

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10558659-7330

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10558659  
**Date:** Tuesday, January 28, 2014 11:03:41 AM

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**From:** EVOQ (NHTSA)  
**Sent:** Tuesday, January 28, 2014 10:13 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10558659

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**From:** [REDACTED]  
**Sent:** Wednesday, January 22, 2014 3:40 PM  
**To:** EVOQ (NHTSA)  
**Subject:** Re: NHTSA: Follow up to ODI Complaint: 10558659

This complaint was entered into the Nissan arbitration board and was denied any relief to me or my wife for any transfer in trading or purchasing a different VIN. number car similar to the one that we feel is UNSAFE! This result was given to us this date 01/22/2014 by phone call! Any updates will be forthcoming. The problem with this vehicle has yet to be identified and is still a very worrisome threat to us as we drive the car! [REDACTED]

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Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint. NHTSA/Office of Defects Investigation

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10558659  
**Date:** Tuesday, January 28, 2014 1:31:32 PM

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**From:** EVOQ (NHTSA)  
**Sent:** Tuesday, January 28, 2014 1:30 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10558659

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**From:** [REDACTED]  
**Sent:** Tuesday, January 28, 2014 11:14 AM  
**To:** EVOQ (NHTSA)  
**Subject:** Re: NHTSA: Follow up to ODI Complaint: 10558659

Hi: Received request and I was unable to download update ! Currently Nissan has rejected any solution toward resolving our issue, other than to extend the warranty on the tran.for 7yr or more miles! This is NOT what we our looking for! If the problem is not resolved we ill Terminate the purchase as soon as possible(legally) or drive to lease termination. The BBB has been advised (case#N1S1411532) and will wait to hear back from all concerned! Have a great day-[REDACTED]

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We will mail it to you.

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**From:** [REDACTED]  
**Sent:** Wednesday, January 15, 2014 10:06 AM  
**To:** EVOQ (NHTSA)  
**Subject:** Re: NHTSA: Follow up to ODI Complaint: 10558659

Unable to open folder. This computer needs Microsoft Office to open download! Please advise or re-email me differentlyQ I am currently working with the manufacturer (Nissan) on the problem! Thanks; [REDACTED]

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