

July 19 2019

CL-11241499-9810

Office of the Attorney General PA
Bureau Consumer Protection
14th floor
Strawberry Square
Harrisburg, PA 17120

Hello;

On April 25th I purchased a new Nissan Murano at Faulkner Nissan in Mechanicsburg, PA. I experienced problems with the touch screen for the radio. I returned the car to Nissan and they could not find a problem. The following is a brief recap.

1. On the 30th of May I returned the care to Nissan, and informed them that the touch screen to change radio stations malfunctioned several times.
2. During that visit the mechanic couldn't get the backup camera to work.
3. At the time I was told a new screen would have to be installed.
4. Nissan decided to have an engineer evaluate the vehicle. "Car was not acting up at the time, went over the wiring to camera and Radio with no loose connections or issues, informed customer to report back if any issues happen again, no repairs to be made".
5. On that same day the salesman sat in the vehicle and the radio would not change stations for him. Also the arrows to the slide would not work.
6. On 18th of July I returned the car to Nissan because the "auto emergency braking" AEB light had light up and I had a message that the "front radar obstruction lights came on.
7. The mechanic found a code cla16-97 in the past. No bulletin applied to this car. They erased the code and test drove and said there are no issues.
8. Roy Salisbury, service adviser, went to great length to show me in the manual "the AEB system can malfunction in ice, snow, rain or bright sunshine.
9. The AEB system is intended to prevent crashes. Looking at #8 above under what conditions will this system work properly. I want an AEB system to work especially under those conditions.
10. I again informed the service manager the radio touch screen was still malfunctioning.
11. Nissan had given me a curtesy vehicle to use during this last visit. The touch screen in that vehicle worked great.

TG
7-31-19
WD

gt

I was informed that the 2018 model cars Nissan had a repair that was completed, but nothing had been established for the 2019 models. All the advertising centered around crash prevention on the newer vehicles is great, but when the Nissan puts a disclaimer in the manual that the AEB system can malfunction as described in #8 above something needs to be done to correct the problem.

I would appreciate any help your office can give me to have these problems corrected. I can be contacted via phone at [REDACTED] or at [REDACTED]

Sincerely

[REDACTED]
[REDACTED]
Dillsburg, Pa [REDACTED]

CC: NTSB *NHTSA* ✓

Nissan consumer affairs.

FAULKNER NISSAN

CUSTOMER #:

Faulkner

— TO BE SURE —



INVOICE

6627 Carlisle Pike
Mechanicsburg, PA 17050
(717) 697-8400

www.FaulknerNissanMechanicsburg.com

DILLSBURG, PA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 461805 CRAIG L FLECK

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
WHI/CASH	19	NISSAN MURANO		5N1AZ2MS3K		1099/1105		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
25APR19 DD			WAIT 30JUL19		0.00	CASH	18JUL19	

R.O. OPENED	READY	OPTIONS:	SOLD-STK:KN
16JUL19	18JUL19		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S: CUSTOMER STATES THE FORWARD EMERGENCY BRAKING LIGHT AND FRONT
RADAR OBSTRUCTION LIGHTS ARE COMING ON.

GR GENERAL REPAIR

463825 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

,,,1099

,,,had code -clal6-97 in PAST NO BULLETIN APPLIED TO THIS CAR - ERASED

,,,CODE AND TEST

,,,DROVE - HAD NO ISSUES, ASKED CUSTOMER IF HE WOULD LIKE US TO TEST

,,,DRIVE LONGER AND HE DECLINED

B PERFORM COMPLIMENTARY MULTI-POINT INSPECTION

MPI PERFORM COMPLIMENTARY MULTI-POINT INSPECTION

463825 CA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

,,,1099 DONE

C** CUSTOMER STATES THE AUDIO SYSTEM IS NOT RESPONDING TO THE TOUCH
INTERMITTENTLY, STATES WILL NOT CHANGE CHANNEL, AND IF TRIES TO
HIT THE ARROWS ON THE SIDE NOTHING HAPPENS

GR GENERAL REPAIR

463825 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

,,,1099 COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME.

CREATED 2019-07-11 08:42:00AM

TAKEN BY ROY SALI SBURY

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

Faulkner

— TO BE SURE —



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DILLSBURG, PA

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CREATED 2019-07-11 08:42:00AM

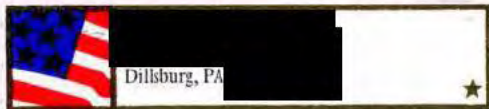
TAKEN BY ROY SALI SBURY

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SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



HARRISBURG PA 171

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NATSA
1200 New Jersey Ave
WASHINGTON D.C 20690

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