

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

cc: Nissan North America, Inc
PO Box 4417
Bridgeton, Mo 63044-9730

April 12, 2023

Dear Sir:

I received the **Important Safety Recall Information** that was issued in accordance with Federal Law regarding my 2007 Nissan Xterra airbag recall.

Yes, I still own the vehicle and it has 114,000 miles on it at present.

Last year I had the front driver side airbag light go on and I took it to your dealership here in Butler, NJ to be serviced. They ran a diagnostic test which revealed B1049 and B1054 were causing the issue. I trusted them with my Nissan to repair my issue.

You can read the contents of the letter I sent to Nissan Consumer Affairs located in Franklin, Tennessee. After waiting for my vehicle to be fixed, a nightmare unfolded - Since the first 2 parts didn't solve the problem, I was told I needed another part, but they couldn't get part #3 (not made any more), which was **#4790453X10A**. I don't even know if that is true.

As I explained in my letter, when this first started, I was not told there could be 3 parts involved. I never thought a dealership returned a car back to its owner without fixing the car, esp. a **safety issue with a \$1589.59 bill to boot**. When I asked for the parts they took out of my Nissan, I was told they already discarded them - after only a few days. I wrote to your Franklin, Tennessee Consumer Affairs and was told they have no authority over what their individual dealerships do - Since they carry the name Nissan name and reputation I ask: **what sense does that make?** In other words, they blew me off.

Since last May) been driving around in my 2007 Xterra with no working driver side front airbag. Luckily, I haven't been in an accident where I would need protection from it, but if I do, Nissan is at fault for ignoring my situation.

I am totally disgusted at how Nissan handled my issue. How can a dealership not fix a car? I have owned several Nissans in my lifetime, but this will be my last. I can't buy a car where the company doesn't stand behind what they sell.

[REDACTED]
[REDACTED]
Wayne, NJ [REDACTED]

Since they destroyed my original parts from the airbag system, I don't know if my parts were defective. Total incompetence on Nissan.

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[REDACTED]
Wayne, New Jersey [REDACTED]
May 6, 2022

Nissan Consumer Affairs
P.O. Box 685003
Franklin, Tennessee 37068-5003

Dear Sir

I am the original owner of a 2007 Nissan Xterra and am writing you about a recent experience I had at your Nissan Route 23, Butler, NJ dealership.

Recently, when driving my vehicle, the airbag light started flashing. I made an appointment at the above dealership for repairing the situation. They ran a diagnostic test, which indicated codes B1049 and B1054 were the issue. They ordered the part that needed to be replaced- at a cost of **\$953.49**, which I needed to pay upfront. Once the part was in, I made an appointment for installation - which I was told would be a few hours.

My car was tied up all day on May 3rd with no feedback from the dealership. The next day Rudy Espana from Nissan called to tell me that the original part was not the issue, the next part, the Spiral cable, needed to be replaced at a cost of **\$419.25** plus installation, which again did not correct the issue. Now a 3rd **part#479453X10A** needed to be replaced. We learned at from him that this last part isn't made anymore, so after all of this replacement, we are stuck with a bill of **\$1,589.59** and my vehicle isn't fixed. Rudy was very nice in his explanation, but we take issue with the fact that we were never told in the beginning that could mushroom with no resolution. Also, it is doubtful in my opinion. the two parts replaced were even defective.

Everyone at the dealership seems to understand our situation, but that point is moot. To add insult to the situation, when we went to pay the remaining bill, Rudy wasn't aware that we had already paid for part #1 - total **\$953.49**. Not his fault, but what type of place is this when bills are paid and there is no record on our account. If I wasn't so observant, I would have paid twice for part #1.

I was offered a trade in value on my truck of \$1500.00 - a slap in the face. The truck has been maintained, has new Toyo tires, never was in an accident and this is what it is worth.

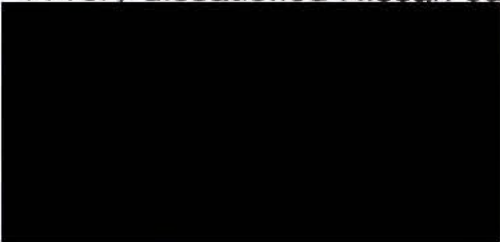
I am writing to you because I feel this was handled so poorly from the beginning. When the initial diagnostic test was completed, I should have been informed it could snowball. Aside from Rudy, the staff there are very **unhelpful**. They never keep you updated on progress- when you call for info, you are automatically put on hold - I waited on hold twice for 5 minutes before hanging up. The two young women sitting by the phone for calls seem to have nothing to do, but stare at the phone. I worked in offices and we were trained differently. You value customers at all costs. I feel Nissan stole \$1,589.59 from me, a senior citizen, more than double my social security check for the month

I have owned 3 Nissans and let me tell you I will never step into one of your dealerships again. There seem to be a lot of employees there, but they seem to be doing a lot of nothing, but walking around.

When I asked for the parts that were removed, I was told the airbag module assembly went back to be rebuilt and the other part disposed of.

You should know how your dealerships are run.

A very dissatisfied Nissan customer.



Wayne, NJ

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