

October 3, 2022

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Personnel (With all your respect)

Subject: NHTSA RECALL 22V-024 VIN#5N1AT2MT0 [REDACTED]

I am complaining with Nissan procedures to resolve the above recall issue.

I am attaching copy (two pages) of my complain just mailed to the National Consumer Affairs
Department of Nissan, at Franklin, TN 37068-5003.

Also, I am sending you copy of the Recall notice.

I experience at least 3 conditions of all the 6 listed on the recall:

Driver's power window inoperative, a burning odor, and seen smoke coming under the driver side
Dash.

My complain is that Nissan does not want to resolve the recall issue and either to be responsible for
the damage of my window power inoperative, and the side of the burn. They understand that by
putting grease the recall was completed. I hope my letter to be clear, in order my claim be worked
from your department.

Thank in advance for taken my claim complain. Thank you.

Sincerely,

[REDACTED]
Bayamón PR [REDACTED]

CC: National Consumer Affairs Departmente, Nissan North America, Inc, PO Box 685003, Franklin, TN
37068-5003.

BR

National Consumer Affairs Department
Nissan North America, Inc
PO Box 685003
Franklin, TN 37068-5003.

October 3, 2022

Attn: National Consumer affairs department.

Dear personnel.

Subject: NHTSA RECALL 22V-024.

On March 14, 2022, I received by mail the NHTSA RECALL 22V-024.

It was when I became aware that previously issues like smelling burning odor, smoke coming out under the driver side dash panel was seen, and the driver's power window inoperative were related

Before the receive of that recall I was thinking that the said issues like the burning odor, and the smoke were coming from the street, and that the driver power window became naturally damage, and let then go. But when I received the recall, then my understanding, were that the issues were all related.

On 03/18/2022 I made a phone call to Nissan 1-800-647-7261. Someone named "Felipe" attend me very professional and decide to transfer my call to Nissan Puerto Rico. I was attended by a person named "Jenniffer" who told me that there were not on the system yet any procedure to work with the said recall. To call back in couple month to see if there were any procedure established.

On 07/05/2022 I went personally to Yokomuro Nissan, located at Carr #167 KM 18.6 Rexville, Bayamon PR. Tel (787)785-4295 in order to work with the said recall. Mr. Desmond Santiago went to the system and told me that there were not yet any procedure establishes to work with the said recall, and to call back in couple month to see if there were any established.

On 09/28/2022 I went personally to Yokomuro Nissan. I was attended by the above same person Mr. Desmond Santiago who gave me an appointment for the next following date at 8:00am.

On 09/29/200 I took my car to the said above dealer "Yokomuro Nissan" at 8:00am, and the car was taken for service. At 1:00pm I was called to pickup my vehicle.

1:15 approximately I arrive. Mr. Desmond have couple piece of document, and told me that after Visual inspection done by the technician, there were not any corrode seen, that the Technician just proceed to apply some white lithium grease to the hardness connector, also That there was not any relation between the hardness connector and the driver's power Window inoperative or damage. Immediately proceed to issue me estimate amount of \$481.13 for the Replacement of the said driver power window.

I do not agree with the said service argument. I pick up my vehicle and left.

I decide to make a phone call to Nissan North America, 1-800-867-7669 at 2:03pm and ask for Spanish speaking person. Then the phone was answer by a persona named "Vanessa". I explain her about my disagreement with the above issue. She asks me for my VIN#5N1AT2MT[REDACTED]. Then she went to the system and told me that the system was showing her that there were not any procedures yet to handle wit the said recall. That she understands that the part should be replaced, but there were not the procedures yet as I said. She suggests me to return to the concessionary or dealer an explain.

I return to the concessionary Yokomuro Nissan. I went again directly to Mr. Desmond Santiago. Explain him about the phone call just done to Nissan North America, Inc, That I was attended by a lady named "Vanessa". That she enters to the system, and she told me that there were not yet any procedure yet by Nissan to work with the said recall. I ask him, that if it was true, what procedures were followed to work with recall when there is any yet to resolve. That the issue of smelling burning odor, seen smoke and the driver's power window inoperative were any of my imagination. Mr. Desmond Santiago proceeds to call a lady named "Jolianeniss Mercado"

All the above issue were presented or repeated to Miss. Jolianenniss Mercado, who told me work at the guarantee department.

She stated the same fact. I ask her, what procedure were taken to work with my recall when I have been advice by Miss. Vanessa, that there any procedure yet stablished to work with it. I told her that probably the mechanic or the technician just follow one for maintenance and that it was not the same.

She told me that the technician did a visual inspection and that it was enough. That if I want a deep diagnostic in relation to the driver's power window inoperative, I must have to pay \$85.00 for it. I told her that how I am going to pay for a diagnostic of the driver power window when it should be already done by the Nissan. That I do not agree at all, it was not my inmagination of all the above fact. I do not agree.

She told me this is the recall end. Sorry.

