

January 6, 2022

Consumer Relations,

Case number: [REDACTED]

My name is [REDACTED] and I am writing to notify you about a problem I am experiencing with my leased 2021 Nissan Rogue. I leased the 2021 Nissan Rogue from Future Nissan of Roseville, CA. On 11/12/21, I noticed a strange noise coming from the front of the vehicle. The next day, 11/13/21, I took the vehicle to Nissan of Elk Grove, CA for diagnosis. That same day, I was informed that my vehicle would need repair and the parts needed were on backorder. I was told the parts would not be available until after the end of the year. It has been over 55 days since I reported the problem and I have had numerous contacts with the dealership personnel since then with no solution.

I contacted Nissan Consumer Affairs on 11/23/21, and was informed by Taylor (caseworker), that parts for my vehicle would be available on 12/7/21, and my vehicle would be repaired. On 12/7/21, I spoke with Travis Mancera in the service dept. at Nissan of Elk Grove, CA. Travis informed me that parts had never been sent to the dealership and were still not available. I called Taylor at Consumer Affairs again and left a voice message. Taylor has not returned my call yet. This lack of response and concern for my vehicle and time has caused me much stress and anxiety. I plan to continue making lease payments per my agreement but I don't believe Nissan Motor Corp. has held up their end of the agreement.

Due to the fact that Nissan has not been able to repair my vehicle in a timely manner, I am requesting to be released from the leasing contract. Also, I am demanding that all the funds I have paid after 11/12/21, including my down payment, be returned to me so that I might purchase another vehicle. I no longer have confidence in the safety of this vehicle. I am tired of dealing with this issue and request a verbal response to this letter within 14 days or I will have to pursue other options. The options I will pursue are Small Claims or Superior Court as necessary.

I am also concerned that the problem with my car is not unique and may be affecting other vehicle owners, so I am contacting the B.B.B. (Better Business Bureau) and N.H.T.S.A. (National Highway Traffic Safety Administration).

My contact information is listed under my signature, I look forward to your prompt response.

Cordially,

[REDACTED]

Department of T

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

1/14/2022 10:20:29 AM



70210950000072110087

CERTIFIED MAIL



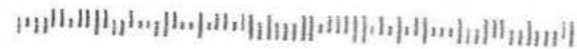
7021 0950 0000 7211 0087

ITSA

New Jersey Ave SE
Washington, D.C. 20590

W41-306

20590-



\$4.28
US POSTAGE
FIRST-CLASS
062513215925
05815
030041391

