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

Torrance, CA

MAR 15 2017

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

Re: NHTSA Recall 16V-636
ABS Actuator

I hadn't had any indication of problems with the ABS on my 2016 Nissan Murano, but I did want to have it checked since parts are now available per Nissan's Follow-Up Recall Notice received in December.

I made an appointment for February 9 with South Bay Nissan, Torrance, CA. I stated that the reason for the service was to check the ABS actuator per the recall.

I am sorry to bore you with all the details, but this service experience was so ridiculous I have no choice.

The first thing I was told when I checked the car in was that the ABS light can come on if the brakes are hit hard. I said I'd never had that happen. The service was expected to take 3 hours. After 3-1/2 hours the service advisor called to say they'd searched all over the area and found one actuator but it was cracked. I told him that according to the notice, Nissan should have parts available. I asked why they accepted an appointment for the recall if they didn't have the part in stock. He called back a couple hours later and said the actuator on my car didn't have a (serial) number on it. He said there wasn't a problem with the actuator, they (the recall) just wanted it to have a number. I told him he had totally wasted my time and I would be filing complaints. He said he'd get back to me. I think he finally looked to see what the recall entailed. An hour or so later, he called again and said they had checked the actuator again; it was just dirty and it does have a (serial) number on it. They checked it against the database and it was ok.

After all the nonsense I was told, I have no confidence that the actuator they checked in the database was actually the one on my car.

Sincerely,

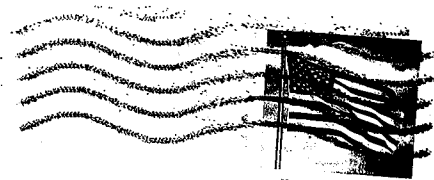
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