

AUG 28 2018

CEO

August 16, 2018

NISSAN Consumer Affairs

P.O. Box 685003

Franklin, TN 37068-5003

CASE #

VIN # 5N1AZ2MG4FM

CA-11123710-3516

Dear Mr/Ms CEO,

I am writing seeking courteous and honest assistance from the Nissan Corporation.

This vehicle was a cash purchase in 2015 and without going into many words, I ask you please take a look at the 'bible' of repairs this vehicle has been in for. I started calling consumer affairs a couple of years ago for issues with the car but they never saw the responsibility to buy it back. It is in the service department more than any vehicle belonging to my friends, family or co-workers and it was brand new!

Some issues took a few times to fix others just once and one time you had it for 12 days and didn't give me a loaner. And your service saw no problem with this and when it was returned they had chipped the paint on the door right down to the metal, it had to go back, they repaired the chip and over sprayed the entire side of the car it had to go back again. I KNOW the body repair is NOT mechanical but the inconvenience of them having the car for almost 2 weeks for the repair then another 2 cumulative weeks to fix the body work.

A few times I was offered a loaner car, once they sent me to 'rent' a car. I returned it at 7:55 am to Nissan, they returned it to enterprise at 9:20am and charged ME for the day??!!

These issues are NOT the reason I want your attention. Just some headaches that came along with the car's issues.

Please, I ask, take a look at the repairs done to this car since I bought it. Understand every time I have to drop it off it's 2 hours of my time, and pick it up 2 hours of my time. I don't get paid for the time I spend with Nissan Service.

Right now it is at Coral Springs Nissan Service, they said it is fixed again, the SAME issue the 3 or 4th time, honestly I have lost track. This last fix is the illuminating lights around the radio and a/c. They tend to go off, everything turns black. If it happens during the day it is just annoying but when it happens at night and I am driving, I have to turn my head from the road to use them, I have explained this to the service department and consumer affairs. It is dangerous. I am uncomfortable driving it. The last time, I was driving in the evening, it was raining and the windshield fogged up, I usually put on outside air with a/c to clear it off, the illuminated light s were off and I took my eyes off the road to find the inside/outside air button and sort of swerved out of my lane. It was not a good. I am unsure they have fixed this issue, each time they said it was fixed. It IS dangerous.

NAM
8-28-18
WD

I believe this car needs to be bought back. It's a \$43,000 vehicle with many problems, mechanical, electrical and cosmetic (shift handle metal peels off) I am concerned for my safety driving it and the service my car will need after the service agreement expires.

I would very much appreciate a timely response from you, Mr/Ms.CEO (consumer affairs would not give your name).

Respectfully,

[REDACTED]
[REDACTED]
[REDACTED]
Pompano Beach, FL
[REDACTED]

CC

Florida Dept of Highway Safety and Motor Vehicles

National Highway Traffic Safety Administration

Florida Department of Agriculture and Consumer Affairs

Broward County Consumer Protection Office

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