

Turner, Toiyriah (OST)

From: Senator Murkowski <services@murkowski.senate.gov>
Sent: Monday, June 27, 2022 5:04 PM
To: OST Government Affairs
Cc: dana_herndon@murkowski.senate.gov
Subject: [REDACTED] Nissan Recall in Remote Alaska (Intranet Quorum [REDACTED])
Attachments: ent 7340904 [REDACTED]_Nissan recall_NHTSA.pdf; IQFormatFile.txt

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.



June 27, 2022

Dear Tonya:

Please find enclosed a copy of a letter I recently received from one of my constituents, [REDACTED], who has contacted me regarding the requirements for the constituent's Nissan recall in remote Alaska. I would appreciate your review of her concerns and any assistance you might be able to provide in resolving them.

Please let me know if an alternate solution is possible.

Please send your reply to my Juneau office at dana_herndon@murkowski.senate.gov or 800 Glacier Ave., Suite 101, Juneau Alaska 99801. Thank you in advance for your careful attention to this matter.

Sincerely,

A rectangular box containing a redacted signature. In the top-left corner of the box, there is a small square icon containing a red 'x', indicating that the signature has been redacted.

Lisa Murkowski

United States Senator
<http://murkowski.senate.gov>*



Office of U. S. Senator Lisa Murkowski
800 Glacier Avenue, Suite 101
Juneau, AK 99801

Phone: (907) 586-7277 / In-State Toll Free: 1 (877) 829-6030 / Fax: 1 (877) 857-0322

RECEIVED
BY *amr* / DATE *6/22/22*

Release Form

Name: [redacted] Date of birth: [redacted]
E-Mail: [redacted]
Social Security Number (if needed by agency): [redacted]
Address: [redacted]
Juneau, AK.
Phone: [redacted]

Dear Senator Lisa Murkowski:

I request your assistance in resolving the problem^s I am having with (agency)^s *Nissay*
and NHTSA - also USA Military Personnel Records.

Give highlights, necessary dates and locations. Attach second sheet if necessary.

*Constant mail, phone calls and some emails from Nissay
Airbag Recall Team as required by NHTSA - talked several
times on phone & tried to explain cost & time to drive
older vehicle to Anch. on FBks for repair - not doable.
Notice & different number on each sheet. They are unwilling
to contract to local dealer or send someone.*

*Also can you see why military personnel records still
hasn't gotten back to me. Thanks*

I am aware that provisions of the Privacy Act of 1974 (Public Law 93-579) may prohibit the release of information in covered agency files without my consent. I hereby consent to the release of such information to the Office of United States Senator Lisa Murkowski and/or members of her staff in connection with my case.

Signature: [redacted]

Date: *6/23/2022*

Please fax or return completed form to our office address above.

[REDACTED]

From: "Herndon, Dana (Murkowski)" <Dana_Herndon@murkowski.senate.gov>
Date: Tuesday, April 26, 2022 3:38 PM
To: [REDACTED]
Attach: Privacy Release form 2020.pdf
Subject: Privacy release form - Nissan recall

Hello [REDACTED]

Thank you for reaching out to our office with the issue you are having with NHTSA and the Nissan recall. I am happy to look into this. I have been assigned your case and can reach out to the agency on your behalf. Please complete the privacy release form attached and return to me. Thank you!

Sincerely,
Dana



Dana Herndon

Delegation Representative
U.S. Senator Lisa Murkowski
U.S. Senator Dan Sullivan
Juneau/Northern SE Delegation Office
800 Glacier Avenue Ste. 101
Juneau, Alaska 99801
Phone: 907-586-7277
<https://www.murkowski.senate.gov>

[REDACTED]

From: "Nissan Recall Team" <Nissan@email-safeairbags.com>
Date: Thursday, June 16, 2022 5:01 AM
To: [REDACTED]
Subject: RE: NISSAN has been trying to reach you.

[Para Español Haga Clic Aquí](#)

H [REDACTED]

Thank you for completing the first recall repair on the recalled airbag in your 2003 NISSAN MAXIMA. The initial recall repair was only a temporary fix. But good news! The new, permanent replacement parts are now available.

We are holding an appointment time for your free recall repair. Please call or text "FIX" to [\(877\) 451-5915*](tel:(877)451-5915) to schedule your recall repair. You can also [click to chat](#) with an airbag recall team member now.

- Most recall repairs can be completed in as little as one hour, depending on your vehicle model and your dealer's schedule.
- A free loaner vehicle or other alternate transportation options may be available. Please inquire when scheduling your free recall repair.
- Our call center is open Monday through Friday, 8am to 11pm, and Saturday, 8am to 8pm ET.

It is extremely urgent that you have this free final recall repair completed in order to protect you and your passengers. Remember, a part inside of your airbag can explode causing serious injury or death.