I am writing to the National consumer affairs department, Nissan North America, Inc because I understand that this recall has not been properly worked. I understand that to resolve the issue/recall 22V-024 was not merely to grease with white Lithium the hardness connector. I also understand that, yes, the driver's power window inoperative/damage is related. That for Nissan is easier to say is not related in order sell the repair service. I know something was burned out. I smelled the odor, and also see the smoke coming from under the driver dash side.

I stated, that if it was the end of my recall as stated my Miss. Yolianenniss Mercado(From guarantee department), and the it was just fixed by putting some white grease.

It will be Nissan only responsibility in case of any fire or any other damage or risk to any person's or others life, liable for lawsuit.

My request is simple: This recall to be resolve. There was smelled burning odor, and smoke coming from the driver dash side, this need to be fixed, and the driver's power window also need to be replace. It could be my life, and other on risk, just by not doing what need to be done.

[REDACTED]
[REDACTED] Bayamón PR [REDACTED]

CC: Adminstrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590.



NISSAN NORTH AMERICA, INC.

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

[REDACTED]
Bayamon, PR [REDACTED]

INTERIM OWNER NOTIFICATION
NOTIFICACIÓN PROPIETARIO AL PROPIETARIO

NHTSA RECALL 22V-024

Dear Rogue Owner:

This interim 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 Model Year 2014-2016 Nissan Rogue vehicles. Our records indicate that you own or lease the Nissan vehicle subject to this recall as identified by the VIN on the inside of this notice.

Reason for Recall Motivo del Retiro

On certain Rogue vehicles, if water and salt collect in the driver's side foot well, it may wick up the dash side harness tape and enter the connector. If this occurs, the dash side harness connector may corrode and possibly cause issues such as driver's power window or power seat inoperative, All-Wheel Drive (AWD) warning light ON, battery discharge, and/or thermal damage to the connector. The corrosion could potentially lead to a fire, which may increase risk of injury.

What Nissan Will Do Qué Hará Nissan

The repair is currently being developed by Nissan to remedy your vehicle. The remedy for this recall is anticipated to be available in Spring 2022. When the remedy is available, Nissan will send you a second letter asking you to bring your vehicle to a dealer for repair, at no cost to you.

What You Should Do Qué Debes Hacer

Some customers may experience any of the following vehicle conditions:

- ✓ Driver's power window inoperative
- Driver's power seat inoperative
- ✓ All-Wheel Drive (AWD) warning light illuminated
- Battery discharge
- ✓ A burning odor
- ✓ Smoke under the driver side dash

If you experience any of conditions listed above:

1. Please stop driving your vehicle immediately and call Nissan Roadside Assistance at 1-800-647-7261 (option 1) to arrange towing your vehicle to a Nissan dealer at no cost to you.
2. Park your vehicle outdoors, away from other vehicles or structures.

Algunos clientes pueden experimentar cualquiera de las siguientes condiciones del vehículo:

- ✓ El elevador eléctrico de la ventana del conductor no funciona
- El asiento eléctrico del conductor no funciona
- ✓ El indicador de tracción en todas las ruedas (AWD) iluminado
- Batería Descargada
- ✓ Un olor a quemado
- ✓ Humo debajo del tablero del lado del conductor

✓ Si experimenta cualquiera de las condiciones enumeradas anteriormente:

1. Deje de conducir su vehículo de inmediato y llame a Asistencia en el camino de Nissan al 1-800-647-7261 ✓ (opción 1) para coordinar el remolque de su vehículo a un concesionario Nissan sin costo alguno para usted.
2. Estacione su vehículo al aire libre, lejos de otros vehículos o estructuras.



For more information about the recall, please visit:
<https://nna.secure.force.com/recall?camp=R21B9>.

Para obtener más información sobre el retiro, visite:
<https://nna.secure.force.com/recall?camp=R21B9>. ✓

✓ If the dealer fails to, 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.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar



If you are presently leasing your vehicle and a recall has been reported, you may be eligible for reimbursement of the related expense. For more information or to submit a request, please visit <https://nissanassist.com>.

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 appreciate your Nissan ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un Nissan y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.



RETURN THIS POSTAGE
PAID CARD TO NISSAN
IF ANY INFORMATION
(NAME OR ADDRESS)
HAS CHANGED.
DETACH CARD AT
PERFORATIONS.

CHANGE OF INFORMATION POSTCARD

VEHICLE
IDENTIFICATION
NUMBER

5 N 1 A T 2 M T 0 E C

If you have moved or no longer own this vehicle, please check the appropriate box.

1) ☐ Name or address has changed

2) ☐ Never owned this vehicle

I no longer own this vehicle. It was:

3) ☐ Sold (print name and address of
new owner below, if known)

4) ☐ Destroyed

5) ☐ Stolen

Bayamon, PR

LAST NAME

FIRST NAME

MIDDLE

ADDRESS

CITY

STATE

ZIP

22V-024 RZ1B9