

Nissan North America, Inc.

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

Consumer Affair Department

P. O. Box 685003

Franklin, TN 37068-5003

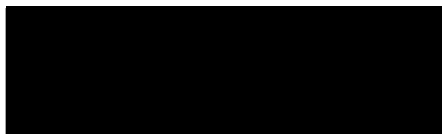
March 21, 2015

MAR 31 2015

Dear Amie

This is the third letter I have written to Nissan requesting my vehicle be repaired or replaced.

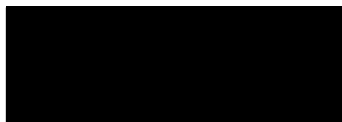
Again, the oil is leaking from somewhere from the engine of the car. I have ran it through the car wash six times (the more expensive wash that cleans the undercarrage). I am smelling the burning of the hydro-carbons when we stop the engine. And the dip stick is showing a drop of at least 3/8" on the dip stick. The matter of the air bag has not been addressed in any of the three visits. The service dept. says they have cleared the error messages (19 times the first time, 10 or 12 times the second time and 3 times this last time). I contend that there is not an error, it is a dangerous problem that need to be fixed immediately. Another item that needs addressing is the plastic protecting the bottom of the engine has fallen down, similar to the plastic cover that fell from the passenger side of the vehicle on the first visit. I feel we need to take the vehicle to a different dealership. These people at Bob Moore are not repairing my vehicle nor do I think they even care. There is other dealers in the Tulsa area. Please advise immediately.



CC: NHTSA, 1200 New Jersey Ave. SE WestBuilding, Washington DC 20590

Bob Moore Nissan of Tulsa, 8190 E. Skelly Dr., Tulsa, Ok 74129

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SLP



after, ok



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MTSA
1200 New Jersey ave.
S.E. West Bldg.
Washington, DC 20590

