



OCT 17 2017

October 5, 2017

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590RE: COMPLAINT: [REDACTED]
RESPONDENT: NISSAN OF RIVERGATE

Dear NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION:

Enclosed, please find a complaint received by our office regarding Nissan of Rivergate. Recognizing that the scope of this complaint is beyond our jurisdiction, as a courtesy to the consumer, we are forwarding the contents of the complaint to your agency for your review and appropriate action. The consumer has been notified of our referral to your agency.

We appreciate your time and attention to this matter.

Regards,

AR

Complaint Coordinator

Enclosure

*** This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security. ***



Formstack Submission For: Centralized Complaint Form

Submitted at 10/01/17 2:31 PM

Please choose a
profession at the drop-
down below.:

Motor Vehicle Commission

Your Name:

[REDACTED]

Mailing Address:

[REDACTED]
Nashville, TN [REDACTED]

Phone:

[REDACTED]

Email:

[REDACTED]

Are you
licensed/registered by
this State Board?:

NO

Is there anyone else
with firsthand
knowledge of your
complaint?:

Yes

Name:

[REDACTED]

Address:

[REDACTED]
Nashville, TN [REDACTED]

Home Phone Number:

[REDACTED]

**Is there anyone else
with firsthand
knowledge of your
complaint?:**

No

**Company/Licensee
Name:**

Nissan of Rovergate/Nissan USA

**Company/Licensee
Street Address:**

1550 Gallatin Pike
Madison, TN 37115

**Company/Licensee
Phone:**

(615) 544-4728

Make of Vehicle:

Nissan Versa

Year of Vehicle:

2008

VIN:

3N1BC13E78L [REDACTED]

Date of Transaction:

Sep 15, 2017

**Have you contacted
the company about
this complaint?:**

Yes

**Name of the contact
person at the
respondent's business:**

Brian Benson

**Was this product or
service advertised?:**

No

**How are you
involved?:**

Purchaser

Takata Recall - Took auto to dealer for recall on passenger side airbag. After completion and oil change dealer informs of a recall on the drivers side airbag. Have not received notification yet. Dealer suggest we park the auto and not drive it until parts

Give a complete statement of the facts, with dates. You may also be asked to provide originals of all documents that will support your allegations. You should retain copies.:

to repair are available, which will be April of 2018-seven months! Dealer will furnish a "new" (up to 2 years old) loaner car, but we must provide insurance coverage on the vehicle. Checked with my insurance provider and coverage was up to thirty days. Dealer says he will provide a different vehicle every month to "get around" that problem. My complaint: I have a \$500 deductible on my insurance, work in a medical office building and park in the garage in the handicapped area. This could be a very expensive solution for me. I drive the 2008 vehicle because I have received lots of door scratches and dings in this lot. This is not acceptable, and it is the only solution they offer. Confirmed by Regional Manager.

Have you retained an attorney in reference to your complaint?:

No

By submitting this information, I hereby attest to the accuracy or truthfulness of the content.:

I agree

Signature (Required):

[REDACTED]

[Direct Link to Image](#)

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Formstack, 8604 Allisonville Road, Suite 300, Indianapolis, IN 46250



Department of
**Commerce &
Insurance**

Centralized
Complaints

500 James Robertson Parkway
Nashville, Tennessee 37243

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