

[REDACTED]
Nauvoo, AL [REDACTED]
[REDACTED]

April 27, 2026

National Highway Traffic Safety Administration
Office of Vehicle Safety Compliance
1200 New Jersey Avenue SE
Washington, DC 20590

RE: Formal Complaint — Nissan North America Failure to Process Pre-Recall Repair Reimbursement

Vehicle: 2016 Nissan NV200 | VIN [REDACTED] | Nissan Case No.: [REDACTED]

Dear NHTSA Office of Vehicle Safety Compliance:

I am writing to file a formal complaint against Nissan North America, Inc. regarding its failure to process a legitimate pre-recall repair reimbursement claim and its use of procedural barriers that effectively deny federally-mandated recall relief to a rural vehicle owner.

I. Vehicle and Recall Information

I am the owner of a 2016 Nissan NV200 (VIN [REDACTED]) subject to a Nissan fuel pump recall. Prior to the issuance of that recall, I experienced an intermittent no-start condition consistent with a failing fuel pump. I brought the vehicle to Riverside Nissan of Rome (Rome, GA) for diagnosis in November 2025. Despite a confirmed appointment, the dealership failed to perform a basic fuel pressure test — the first step in Nissan's own diagnostic flowchart for this symptom pattern — and left the vehicle undiagnosed. No parts were ordered, no repair path was identified, and no estimate was provided.

Because the Nissan dealership failed to diagnose the vehicle, I was required to have it towed from the dealership at my own expense. I then sourced the fuel pump assembly independently (Delphi FG1988, RockAuto Order [REDACTED] November 17, 2025) and had it installed by an independent mechanic, Johnny's Auto Parts (Cedartown, GA), who diagnosed and repaired the vehicle correctly and promptly. The fuel pump recall was confirmed subsequent to my repair. My total documented out-of-pocket expenses are \$927.79, itemized as follows:

Fuel Pump & Housing Assembly (Delphi FG1988): \$187.79
Installation Labor (Johnny's Auto Parts): \$340.00

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Towing (three legs — to dealership, from dealership, to independent mechanic):

\$400.00

TOTAL: \$927.79

II. Nissan's Failure to Process the Reimbursement Claim

Nissan Consumer Affairs opened Case No. [REDACTED] for this claim. Since that time, I have made repeated attempts to obtain a reimbursement packet or any substantive response, including:

Multiple voicemails left for the assigned case manager — none returned.

Multiple contacts via Nissan's official X (Twitter) social media channel — no resolution.

Multiple contacts via Nissan's official SMS text line (615) 675-9353 — no resolution.

Formal demand letter sent via USPS Certified Mail to Nissan North America, One Nissan Way, Franklin TN 37067.

Formal demand letter emailed to nnaconsumeraffairs@nissan-usa.com.

III. Nissan's Illegal Phone-Only Policy

Of particular concern is Nissan Consumer Affairs' stated policy that recall-related case details can only be discussed by telephone. This policy was communicated in writing by two named Nissan Consumer Affairs representatives, Harmoni and Whitney, via the official Nissan X (Twitter) DM channel. This phone-only policy:

1. Directly contradicts Nissan's own official recall mailer, which lists text messaging at (615) 675-9353 and web chat at nissanusa.com as official contact options.
2. Creates an unreasonable barrier to recall relief for rural vehicle owners. I reside in Walker County, Alabama, an area with limited cellular reception. I have repeatedly informed Nissan of this and requested either a scheduled call or a mailed reimbursement packet. Nissan has refused both.
3. Produces a non-auditable record by design, as unrecorded phone calls leave no documentation trail. Nissan representatives have also made demonstrably false claims in writing — specifically, that the case manager made 'multiple' contact attempts, contradicted by my Google Voice call log showing only one incoming call from Nissan, on February 19, 2026, which I returned three times by voicemail without response.

IV. Relief Requested

I respectfully request that NHTSA:

1. Investigate Nissan North America's pre-recall repair reimbursement process for systemic barriers to rural and accessibility-impaired vehicle owners.
2. Investigate Nissan's phone-only contact policy as an unreasonable barrier to federally-mandated recall relief.
3. Direct Nissan North America to process my reimbursement claim (Case No. [REDACTED]) for \$927.79 without requiring telephone contact as a precondition.

Documentation supporting all claims above — including the RockAuto order confirmation, mechanic's invoice, towing receipts, call logs, and screenshots of Nissan representative communications — is available and will be provided upon request.

Respectfully submitted,

A solid black rectangular box used to redact the signature of the sender.

Sent via USPS Certified Mail, Return Receipt Requested

Navoo, AL

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1200 New Jersey Avenue SE
Washington DC 20590

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