

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

[Redacted]
Phoenix, AZ [Redacted]

July 29, 2015

Nissan North America
C/O Carlos Ghosn, CEO
1 Nissan Way
Franklin, TN 37067

Dear Mr. Ghosn, CEO:

AUG - 5 2015

I am writing to you today to recount my recent interactions with Consumer Affairs. Before I relay to you my experience with Consumer Affairs, it is important for you to know that my husband, [Redacted] and I have owned many Nissan's over the year and continue to enjoy our NISMO Juke that we have currently.

We purchased a brand new NISMO Juke (VIN: JN8AF5MR2DT [Redacted]) on November 16, 2013 at Midway Nissan located in Phoenix Arizona. The buying process was quite unusual in that it took greater than 6 hours to meet with finance to sign the paperwork once we "shook hands" on the deal. I was not pleased spending this inordinate amount of time at the dealer but they offered a gift card to us to as an apology, which we accepted and appreciated the gesture.

We received a survey about the Juke shortly after our purchase, which we promptly filled out and sent back. Of note, we indicated on the survey that the Juke persistently pulls to the right while driving. A few months later, I received a call from Tim Williams in Consumer Affairs. Tim said he was reaching out to us because of the issue identified on the survey we completed. I have nothing but wonderful things to say about Tim, as he conducted himself in a professional, kind, and sincere manner. Tim arranged for a Technical Specialist to evaluate my vehicle at Midway Nissan. My car was at the dealer for three distinct visits, which totaled 22 days (case number [Redacted]). After much work and multiple replacement parts being installed, I was told that my car was "as good as it is going to get" because the pull in steering was now "within specifications." In essence, my car still pulled to the right but not to the extent that was deemed unacceptable by Nissan. The pulling to the right continued to be a concern for me despite reassurances "this is the best driving Juke on the road now." Anecdotally, I was told by the service advisor that my Juke has a less severe pulling issues compared to others as this is a known issue with manual transmission NISMO Juke's and there are Juke's all over the country being worked on by Technical Specialist for this very issue. In any event, I received my vehicle back and continued to drive it despite my continued concern about the pulling.

On June 21, 2015 I contacted Tim Williams at (615) 725-7137 to reopen my case from 2014 because the pulling to the right had gotten dramatic worse. At that time, Tim informed me that he no longer working in Consumer Affairs but that he would start the process in getting a new case opened. I contacted Midway Nissan and spoke with Leslie, the Customer Service Manager. She arranged for me to drop off my car on Saturday June 27 at 8:30am with Mike Rios to have

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the issue evaluated. I drove my vehicle in Saturday morning only to have Mike Rios tell me that he would not accept my car and I needed to talk to Leslie the following week. I was very disappointed that he refused me in such a flat-out manner, but I did as instructed and followed-up with Leslie on Monday June 29.

I was contacted by Sara at Consumer Affairs the week of June 27 and assigned case number [REDACTED]. I told her in the beginning that I was very disappointed that my car continues to have persistent and enduring issues with the steering and I felt the vehicle is unsafe and should be considered a "lemon." Sara brushed off my concerns and said she would schedule a Technical Specialist to evaluate my vehicle. She called me back the following week to inform me the availability of Frank, the Technical Specialist, was on Monday July 13 at 10am only. I asked about any possible alternative dates or times, she bluntly responded "Frank is very busy, this is the only time, do you want it or not." Without any option afforded to me, I felt that my only option was to take this appointment slot even though it would create a hardship for me. With the curtness and lack of sympathy from Sara, I made a conscious decision to communicate solely with Leslie at Midway Nissan, as she had customer service skills that which I could not say about Sara.

As the date approached, I called and spoke with Leslie at Midway Nissan to see if I could drop off my vehicle on Saturday July 11 so that the vehicle would be there for Frank on Monday. This was the only option I could think of to mitigate the hardship I was in with the Monday appointment. Leslie was accommodating of this request and said she would notify Sara on my behalf. I thank her for being the liaison to Consumer Affairs. Only July 10, I received a voicemail from Sara stating that the DTS appointment cannot happen if I am not there to drive my car with Frank. This is something that was never required or even discussed during my first case in 2014 so I called Leslie to inquire. Leslie said that if I cannot be there to ride in the car with Frank then I would have to be available by phone. I told her that I would not be available by phone, but that my husband [REDACTED] would be and I relayed his contact information to her. I again asked Leslie to communicate this to Sara. During the appointment on Monday July 13, Frank nor anyone from Nissan contacted us via telephone, so why this is a strict requirement is puzzling to me.

