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Nissan National Headquarters
Consumer Affairs Department
P.O. Box 685003
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San Ramon, CA [REDACTED]

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VIN: 5N1AZ2MGXFN [REDACTED]
Recall 16V-636

January 29, 2017

To Whom it may concern,

I recently read an article about declining sales in the U.S. for Nissan vehicles and unfortunately I know firsthand why this is a problem. After a terrible experience with my 2002 Altima (power valve screw issue -over \$1000 for a catalytic converter and a \$5200 estimate for a new engine on a car with less than 90K miles) I was in the market for an SUV. Consumer Reports had good things to say about the redesigned 2015 Murano. It was a nice looking vehicle and got decent mileage so I thought I would give Nissan another try. I was pretty happy until Recall 16V-636. Now I wonder how you stay in business.

I received written notification from Nissan that stated parts were available for my vehicle and that the repair would take 3 hours or possibly a little longer depending on my dealerships work schedule. I was also contacted by my dealership (Dublin Nissan) to come in and have the work done. Both of these actions would indicate that the parts were at the dealership and the repair would be a one day inconvenience. Several hours after dropping the car off I was told the ABS actuator needed to be replaced. Then came the bombshell that the part was not on site and it would take at least 5 days to arrive plus I had to leave my car there. First of all I was shocked the part was not on hand and then I wondered why it would take so long to be delivered in this age of overnight deliveries. I was told Nissan would not send the part until the initial investigation was done which was aggravating enough but then I asked the actual replacement rate for this issue. I was told it was 80-90%. I was also told there were not enough of these parts in stock at the manufacturer for the recall. How a company thinks this a smart way to conduct business and hopes to have loyal customers is a complete mystery. Referral business must not be a high priority either.

I also called the Consumer Affairs Department number listed in my recall notice to see if I could get some clarity and while the woman was very nice, she was completely useless in giving any helpful information. After learning about these ridiculous policies I again called this number to find the appropriate department to file a complaint and even though the long recording indicated there was someone there on Saturday during the time I called the system just hung up.

I sincerely hope this gets to someone in Nissan that cares enough about the company to treat customers the way they would like to be treated. Perhaps your sales will increase.

I look forward to your reply,

[REDACTED]

NM
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