

[REDACTED]
[REDACTED]
Clackamas, OR [REDACTED]

[REDACTED] 2024

Nissan North America, Inc.
National Headquarters
Consumer Affairs Department
PO Box 685003
Franklin, Tennessee 97068-5003

RE: NHTSA Recall 23V-093
2019 Nissan Rouge Sport
Vin K [REDACTED]

To Whom It May Concern,

I am again writing regarding the unacceptable fix you provided with your recall of the 'jackknife' key for one of our Nissan vehicles. Unfortunately, the only response we received from my previous letter dated December 12 (copy attached) was two voice mail messages a couple days apart on our home answering machine during the middle of the day (work hours). In both cases, the caller referenced our letter, but instead of leaving call back information, said that they would email their contact – but never did.

I'm not sure what needs to be discussed, but again request that you provide us with new keys (we have 2 of them) similar to the ones we had previously and with the same usefulness and utility.

Thank you for your consideration and assistance. I look forward to your full response.

Sincerely,

[REDACTED]

cc: NHTSA, Washington DC and via email

[REDACTED]
[REDACTED]
Clackamas, OR [REDACTED]

December 12, 2023

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

RE: NHTSA Recall 23V-093
2019 Nissan Rouge Sport
Vin KW [REDACTED]

To Whom It May Concern,

In response to several letters from you regarding a recall for the 'jackknife' key one of our Nissan vehicles, we finally acquiesced and my wife made an appointment as directed to have the keys repaired. To say that the fix applied was the least you could do is an understatement. You didn't return the keys to us in the same condition and utility they previously had. Instead, you fixed the key outward and have now created an unusable instrument that can't be reasonably put on a keyring or in your pocket.

Upon rereading your literature I realize this was your stated fix – I just hadn't clearly pictured this condition or thought that you'd apply such an unacceptable repair. You wouldn't sell new vehicles with a key like this and you shouldn't offer it as a repair either.

I respectfully request that you provide us with new keys (we have 2 of them) similar to the ones we had previously and with the same usefulness and utility.

Thank you in advance for your consideration and assistance.

Sincerely,

[REDACTED]



NEF
3/29/24

PORTLAND OR 972
12 FEB 2024 PM 3 L



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1200 NEW JERSEY AVENUE SE
WEST BUILDING
WASHINGTON DC 20590

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