The result of Frank's inspection was that he "verified the issue" but found that the tires need to be replaced. I called and spoke with Leslie on Tuesday July 14 to ask if they could put a new set of tires on the car to determine if the issue persists with new tires. I told her that I felt I was getting the run around and they are trying to avoid the issue by putting it off on me. She said that she could not do that since they do not have tires for my car and the tires would have to be ordered. I picked up my car on Tuesday July 14 and committed to buying new tires and bringing the vehicle back as soon as they were installed. I placed the order for tires on Friday July 17 at Costco and was told that tires can take 3-5 business days to arrive but more typically arrive within 24 hours, which was a quicker turn-around time than the dealer.

On Wednesday July 15, I received a voicemail from Sara stating that I need to purchase new tires and she would follow-up no later than Monday. On Monday July 20, I received another voicemail from Sara that she is checking on the status of my tires and would call back on Thursday. At this point, I expected the tires to be installed within the next day or two, so I

elected to wait to call back until the tire installation was complete. On Thursday I received 3 calls from Consumer Affairs, all back-to-back (10:04am, 10:17am, 10:25am AZ time). I assumed it was an emergency due to the rapid succession of calls, so I stepped away from my desk at work to take the call. When I answered, the person on the phone was not Sara but I asked what was going on. Without answering my question, she responded by saying "do you want me to connect you with to Sara?" I was a bit confused by this question since she was the one calling me, but I responded by saying "sure." I was connected to Sara who picked up the call and said "we are closing the case because we haven't heard from you." I responded by saying that I did not know it was a requirement that I spoke with her. I started pleading to her NOT to close my case, as my tires are being installed today! She would not listen to me at all, she said it has been greater than 7 days so she must close the case. I told her that that is not fair, as no one ever told me that I had a timeframe to get the tires installed within and I asked to speak with a supervisor. Sara said "Talking to my supervisor will not change anything so there is no reason for you to speak with my supervisor." I insisted by saying that I want to speak with her supervisor. She said "you can only speak with my supervisor if I have been rude to you." I responded by telling her that with that statement she is now being rude to me so please connect me to a supervisor. I feel that Sara did not care to listen to me when I told her the tires are being installed today. She already had her mind made up that she was closing my case. She said that a supervisor would call me in 4-8 business hours. I asked what time it was there and she said that it doesn't matter, it goes by the time zone I am in. I insisted on her telling me what time it was there and she responded "12:37." I made a note of the time and the duration in which Sara said to expect a call from a supervisor. I then asked Sara the name of her supervisor so I know who to expect the call from, she said she would not provide me that information and I would find out the name of the supervisor that "she" called me.

I received a call the following day at 1:06pm, which was greater than the 8 hour maximum timeframe I was told by Sara. In any event, I resolved myself to having a productive conversation with the supervisor as my true desire was to remedy the situation with Sara. The supervisor started out by saying her name was Emberly. First, I asked if she took the opportunity to review the call I had with Sara the prior day. She responded "no." With this information, I proceeded to recount my conversation with Sara the most accurately that I could. Emberly said "Absolutely, I understand, I apologize." She repeated this sequence of phrases countless times during my call. I asked that my case to assigned to another representative, as I felt that my relationship with Sara had deteriorated beyond repair. Emberly said that that is not possible as Sara is the territory rep so that is my only option. I plead to be re-assigned to someone in another region and was told "no." As I recognized Emberly was not willing to accommodate my request, I then switched tactics. I said that if I must continue working with Sara and there is no other option, then I want an apology from Sara for the way she spoke to me. Emberly said that she would "request" Sara apologize to me but that she could not "make" her. I told her that I am an administrator of a 25+ physician office and I cannot "make" anybody do anything, but as a supervisor I can strongly influence the behavior of my staff so I expect an apology from Sara as that is the professional way to handle this situation. Emberly said that she would make a note of my request but again she could not guarantee anything. Emberly attempted to end the call by saying "is there anything else I can assist you with today." I responded by saying yes, she could assist me in getting an apology from Sara. She said that she could not disclose to me what they do internally in regards to this issue with Sara. I told her that I understood that and I am not

asking to know what consequence Sara receives from the employment perspective but that I want a personal apology from Sara. As Emberly did during our entire conversation, she reiterated the same phrase over and over "I will make a note of your request but I cannot make Sara do anything." To my dismay, Emberly was not willing to be part of any reasonable solution, from my perspective she was there only to give me lip service. I said that it is apparent to me that Sara can get away acting the way she does because her supervisor acts the same way, so it must be a top-down organizational issue with Nissan. As Emberly again repeated "is there anything else I can assist you with today," I abruptly said no and disconnected the call.