To protect yourself and your passengers, you need to complete your free airbag safety recall repair as soon as possible. Call or text "FIX" to [\(877\) 451-5915*](tel:(877)451-5915) today!

Sincerely,

Kerri Smith
[\(877\) 451-5915](tel:(877)451-5915)



Airbag Recall Team

**Message and data rates may apply. Text "STOP" to unsubscribe.*

Nissan North America
P.O. Box 746
Wheeling, IL 60090

[REDACTED]

From: "Nissan Recall Team" <Nissan@email-safeairbags.com>
Date: Friday, May 20, 2022 8:04 AM
To: [REDACTED]
Subject: RE: NISSAN MAXIMA. Please contact NISSAN today

Hi [REDACTED]

My name is Kerri and I'm a part of the Nissan Airbag Recall Team. You may have received a letter from me indicating that the recalled airbag in your 2003 NISSAN MAXIMA has not yet received the necessary free airbag recall repair. I have been assigned to help you get this taken care of.

I'll schedule your free airbag recall repair appointment at a time that works for you at your preferred dealer. I can also help arrange a free loaner vehicle or other alternate transportation options for the day of your free airbag safety recall repair, as well as call or email you reminders in advance of your appointment.

Please call or text [\(877\) 736-4453*](tel:877-736-4453) and myself or one of my airbag recall team members will assist you. Please reference Recall ID number CCOW-MA3.

Defective airbag parts can explode, shooting sharp metal fragments at drivers and passengers. This can cause serious injury or even death. To protect yourself and those riding with you, you need to complete your free airbag recall repair as soon as possible.

My team and I are ready to help you.

Sincerely,
Kerri Smith
[\(877\) 736-4453*](tel:877-736-4453)



Airbag Recall Personal Agent

*Message and data rates may apply. Text "STOP" to unsubscribe.

Nissan North America
P.O. Box 746
Wheeling, IL 60090

To unsubscribe from future mailings regarding this recall, please [click here](#).



2003 NISSAN MAXIMA
LAST 8 OF VIN: *****
RECALL ID: ZS9Q-PYA



Dear [REDACTED]

Date: May 2, 2022

My name is Ella and I have been assigned to assist with your **FREE** airbag safety recall repair.

Our records indicate that the recalled airbag in your **2003 NISSAN MAXIMA** has not yet received the necessary **FREE** recall repair. Defective airbag parts can explode, shooting sharp metal fragments at drivers and passengers. This can cause **SERIOUS INJURY** or **DEATH**. Your vehicle needs to be repaired with this **FREE** airbag recall as soon as possible.

I would like to help you complete this urgent airbag safety recall repair. **PLEASE CALL OR TEXT "FIX" TO 877-591-4390*** and myself or one of my airbag recall team members will assist you.

Although the process for getting your airbag recall repair is **FREE** and easy, **I am here to:**

- > Schedule your **FREE** airbag safety recall repair appointment at a time that works for you at your preferred dealer.
- > Arrange a loaner vehicle or other alternate transportation for **FREE**.
- > Call or email you reminders in advance of the **FREE** recall repair appointment.

If you no longer own this vehicle, please call **877-591-4390** to let us know so that we can remove you from further communication regarding this urgent safety issue.

My team and I are ready to help you.

Sincerely,

Ella Davis
Nissan Airbag Recall Personal Agent
877-591-4390

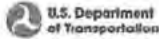
A Personal Agent has been assigned to assist you.

Schedule your **FREE** airbag recall repair **IMMEDIATELY**
877-591-4390

SAFEAIRBAGS.COM
NHTSA.gov/recalls

P.O. Box 746
Wheeling, IL 60090

*Message & Data Rates May Apply. Text "STOP" to unsubscribe.



P.O. Box 746 | Wheeling, IL 60090

4/2022

URGENT AIRBAG SAFETY RECALL



N980 AUTO**SCH 5 DIGIT 99801

N114

10/320/469

Juneau, AK



2003 NISSAN MAXIMA

LAST 8 OF VIN: *****




RECALL ID: ZS9Q-PYA

Dear

The airbag in your 2003 NISSAN MAXIMA is under an **URGENT AIRBAG SAFETY RECALL**. In order to keep yourself and your passengers safe, you need to complete the **FREE** recall repair.

Defective airbag parts can explode, shooting sharp metal fragments at drivers and passengers. This can cause **SERIOUS INJURY** and even **DEATH**.

PLEASE SCHEDULE YOUR **FREE** RECALL REPAIR AS SOON AS POSSIBLE:

-  **CALL OR TEXT "FIX" TO 877-385-3698*.**
-  **Pick a time that works for you.**
-  **Complete your recall repair for **FREE**.**

For your convenience, **FREE** loaner vehicles and other alternate transportation options are available. Please inquire when calling for your appointment.

