

From the desk of:

NEF 010
CL-10939089-4993

[REDACTED]
[REDACTED]
[REDACTED] Austin, TX [REDACTED]
[REDACTED]

Home: [REDACTED]

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

11/21/2016

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

DEC -1 2016

Re: NHTSA Recall 15V-507

To Whom It May Concern:

Below, please find the letter that I sent to Town North Nissan in Austin, TX concerning the recall notice on my 2015 Nissan Versa Note S. I was not informed, until 10/2016, that there was a recall on my vehicle from 2015. When I went to schedule an appointment, I was given misinformation twice, thus, preventing me from rectifying this matter in a timely fashion. I now have to go to another Nissan dealership because I do not feel competent in the dealership from which I purchased my car. This is causing even more delays, since I have to try to fit this into my schedule again.

I just felt that your organization should be aware of the mishandling that occurred at Town North Nissan in regard to a safety recall. Thank you for taking the time out to review this letter.

Sincerely,

[REDACTED]

NM
12/2/16
SMD

11/19/2016

Town North Nissan
9160 Research Blvd.
Austin, TX 78758
Attn: Complaints Department

Re: Versa Note Recall Appt for 11/19/16

To Whom It May Concern:

I am writing to report the unprofessional and misinformed service that I received over the past month from the Service Department at your location. Late last month (October 2016), I received a notice from Nissan North America, Inc. based in Franklin, TN stating this was the **second notice** in regard to the NHTSA Recall 15V-507. First, I had not even received a 'first notice'. Upon review of the notice, I called the next day from my job to schedule an appointment to repair the default. I called the Main number to Town North Nissan and was transferred to the service department. The gentleman that I spoke with stated there was a wait time for recall repairs and it may take a couple of months. When I asked for a more specific time frame, he informed me that he would refer my call to someone in the department that handles the recalls to contact me and let me know how long the wait would be. He added that it was probably no less than two months. I thanked him for the information and passing my name/number to the proper staff person who could let me know a more specific time frame.

I waited 3 weeks and no one called. So, I called again on 11/16/16 and was transferred to the Service Department. I explained the reason for my call and asked how long the wait time would be. That gentleman then stated there was no wait time and that I could bring my care in at anytime for repairs. I then asked why the other gentleman told me that I had to go on a 'recall wait list' of sort, in order to get this repaired. He said that I probably spoke to someone at the call center who was unaware of how they handle the recalls at your Research Blvd. location. I stated, "No, I called during business hours, spoke to someone in your service department and he gave me that information." This gentleman said I was mistaken and it was probably transferred to the call center and I was unaware. I was not going to argue the point. There is a recall notice on my car and I just wanted it fixed. I did not want to continue to drive around in a vehicle that the NHTSA deemed unsafe enough to order a recall. I scheduled an appointment for Saturday 11/19/16 @ 10:15am.

On 11/19/15, I arrived at Town North Nissan at 9:40am. There were two people in front of me being helped. The young man that assisted me stepped out to walk someone to their car or retrieve something from their car, I do not know for certain. When he came back, he passed over me and was beginning to assist the man that walked in after I did. I stated that I was next and he then waited on me. I explained that I have a 10:15 appointment because of the recall on my car, gave him the notice and he stated that it would be a two-hour wait because there were cars in front of me and 30mins to repair it. He asked if I was waiting or will come back to pick it up. I stated that I was waiting. I then realized that the appointment due to the recall was just another "first come, first serve" appointment and not specific to the safety issue on my car. I waited in the guest lobby of the showroom until 1:48pm. At that time, I went back to the Service Department and asked what the status of my vehicle

was. A different gentleman looked it up and stated that I still had six cars in front of me. It was already almost 2pm, I had an appointment for a recall repair at 10:15am and I was looking at another 1-2 hours? How is that professional? I told them that I could not wait (the reason why I made an AM appointment), to please get my car and my recall notice and asked if I can bring it to Round Rock Nissan for repair. He stated yes and he went to get my car.

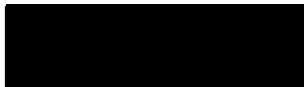
Then, the first young man that helped me lost my recall notice. He initially stated that it was in the car; the other employee refuted that. He then thought that he stapled it to my paperwork; it was not stapled. He then thought that maybe he placed it in the shredder bin; it was not there. I waited an additional 13 minutes for him to find my recall notice paper. No apologies for the inconvenience or wait time. I was not there to get an oil change on a whim. I was there because there is a safety recall on my vehicle. The lack of respect while I waited on line and getting overlooked, the disregard for my time as a customer and the lack of responsibility with my personal documents are appalling.

This was not the first time that I had a horrible experience after purchasing my vehicle. The first came when I had to get my plates put on. The gentleman was very nice and put the back one on, but there was not a bracket for the front one in stock. He stated that someone would call me once it came in. No one did. I called a month later and the person answered and said there were several in stock and just come in and they will put it on. When I went in that following Saturday, the parts guy wanted me to pay for the bracket. I explained that this was a new vehicle, my plates had come in the month before and I was just getting the front plate put on. He said that he could not assist me because my name was not on the list to get brackets and I would have to pay. I went to the gentleman who sold me the vehicle, Jorge Garcia (THE NICEST PERSON THERE AND THE ONLY GOOD THING ABOUT MY BUYING EXPERIENCE!) and he, personally, put the plates on for me after informing the other individual that I did not need to pay.

I am just sensing either a lack of communication, professionalism, respect for a customer or all three at your dealership. Prior to leasing my vehicle, I checked the reviews online and they were not favorable. Two even mentioned to go to Round Rock Nissan for repairs because they have better service. I never judge by what others say – my parents raised me that way. I judge by own personal experience and this experience tells me that I should no longer deal with your dealership for repairs, service or parts. You are closer to me, but I shall take my service to Round Rock Nissan that has great reviews from two of my coworkers who advised me to go there first.

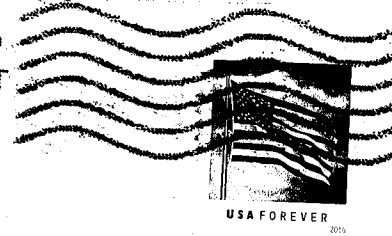
I just wanted to make you aware of this event that occurred today. I will also be sending a copy of this letter to the National Highway Traffic and Safety Administration in Washington, D.C. and the Better Business Bureau so that they can both be aware of how: 1) I was informed one year later about a recall from 2015 on my vehicle and 2) the horrible service and communication that I received when I tried to rectify the safety issue immediately upon learning about it.

Sincerely,

A solid black rectangular box redacting the signature of the sender.

[Redacted]
Austin, TX [Redacted]

AUSTIN TX 787
RIO GRANDE DISTRICT
22 NOV 2016 PM 3 L



U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

20590-