I am writing to you because I feel compelled to share with you my experience. As I mentioned in the body of the letter, I am administrator of a large physician group, I am a Registered Nurse with a Master's degree. I worked in the complaint department of the largest inner-city hospital in Phoenix for several years, so I know how to de-escalate and come to a mutual resolution on difficult issue. Believe me, no one gets more upset and angry than when it comes to the health and welfare for themselves or a family member. I am, quite frankly, appalled at the manner in which this was handled by Sara, but more importantly by her supervisor. As a supervisor, I expect that supervisors can de-escalate the situation and gain the trust and confidence of the customer back. Otherwise, what is the point in talking to a supervisor?

To date, my car is still not fixed. I cannot tell you how disappointed I am with my "new car" purchase. I specifically buy new cars in order to NOT deal with mechanical issues. At this point, I will not purchase another Nissan and I am highly considering getting rid of this problematic vehicle. Also, I have yet to receive an apology from Sara, however I resigned myself to never expect this even though I clearly deserve it.

As with every phone call to Consumer Affairs, I was reminded that every call is monitored and recorded. I urge you to listen to the calls for yourself as I am not expecting you to take my recollection of the events as fact, however you should know that perception is reality for the customer. There is a learning opportunity here for Sara, Emberly, and Nissan. Moving forward, I expect nothing but great customer service. I do look forward to your response. It will provide me assurance that these are just "bad-apples" and the organizational culture of Nissan is, in fact, customer centric. It is also my hope that you care enough to offer to make this right by me since my car is still not steering properly. Thank you for your time in reading this letter.

Respectfully,



CC: Nissan Consumer Affairs
Nissan Technical Center North America
Midway Nissan
National Highway Traffic Safety Administration

Step 1: Complete this form.
Step 2: Click here to save the form to your computer.
Step 3: Click here to access the upload web page.

Temporary Complaint Number (TCN): [Redacted]

This PDF document is secured and the content is protected

Required Information in Bold

Form Approved: OMB No. 2127-0008; Expires 05/31/2018

Vehicle Information

Vehicle Identification Number (VIN) (See Instructions on the next page to locate the VIN.)

J N 8 A F 5 M R 2 D T [Redacted]
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Select/Enter Make

Nissan

Enter Model

Juke

Select/Enter Year

2013

Incident Information

Approximate Incident Date 11/16/2013

For multiple incident dates enter the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash? Yes No

Was there a Fire? Yes No

Failure Mileage 1 miles

For multiple incidents enter the first failure mileage.

Number of Deaths, if any 0

Number of Persons Injured, if any 0

Speed (at time of incident) 21 mph

Was medical attention required? Yes No

Description (up to 1900 characters)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...)

See attached letter

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Select the Component Steering

Failed Component 2

Select the Component N/A

Failed Component 3

Select the Component N/A

Personal Information

First Name [Redacted]

Last Name [Redacted]

Email (provided earlier and locked for your security)

Daytime Phone [Redacted] Evening Phone [Redacted]

Address 1 [Redacted]

Address 2 [Redacted]

City Phoenix

State AZ Zip Code [Redacted]

General Instructions

Purpose of Form

The Safety Complaint Portable Form is offered as an easy way for vehicle owners to submit vehicle-related safety complaints. Your complaint information will be entered into NHTSA-ODI's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

How and Where to File

The Safety Complaint Portable Form can be filed electronically by uploading the completed and saved form to NHTSA by using the Upload Web page. Just three easy steps are needed to submit your complaint information. These are given at the top of this form and are explained in more detail below.

Note: JavaScript must be enabled to use this form. This setting can be made on the Reader's Edit > Preferences > JavaScript panel.

Step 1: Complete this form. The Portable Form must be completed before submitting it for entry in our system. If you need to amend a submitted form, you must contact the Hotline at the phone number below.

