

**Subject:** FW: Acknowledgement from NHTSA/ODI of your safety complaint  
**Date:** Monday, March 01, 2010 12:35:03 PM

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-----Original Message-----

**From:** [REDACTED]  
**Sent:** Sunday, February 28, 2010 9:26 AM  
**To:** donotreplyodi (VOLPE)  
**Subject:** Re: Acknowledgement from NHTSA/ODI of your safety complaint

Update-Nissan is very uncooperative. Have been no help since 2/5 inquiry. Somebody calls me once a wk , leaves a message for them to call me back & I do. 2/25 I was told they had no record of me bringing the car in for repairs! This sh/be in their system. Again I left a message on answering machine w/date & invoice #. Seems like a big run around & waste of time. I wish they would do repair for free as there are hundreds of thousands of complaints on line---it should be a recall & they should do right by their customers. They just dont seem to care. Replacing the engine and timing assembly is \$4680. we have already replaced head gasket & timing for \$2200. I just want it noted POOR Customer Service! or NO Customer Service! If there is anything you can do to help, please advise. Thank you,  
[REDACTED]

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**From:** US DOT NHTSA <donotreplyodi@dot.gov>  
**To:** [REDACTED]  
**Sent:** Fri, February 5, 2010 10:53:27 PM  
**Subject:** Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

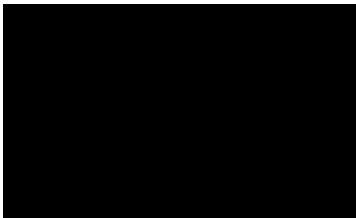
Your Confirmation number (ODI Number) is: [10306853](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday  
TTY: 1-888-424-9153  
Have your ODI Number available.  
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>  
Indicate your ODI Number in the contact form.

Thank you,



Office of Defects Investigation (ODI)  
National Highway Traffic Safety Administration (NHTSA)  
U.S. Department of Transportation (DOT)

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To find out more about NHTSA, please go to the [Safercar.gov](http://Safercar.gov) Web site or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.