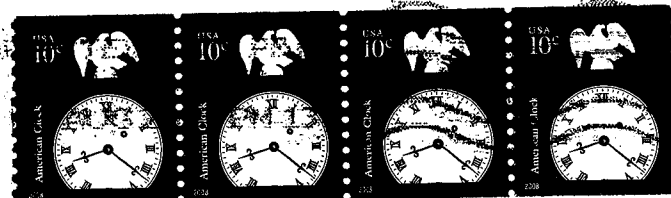
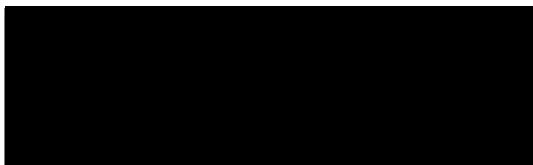
It is now 2 PM, 6 Aug and still no call, and I'm not expecting one. As I said, I don't know if your service department is unwilling or unable to perform this work, but I want to get it done. Not doing it leaves this vehicle as a possible danger to itself and others. Unfortunately, I can't have this done at my local Nissan dealer because they can't service NVs. . I also feel that since I have tried several weeks to have this work done, and have been unable to have it done because of your service department, any future liability from this defect lies with Trophy Nissan.

Sincerely

[REDACTED]

cc: Nissan National Consumer Affairs Department
cc: National Highway Traffic Safety Administration

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SMD



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