

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

[REDACTED]
Maylene, AL
Cell Phone only
[REDACTED]

October 14, 2016

To: Administrator, National Highway Traffic Safety Administration

OCT 26 2016

Subject: Nissan Recalls

In early June of 2016 I received a notice of a recall for my 2014 Nissan Rouge. (Fuel Pump) I called my local dealer and tried to schedule an appointment. I was informed that I had two additional recall notices and I should wait until I had them before making an appointment. Some time around the middle of June I received the 2nd and 3rd recall notices. (Rear lift Gate and passenger airbag light)

I called the dealership and scheduled for my vehicle to be repaired. The appointment was made for August 1st at 8:00 AM. (A 45-day wait) I dropped my car off at 7:45 AM. Around 4:00 PM I received a call that my car was ready. I picked it up about 4:30 PM. I had set my trip odometers to zero when I dropped off my car. I asked the service advisor if it had been test-driven and he said it had been. I checked my odometers and discovered that my car had only been driven .1 mile from the time I dropped it off and then picked it up. No test drive was made. I left the dealership and started home. Approximately 1 mile from the dealership, I had a warning light come on. I stopped and checked my owner's manual to see what the error code was. It was an emission error. I called the dealership and talked to the service advisor and was asked to check the fuel cap to see if it was on tight. I told him that it was ok. He then asks me to bring my car back the next day. (Tuesday Aug. 2nd.) The dealership had my car from Aug. 2nd until Sept. 28th. 2016 I was told that the replacement fuel pump was defective I was also told that the car had been test-driven. My fuel gauge was on empty; the car would not have made it around the block. The service advisor also told me that I dropped the car off with the fuel tank empty. The service advisor name is Jeff Roquet. My car sat in the dealership for almost two months. It was filthy inside and out after all that time.

My point is that my fuel pump was replaced by a second fuel pump that was defective. Maybe there needs to be another recall of ALL affected vehicles. Secondly, I was left with an empty fuel tank and a filthy car. I will not deal with Nissan again.

[REDACTED]
CC: Nissan North America Inc. P.O. Box 685003 Franklin, TN 37068-5003

BBB of Birmingham, AL

Benton Nissan Hoover, AL

NM
110216
GMD

Maylene, AL

BIRMINGHAM AL 350

17 OCT 2015 PM 5 L



Administrator
National Highway Traffic Safety Adm.
1200 New Jersey Avenue, SE
Washington DC, 20590

20590-

