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

January 17, 2018

CL-11112713-5339

[REDACTED]
Vineland, New Jersey

Telephone # [REDACTED]

Traffic Safety Administration
1200 New Jersey Avenue, SE.,
Washington, DC 20590

To whom it may concern:

I'm writing this letter regarding a call back notice I received on my car in September. Please see the copy of the recall notice enclosed.

According to the call back notice, my car is very dangerous to drive. The airbag can explode and blow shrapnel on the driver and passengers causing serious injury and/or death. I would be eligible to receive a loaner car to drive until the part needed to repair my car was available at the end of spring 2018.

I took the notice to Team Nissan (the dealership near my home). I gave it to a gentleman named Daniel, who I met in July when having another call back addressed. He works in the service department at Team Nissan. He handed the notice to a woman in the office, who copied it and put my phone number on the copy. Daniel said I would be called about getting a loaner. He said the fleet of new cars provided for that purpose was not there yet. I informed him that I did not need a new car, just a safe one. He insisted that all the loaners would be new cars.

On Monday October 2nd at 4:28 PM, I was called by a man who said "this is Team Nissan calling" about the loaner car. He said that I was eligible to get a loaner and he would call me back on Wednesday. That would have been October 4th. When he did not call back I called on the 5th. I learned he was unavailable and that his name is Rodney. I called again on the 6th. Someone transferred me to his line. He said "I'm with a customer; I'll call you back in-

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10 minutes". On October 11th I called The Consumer Affairs department and spoke to a man named Richard. He gave me a case number # [REDACTED] Richard called me back and told me that I would get a call back from Rodney. However, he couldn't tell me when that might be.

On October 27th I spoke to a family member, who is also an attorney. He advised me to call Rodney every day for two weeks or until he returns my call. As that was the Halloween weekend, and I had medical appointments to attend, I began calling Rodney on November 6th, then on November 7th, still no answer. I called again on November 8th. A very angry, yet controlled Rodney returned my call on Wednesday November 8th. He told me that I was in the middle of a list of people who needed loaners for that call back, and that he would call me back on Friday (the 10th) or Monday (the 13). November and December have past and I have yet to get a call from Rodney.

These things have upset me greatly. I am driving a car that is not safe, and it is my belief that Rodney's purpose is to deflect customers until that part is available or until someone is badly injured or killed. I have been undergoing Multiple medical exams, and had surgery on January 12th. It is stressful enough to wait for pathology reports, and prepare for another surgery, without the fear of being killed during inclement weather.

This is a wooded and farming community with deer running in the streets. It's very dark at night, and I try not to drive after dark, but that can't be avoided with the short days of winter. I'm afraid for my safety for the first time. I feel that I have shown a great deal of patience and restraint. So many people are risking our lives every time we drive our cars.

I don't normally complain about service or about products, but this time I've been given no choice. Something has got to be done about companies who risk the safety of their consumers and do not keep the promise to protect us. I have my health to worry about and feel it is a waste of time to keep calling Rodney, who has done nothing but lie to me each time I spoke with him. Please advise me of my options at this point.

Sincerely,

[REDACTED]

[REDACTED]



IMPORTANT SAFETY RECALL
PROGRAMA DE SEGURIDAD IMPORTANTE
This is an important Safety Recall.
When parts become available, the
remedy will be performed for **FREE**.

NISSAN NORTH AMERICA, INC.

National Headquarters
Consumer Affairs Department
P.O. Box 685003
Franklin, Tennessee 37068-5003

[REDACTED]
Vineland, NJ [REDACTED]

Case # [REDACTED]

INTERIM OWNER NOTIFICATION
NOTIFICACIÓN PROVISIONAL AL PROPIETARIO

NHTSA Recall 17V-449

Dear Nissan Versa Hatchback Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain 2010 Model Year Nissan Hatchback vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the inside of this notice.

Reason for Recall

Motivo del Retiro

This is important for your safety. The front driver air bag inflator in your vehicle can rupture in a crash which could result in metal shrapnel striking the driver or other occupants in the vehicle, which could cause serious injury or death.

What Nissan Will Do

Qué Hará Nissan

Nissan is currently awaiting parts to remedy the affected vehicles. Nissan anticipates parts to be available for your Versa Hatchback by spring, 2018. Once parts are available, Nissan will send you a second letter asking you to bring your vehicle to a Nissan dealer for repair.

What You Should Do

Qué Debes Hacer

Please wait to receive your invitation to repair letter before scheduling an appointment. If you require alternate transportation while waiting for an invitation to repair, complimentary loaner vehicles are available upon request. Please contact your Nissan dealer for details. If you have additional questions, please contact the Consumer Affairs Department toll free at 1-800-867-7669. *Called 10-11-17 Richard*

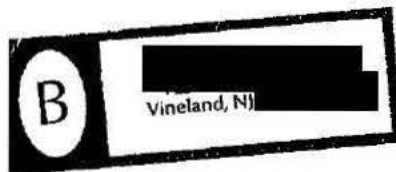
Espere a recibir la invitación con la carta de reparación antes de programar una cita. Si necesita un transporte alternativo mientras espera la invitación para la reparación, contamos con vehículos a préstamo de cortesía a pedido. Por Favor comuníquese con tu concesionario Nissan a la mayor para detalles. Si tienes preguntas, comuníquese con la Oficina de Asuntos del Consumidor de Nissan (Nissan Consumer Affairs) al 1-800-867-7669.

If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-867-7669. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are sorry for any inconvenience this may cause you.

Rodney tel# (856) 696-2277



SOUTH JERSEY NJ 080

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W45-212 Recall

Traffic Safety Administration
1200 New Jersey Avenue, S E
Washington, DC 20590

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