

APR 21 2016

[Redacted]  
Virginia Beach, VA [Redacted]

March 30, 2016

Nissan North America, Inc.  
Regional Headquarters  
One Nissan Way  
Franklin, TN 37067

To whom it may concern,

I, [Redacted] an owner to a 2003 Nissan Maximum would like to discuss a situation which has not been clarified. September/2014 there was a recall with passenger air bag which was installed by Hall Nissan, 3757 Bonney Road, Virginia Beach, VA. By 2015 my engine light came on with flashing air bag light (drivers side). On Tuesday January 5, 2016 I notified Nissan Manufacture via phone and was notified by representative Heidi that there was a recall on this part. At this time I was given a case [Redacted]

January 6, 2016 was my appointment to get this repaired once again at Hall Nissan on Bonney Road. It was told to me by Ronald Watson (service consultant) that there was no recall but after inspecting vehicle there was a bad module B1070. The estimated price was \$1,300. Upon realizing there was no recall I was not prepared for this kind of expense and was misinformed by the manufacturer.

On January 8th I received a call from Courtney inquiring about the service that was render to me and I expressed that I was dissatisfied with the ending results. # 1 they were not aware of recall and #2 it was an \$1,300 estimate. The nature of her call was to state that my case was closed.

With no satisfaction from manufacture and dealer on January 28th I filed a complaint with motor vehicles defects and safety recall department. (Portable safety complaint at dot.gov) case# TCN#-AGN26-51925. Of course my vehicle was repaired elsewhere and to my surprise informed from my resources that the airbag installed from 2014 was installed incorrectly and plugged in backwards.

Furious once again, I contacted Hall Nissan , February 23<sup>rd</sup> on this matter (Ronald Watson and transferred to Jeffrey Evans, service manager) just to inform them and once again no clarity or satisfaction. How could the manufactures give me a recall case # and then turn around a revoke the case without rendering service?

Sincerely,

[Redacted Signature]

Cc: Hall Nissan Att: <sup>RONALD</sup> Robert Watson

Hall Nissan Att: Jeffrey Evans

Portable safety complaint @dot.gov

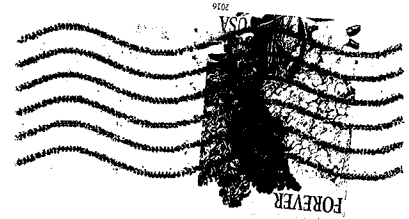
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