

Subject: FW: Safety Complaint, 2006 Nissan Altima flooring corrosion -- ODI #10510827
Date: Wednesday, July 03, 2013 11:56:34 AM
Attachments: image001.png

From: Artemis HelpDesk (VOLPE)
Sent: Wednesday, July 03, 2013 11:08 AM

Subject: FW: Safety Complaint, 2006 Nissan Altima flooring corrosion -- ODI #10510827

I believe this is your area. [REDACTED] submitted an IVOQ (**10510827**) on May 6, 2013. The Complaint involves her 2006 Nissan Altima and corrosion of the flooring. She is evidently expecting to hear from ODI. She asks, "What is the next step with your organization to try to remedy this issue?"

I don't see any Recalls on this issue for a 2006 Altima – and no Investigations concerning this vehicle at all.

Date Complaint Filed: 05/06/2013		Date of Incident: 05/04/2013	
Component(s): STRUCTURE		NHTSA ID Number: 10510827	
All Products Associated with this Complaint ▲			
Vehicle Make	Model	Model Year(s)	
NISSAN	ALTIMA	2006	
Details ▲		0 Associated Documents [icon]	
Crash: No	Fire: No	Number of Injuries: 0	Number of Deaths: 0
Manufacturer: Nissan North America, Inc.			
Vehicle Identification No. (VIN): 1N4BL11DX6N...			
SUMMARY:			
THE CAR WAS AT THE DEALERSHIP FOR A SCHEDULED SERVICE. I WAS ASKED TO GO INTO THE GARAGE TO LOOK AT THE FLOOR BOARDS WHILE THE CAR WAS ON THE LIFT. THE DRIVERS SIDE IS SO BAD YOU CAN SEE THE CARPET. THE PASSENGER SIDE IS BAD ENOUGH THAT THEY TOLD ME THE CAR WOULD NOT PASS INSPECTION WITHOUT HAVING BOTH SIDES REPAIRED BY A BODY SHOP. I TOOK THE CAR TO A BODY SHOP TODAY AND THEY WERE SHOCKED AT THE EXCELLENT CONDITION OF THE CAR VS THE ROTTEN FLOOR BOARDS. IVE BEEN DOING PLENTY OF INTERNET SEARCHES TODAY AND FOUND THAT THIS IS A COMMON PROBLEM. *TR			

From: [REDACTED]
Sent: Tuesday, July 02, 2013 5:58 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

I haven't heard anything from you since filing my initial complaint. Nissan has refused to

NAM
7513
SMD

assist with the cost of the repairs both verbally & in writing. What is the next step with your organization to try to remedy this issue?

From: US DOT NHTSA <donotreplyodi@dot.gov>

To: [REDACTED]

Sent: Monday, May 6, 2013 4:39 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: **10510827**

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 Monday-Friday, 8:00AM to 8:00PM Eastern
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)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

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

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

If you have questions regarding these emails, please go to our [Contact](#) Web page.

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