Step 2: Save this form. Click the link contained in Step 2 at the top of this form and choose an easily accessible location on your computer for the form file. You will need to browse to this location in the next step.

Step 3: Upload this form. To ensure that your complaint information is loaded into our system as you entered it, access our Upload Web page using one of these methods:

- Click on the link contained in Step 3 at the top of this form,
- Click on the link provided in the email you received with this form, or
- Use the link: <https://www-odi.nhtsa.dot.gov/portable/index.cfm#upload>.

Follow the instructions on the Upload page to browse on your computer to locate your saved Portable Form and to upload it to our system.

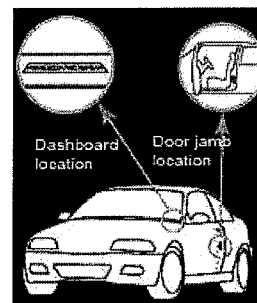
Step 4: (Optional) Check the status of your Portable Form. You can check the status of your Portable Form on the Track Form tab of the Portable Form home page. You will need to enter the email address and TCN of the form and then select the Get Status button. A status message will be shown indicating that your Portable Form has not yet been received, that it is being reviewed, or that processing has been completed. Additional information may be provided, depending on the status.

To contact NHTSA-ODI if you have any questions on filling out this form or would like to file your vehicle safety complaint by phone, please call the Hotline Monday - Friday 8am to 8pm Eastern at (888) 327-4236, TTY: (800) 424-9153.

Specific Instructions

Vehicle Information

Vehicle Identification Number (VIN): The VIN is a 17-character identifier found on the dashboard (see image) and driver's side door jamb stickers (see image) on your vehicle, on the vehicle registration and on your car insurance card. A utility to "test" your VIN is provided right next to the VIN field. After you enter the VIN, you may click on the "Test your VIN" button to test and validate the VIN. All letters in the VIN are automatically converted into uppercase letters.



Make: Some of the Vehicle Makes are already given on the Form. Please choose a Make if it is already present. If your Vehicle Make is not already present, then you may enter your Vehicle Make.

Model: Enter your complete vehicle Model information in this field. Include information such as AWD, XL, etc.

Year: Pick the Model Year of your vehicle or enter it if it is not present in the list.

(Instructions continued on next page.)

888-327-4236 | www.safercar.gov

Department of Transportation, NHTSA . Office of Defects Investigation/CRD, NVS-216 . 1200 New Jersey Ave SE . Washington, DC 20590

Specific Instructions (continued)**Incident Information**

Provide as much information as possible about your incident(s). If you have encountered multiple incidents, enter the details related to the first occurrence.

Approximate Incident Date: Enter a date in mm/dd/yyyy format for when the incident prompting this complaint occurred. You may also click in the entry box and then click the drop-down button that appears to the right of the field. This will display a calendar from which you can choose the incident date.

Description: You may write a narrative description of up to 1900 characters in this field. This Description field provides a spell-checker feature by underlining the misspelled word in red. Additionally, the character counter on the Description field informs you of the number of remaining characters available as you enter the text. Note: Please do not provide any personal information in this field.

Failed Component (1, 2, 3): You may select up to three vehicle components which may have contributed to the incident(s). If you are unsure of which component failed or the failed component is not in the list, you may choose "Unknown or Other".

Personal Information

Enter the information in the fields provided. This information is necessary in case we need to contact you for additional data or to clarify your entries.

PLEASE NOTE: We do NOT share your personal information with the general public.

We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sept. 3, 2004).

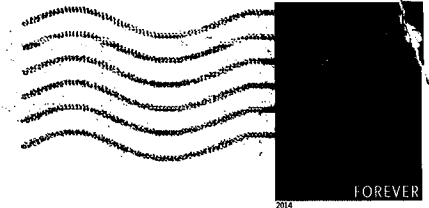
The Privacy Act of 1974 - Public Law 93-579, As Amended: *This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.*

Paperwork Reduction Act Burden Statement: A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2127-0008. Public reporting for this collection of information is estimated to be approximately 15 minutes per response, including the time for reviewing instructions, completing, and reviewing the collection of information. All responses to this collection of information are voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Information Collection Clearance Officer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 20590.

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PHX AZ [Redacted]

PHOENIX AZ 852

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DOT NHTSA
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1200 New Jersey Ave SE
Washington DC 20590

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