

September 21, 2023

National Consumer Affairs Department

Nissan North America, Inc.

P.O. Box 685003

Franklin, TN 37068-5003

Ref: Nissan Rogue Sport, VIN #JN1BJ1CW5LW [REDACTED]

[Key Fob, Safety Recall (NHTSA RECALL 23V-093)]

cc: National Highway Traffic Administration, ADMINISTRATOR

Dear Sir:

Around 6 months ago I received a safety recall in reference. I went to Nissan Orange Park Dealer (7447 Blanding Blvd. Jacksonville FL 32244, ph. 904-269-9400) and they gave me 2 options: use the key in the non-folding orientation (option that my wife and me chose, until they'll have the right part available) or second option, the dealer will repair the keys making an insert into the jackknife of the key fob, keeping it permanently extended (that we didn't accept, since it is uncomfortable and breaks pants bags and women's purses, it works as a knife). Unfortunately, on September 19, 2023, I took my vehicle for service to Nissan Greenway of Jacksonville (1726 Cassat Ave, Jacksonville, FL 32210, ph. 904-389-3621), who, without my authorization decided the second option with the key and, automatically, our second key was deactivated. Both my wife and I use the Nissan vehicle, one key each one of us. This dealer says that by Law must be done that repair and they don't have the part available yet. After around 6 months of the safety recall, they don't have that replacement, it seems inconceivable to me. Please, I require both keys with the folding system working, we can wait until you solve the problem and the fob keys be replaced, meanwhile, we will continue using the keys in the non-folding orientation and without attaching accessories to the key fob. Our Lease will be due on October 7, but we already bought that vehicle a week ago.

[REDACTED]
[REDACTED] Jacksonville, FL [REDACTED]

Ph [REDACTED] [REDACTED]

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Jacksonville, FL

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Administrative