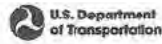
If you no longer own this vehicle or believe you have already taken action on this urgent airbag safety recall, please call **877-385-3698** to let us know so that we can remove you from further communication regarding this issue.

We appreciate your attention to this urgent safety matter.

Sincerely,
Nissan Airbag Recall Team

*Don't wait any longer!
Please give me a call at the number listed above and I will help you arrange everything!
- Jessica Brown
Airbag Recall Team*

* Message and data rates may apply.



ELECTRONIC SERVICE REQUESTED

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P.O. Box 746 | Wheeling, IL 60090



N980 *AUTO**ALL FOR AADC 995

N139 F1R4A-0038096

9/26/281

Juneau, Al



LIVE CHAT
CHAT EN VIVO

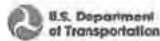


Scan the code to live chat with an agent to schedule your **FREE** airbag recall repair.

Escanee el código para chatear en vivo con un representante y coordinar la reparación **GRATIS** de su bolsa de aire defectuosa.

You can now LIVE CHAT with an agent to **update your ownership records** or to **schedule an appointment.**

Ahora puede tener un **CHAT EN VIVO** con un representante para **actualizar los registros de propiedad de su vehículo** o coordinar una cita.



P.O. Box 746 | Wheeling, IL 60090

A Personal Agent
has been assigned
to assist you.



N980 AUTO**SCH 5-DIGIT 99801

8/263/448

[Redacted]
Juneau, AK

2/2022

2003 NISSAN MAXIMA
LAST 8 OF VIN: *****3
RECALL ID: ZS9Q-PYA

I'm here to help you fix
your recalled airbag.

Hi! My name is Kerri.

I have been assigned to assist with your **FREE** airbag safety recall repair.

Our records indicate that the recalled airbag in your **2003 NISSAN MAXIMA** has not yet received the necessary **FREE** recall repair. Defective airbag parts can explode, shooting sharp metal fragments at drivers and passengers. This can cause **SERIOUS INJURY** or **DEATH**. Your vehicle needs to be repaired with this **FREE** airbag recall as soon as possible.

I would like to help you complete this urgent safety recall repair. **PLEASE CALL OR TEXT "FIX" TO 877-232-4405*** and myself or one of my airbag recall team members will assist you.

Although the process for getting your recall repair is **FREE** and easy, **I am here to:**

- Schedule your **FREE** airbag safety recall repair appointment at a time that works for you at your preferred dealer.
- Arrange a **FREE** loaner vehicle or other alternate transportation options for the day of your **FREE** airbag safety recall repair.
- Call or email you reminders in advance of the appointment.

PLEASE CALL OR TEXT "FIX" TO 877-232-4405* to schedule your **FREE** airbag recall repair. If you no longer own this vehicle, call to let me know so that I can remove you from further communications regarding this airbag safety recall repair.

If you have completed the final recall repair within the last 45 days, you may be able to disregard this notice. We ask that you confirm if any additional recall repairs are needed by texting your Recall ID **ZS9Q-PYA** to **877-232-4405*** or visiting **NHTSA.gov/recalls** and entering your VIN number when prompted.

My team and I are ready to help you.

Sincerely,

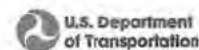
Kerri Smith

Kerri Smith
Nissan Airbag Recall Personal Agent
877-232-4405

*MESSAGE & DATA RATES MAY APPLY. TEXT "STOP" TO UNSUBSCRIBE.



2003 NISSAN MAXIMA
LAST 8 OF VIN: *****3 [REDACTED]
RECALL ID: ZS9Q-PYA



Dear [REDACTED]

Date: January 4, 2022

My name is Ella and I have been assigned to assist with your **FREE** airbag safety recall repair.

Our records indicate that the recalled airbag in your **2003 NISSAN MAXIMA** has not yet received the necessary **FREE** recall repair. Defective airbag parts can explode, shooting sharp metal fragments at drivers and passengers. This can cause **SERIOUS INJURY** or **DEATH**. Your vehicle needs to be repaired with this **FREE** airbag recall as soon as possible.

I would like to help you complete this urgent airbag safety recall repair. **PLEASE CALL OR TEXT "FIX" TO 877-530-1677*** and myself or one of my airbag recall team members will assist you.

Although the process for getting your airbag recall repair is **FREE** and easy, **I am here to:**

- Schedule your **FREE** airbag safety recall repair appointment at a time that works for you at your preferred dealer.
- Arrange a loaner vehicle or other alternate transportation for **FREE**.
- Call or email you reminders in advance of the **FREE** recall repair appointment.

If you no longer own this vehicle, please call **877-530-1677** to let us know so that we can remove you from further communication regarding this urgent safety issue.

