

JARROD BYRNE
UNDERGROUND MAINTENANCE PLANNER
BOUNTY GOLD MINE, MT HOLLAND
FORRESTANIA, WESTERN AUSTRALIA
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NISSAN MOTOR CO (AUSTRALIA) PTY. LTD.
C/O 244 WELSHPOOL RD, WELSHPOOL
W.A. 6106

ATTENTION: MR NEVILLE GREEN, GENERAL MANAGER - NATIONAL PARTS

DEAR SIR,

I WOULD LIKE TO BRING TO YOUR ATTENTION SOME SERIOUS FAULTS IN NISSAN MOTOR CO. IN REGARD TO PARTS AVAILABILITY, LEAD TIMES AND PRICING. CURRENTLY AT THIS MINE WE HAVE A NISSAN W40 CIVILIAN BUS THAT WE CANNOT USE TO TRANSPORT STAFF TO AND FROM THE MINE. THE REASON THIS BUS IS NOT OPERATIONAL IS NOT LABOUR OR CONDITION RELATED, IT IS BECAUSE OF A DENIAL ON THE PART OF YOURSELF AND NISSAN MOTOR CO. TO ADEQUATELY SUPPLY YOUR CLIENTS WITH PARTS. I GIVE YOU THE EXAMPLE OF THE FOLLOWING ITEMS;

ITEM	PART NUMBER	QUANTITY BEGGED FOR
NUT	NI-01211-00221	10
WASHER	NI-40208-82100	10
SEAL-OIL	NI-48252-32100	2
WHEEL RIM	NI-40800-99071	2
DRUM BRAKE	NI-40206-T8100	2
HUB BOLT	NI-40222-J5625	10
BRAKE SHOES	NI-43060-T9627	1
NUT	NI-40224-J5610	10
NUT	NI-48226-J5610	10

OF THESE I TRIED TO PURCHASE, ONLY 3 ARE AVAILABLE IN W.A.. IT STRETCHES THE BOUNDS OF CREDULITY THAT ITEMS SUCH AS WHEEL NUTS (A CONSUMABLE IN MOST OF THE KNOWN WORLD) ARE AVAILABLE WITH A LEAD TIME OF 4 DAYS-EX EAST. WHAT RESOUNDINGLY SNAPS THE BOUNDS OF CREDULITY CLEAN IN HALF IS THAT ITEMS SUCH AS BRAKE SHOES ARE EX JAPAN (6 WEEKS). I CANNOT DENY THE EFFECTIVENESS OF THESE COMPONENTS, THEY NOT ONLY SLOW THE BUS DOWN, THEY HAVE THE ABILITY TO STOP IT STONE FUCKING DEAD FOR 6 WEEKS! I DIDN'T EVEN BOTHER ENQUIRING AVAILABILITY ON SUCH COMPLICATED PARTS SUCH AS WASHERS ETC-THE ONLY WASHERS IN STOCK WOULD BE -WASHER? WIND FUCK OUT OF THIS CUSTOMER AND TELL HIM IT'S EX EAST.

ON THE RARE OCCASION WE HAVE BEEN DELIVERED PARTS WITHIN AN ACCEPTABLE TIME PERIOD, THEY HAVE BEEN ENTIRELY WRONG. IT IS NOT THAT THE WRONG PARTS ARE ORDERED, IT IS THAT SOME OF YOUR PARTS INTERPRETERS ARE SO GREEN I COULDN'T SET THEM ON FIRE WITH PETROL.

THESE ARE NOT ISOLATED INCIDENTS, THEY OCCUR EVERY TIME WE TRY TO PURCHASE PARTS, FROM \$10.00 HOSES, AT \$104.94 EACH, THROUGH TO INTERNAL GEARBOX COMPONENTS THAT ARE SECOND ONLY TO THERMONUCLEAR WARHEADS IN THEIR CAPACITY TO ANNIHILATE ALL THAT SURROUNDS THEM.

IT IS ASTOUNDING THAT IN THIS DAY OF INTERSTATE AIR AND ROAD TRANSPORT AT LEAST 6 TIMES PER DAY, YOU PEANUTS TAKE 4 DAYS TO GET A PART ACROSS THE COUNTRY. MAY I SUGGEST YOU STOP FREIGHTING THE PARTS WITH NISSAN TRANSPORT VEHICLES AS THE 3 WEEK DELAY IN NISSAN'S 24 HOUR ROADSIDE ASSIST IS BECOMING TOO MUCH FOR US TO BEAR.

I COULD ELABORATE FURTHER ON THE COMPLETE FRUSTRATION I FEEL

FROM TRYING TO KEEP THIS BUS ON THE ROAD SAFELY. SUFFICE TO SAY THE BUS DRIVER NOW HAS A FIRM BELIEF IN THE AFTERLIFE AND WE HAVEN'T RULED OUT DANGER MONEY FOR THE POSITION.

PLEASE DON'T GET ME WRONG, I COULD HANDLE THE FIRST 35 INSTANCES OF BEING FUCKED AROUND, (THE APOLOGETIC KISS FROM CUSTOMER SUPPORT WAS ALWAYS WELCOME). NOW THAT YOU'VE TURNED IT INTO A BIZARRE FORM OF SADO-MASOCHISM COMPLETE WITH SCRATCHING AND BITING, I FEEL I HAVE TO COMPLAIN.....

I LOOK FORWARD TO DISCUSSING EVERY SINGLE FRUSTRATING EVENT OF THE PAST 8 MONTHS WITH YOU.

I SINCERELY HOPE YOU CUNTS NEVER BUILD PLANES

YOURS IN UTTER AMAZEMENT,

JARROD BYRNE

CC.

MR JOHN COSTELLO AUSTRALIA	MANAGER,FLEET AND SPECIAL MARKETS, NISSAN
MR BRUCE ANDERSON	MINE MANAGER, NORMANDY MINING
MR IAN BIRD	U/G MANAGER, NORMANDY MINING
MR DEAN HUGHES	U/G MAINTENANCE ENGINEER, NORMANDY MINING
MS JAN EVANS	SITE SECETARY, NORMANDY MINING
MR ROBERT WHITING	PURCHASING OFFICER, NORMANDY MINING
MR ANDREW MOSES	OWNER, HOLLETON EARTHMOVING
MR PETER CUE	OWNER, WORKFORCE PLANT HIRE
MR HARVEY KING	REGIONAL MANAGER, MONADELPHOUS
MR ALEX COOPER	DIVISIONAL MANAGER, MONADELPHOUS
MR RAY MILLER	TECH. SUPPORT SUPERVISOR, MONADELPHOUS
MR REX ANDREWS	CHIEF PURCHASING OFFICER, MONODELPHOUS
MR EDDY LOK	MECHANICAL SUPERVISOR , MONODELPHOUS
MR JOHN ECKHART	FABRICATION SUPERVISOR, MONODELPHOUS
MR PATRICK McKENNA	STATE CONTRACTS MANAGER, ATLAS COPCO
MR TED CORDINA	PERTH SERVICE MANAGER, ATLAS COPCO
MR GERRY O'CONNOR	CONTRACTS SUPERVISOR, ATLAS COPCO
MR ALEC TYRELL	CONTRACTS SUPERVISOR, ATLAS COPCO
MR MICHAEL GANT	WORKSHOP SUPERVISOR - PERTH, ATLAS COPCO

AND

EVERY PERSON I TALK TO BETWEEN NOW AND WHEN I GET SOME SATISFACTION