

3/1/2024

[REDACTED]

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

Dear Sir:

I am writing to you to address a very important safety concern for my 2010 Nissan [REDACTED]ier. I have a 2010 Nissan Frontier truck. My Vehicle Identification Number is: IN6ADOEROAC [REDACTED]. I have been issued an "Important Safety Recall Notice. My repairs were to occur in 2023. This [REDACTED] rch 1, 2024 and Jim Click Nissan Service Department in Tucson, Arizona will not provide the safety fix in a timely fashion.

My Complaint is as follows: I made an over six phone calls to determine if my recall vehicle part was ready and available last year. After leaving numerous messages, the service depart refused to return my calls. Their indifference and negligence was ongoing. I made visits to this dealership and received NO Information.

On March 1, 2024 I finally received a 10:00 appointment. The service workers then informed me that I was "required to leave my vehicle for two days." The recall notice states: "The repair is only a one hour fix!" I informed them that "due to family illness, concerns, and family needs" I need the repair accomplished in the one hour repair time as indicated on the recall notice. They refused!

In conclusion, my safety and any driver of this vehicle is compromised by Jim Click Nissan and its service department who refuse to follow the National Safety Guidelines. I cannot establish a completely safety record for the sale and/or the trade of this vehicle. Please address my legitimate concerns as established by National Highway Traffic Safety Department.

Lastly, please write to Mr. Jim Click directly at Jim Click Nissan, 800 West Auto Mall Drive in Tucson, Arizona (85705).

Sincerely,

[REDACTED]

*Handwritten mark*

3/1/2024

[REDACTED]  
Tucson, Arizona [REDACTED]

National Consumer Affairs Dept.  
Nissan North America, INC.  
PO Box 685003  
Franklin, IN 37068-5003

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Sincerely,  
[REDACTED]

Copy To Nissan Consumer

[Redacted]

LUCSON, AZ

PHOENIX AZ 852

2 MAR 2024 PM 8 L



Administrator, National Highway

Traffic Safety Administration

1200 New Jersey Ave

S.E. Washington