My team and I are ready to help you.

Sincerely,

Ella Davis
Nissan Airbag Recall Personal Agent
877-530-1677

A Personal Agent has been assigned to assist you.

Schedule your **FREE** airbag recall repair **IMMEDIATELY**
877-530-1677

SAFEAIRBAGS.COM
NHTSA.gov/recalls

P.O. Box 746
Wheeling, IL 60090

*Message & data rates may apply. Text "STOP" to unsubscribe.

OST-1-220630-007



12/23/2021

New York
email
3/17/2022

2003 NISSAN MAXIMA

LAST 8 OF VIN: *****

RECALL ID: ZS9Q-PYA

Hello,

I know you may have been contacted several times already about the defective airbag in your vehicle. I'm reaching out to you because I have been assigned to help you take the next step to complete this urgent airbag recall repair.

Defective airbag parts, like the one in your vehicle, can explode, causing serious injury + even death. I can help you find a local dealer and schedule your FREE recall repair quickly + easily. I can also help arrange FREE alternate transportation if needed.

Please give me a call or send me a text at the phone number listed below. Let's get this taken care of together so you + your loved ones are safe from a potential injury.

I look forward to hearing from you.

Sincerely,

Jessica Brown

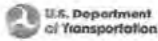
CALL OR TEXT "FIX" TO
877-324-9783* NOW!



U.S. Department
of Transportation

NHTSA

* Message and data rates may apply.



P.O. Box 746 | Wheeling, IL 60090

Kent Kelly

URGENT AIRBAG SAFETY RECALL

2003 NISSAN MAXIMA

LAST 8 OF VIN: *****3T [REDACTED]

RECALL ID: ZS9Q-PYA

N139 E1B4A 0038006

Juneau, AK [REDACTED]



DO YOU STILL OWN THIS VEHICLE?

Dear [REDACTED]

There is an **URGENT** airbag safety recall on the 2003 NISSAN MAXIMA registered in your name.

According to our records, **you have been contacted for the past several months regarding this urgent safety recall** and we have not received a response from you or notification that the affected vehicle has been repaired.

Please take action on one of the two choices outlined below:

- 1) **If your vehicle is not drivable, the airbags have deployed/been removed, or you no longer own it:**
We may be able to remove you from future communication. Please call 877-658-7784 so we can update your records. For your convenience, you can also scan the **QR code** below to **live chat** with an agent during business hours.



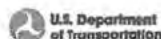
← **SCAN QR CODE FOR LIVE CHAT**

- 2) **If you still own this vehicle:**
We urge you to please call or text "FIX" to 877-658-7784* immediately to schedule a **FREE** and necessary airbag safety recall repair.

We appreciate your attention to this urgent safety matter.

Sincerely,
Nissan Airbag Recall Team

*Message & data rates may apply. Text "STOP" to unsubscribe.



P.O. Box 746 | Wheeling, IL 60090

2003 NISSAN MAXIMA
LAST 8 OF VIN: *****2T
RECALL ID: [REDACTED]

8/2021



NO99 NISSAN DIGIT 99801

10/288/468



Juneau, AK [REDACTED]

URGENT AIRBAG SAFETY RECALL

Dear [REDACTED]

The airbag in your **2003 NISSAN MAXIMA** is defective and under an **URGENT** airbag safety recall. Defective airbag parts can explode, shooting sharp metal fragments at drivers and passengers. This can cause **SERIOUS INJURY** or **DEATH**.

Please repair your defective airbag as soon as possible in order to keep yourself and your loved ones safe.

We understand that it can be inconvenient to take your vehicle to a dealership. That's why we've made the recall repair QUICK and EASY:

- ▶ The airbag safety recall repair is **FREE**.
- ▶ You can pick the day and time that works best for your schedule.
- ▶ A **FREE** loaner vehicle or other alternate transportation options are available. Please inquire when scheduling your **FREE** airbag safety recall repair.

If you no longer own this vehicle, please call **877-840-0048** to let us know so that we can remove you from further communication regarding this urgent safety issue.

At Nissan, your safety is a top priority. Please don't put off this **FREE** airbag safety recall repair. Every moment you wait is another moment you and your loved ones are at risk.

Sincerely,
Nissan Airbag Safety Recall Team

*Message & data rates may apply. Text "STOP" to unsubscribe.

Use your phone's camera &
SCAN THE CODE TO:

- ▶ Schedule **FREE** airbag recall repair
- ▶ **LIVE CHAT** with agent
- ▶ Update your records
- ▶ Get more info about this airbag recall repair



PLEASE CALL OR TEXT "FIX" TO 877-840-0048*
TO SCHEDULE YOUR FREE AIRBAG SAFETY RECALL REPAIR.

OST-I-220630-007