

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: #11548394  
**Date:** Monday, December 4, 2023 2:53:08 PM

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**From:** [REDACTED]  
**Sent:** Monday, December 4, 2023 2:28 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** #11548394

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Good afternoon. My original phone call was merely to ask if you were really out of the recalled keyfobs for my 2018 Nissan Rogue. I was told an investigation would have to be done to get the answer to that.

I found out the dealer I purchased the vehicle from, Nissan Greece in Rochester, NY was lying to me two months in a row. They kept telling me the key fobs were on backorder and to call back in a month! Twice they did that.

I ended up calling Nissan in East Rochester, NY and they replaced my key fobs (took care of the recall) within one weeks time. They told me they did NOT have trouble getting the keyfobs.

My complaint is with Nissan Greece dealership.

Thank you,  
[REDACTED]