

NVS-200
CL-10588633-5964

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

09/23/2015

NTHSA,

SEP 29 2015

I am including a letter that I wrote, 06/03/2014. I am also including an email that I sent, 09/19/2015. I have heard nothing regarding the recall of Nissan autos, mine being an Altima. I have forwarded the complaint & photos of the rusted floorboards in my Altima. You will find everything that I was asked to do in your files.

Does anyone care? How many phone calls & emails do I have to make & send to get something positive? I have made & sent many. Fumes entering the cabin of my auto & numerous other Altima owners should be a safety concern. Fumes entering from the rusted floorboards should be addressed. I look forward to progress in this needed recall issue.

[REDACTED]

NM
10/2/15
SMD

06-03-2014

Dear NHTSA,

I spoke with an assistant a few weeks ago, concerning the rusted floorboards on my Nissan Altima. I mentioned, that I have viewed many testimonials & pictures online, of like rusted floorboards on Altimas & other Nissan vehicles.

I have been unsuccessful of receiving any aid from Nissan. The perforation warranty has expired. However, Nissan did hoist the vehicle & take photos of the rusted areas, which provided me with hope. Nissan's consumer affairs department was of no help. I did have contact with an executive, with the same results. I said to all parties that the rusted areas are a safety concern, for fumes can rise & enter the cabin. Workmanship, which this is, should be a priority over an expired perforation warranty. I have owned many vehicles in my driving years & have never experienced this workmanship issue. I was told that it is/was caused by wear & tear, which is a fallacy.

The assistant that I spoke with on your staff, said that it would be an issue if a trend is observed. I asked her, how many reports of rusted floorboards would constitute a trend. She could not readily say, for that would have to be determined. She was most pleasant & professional.

Are you able to answer , as to how many incidents would constitute an issue, for a recall by Nissan to be active?

I look forward to your response concerning this disconcerting workmanship issue.

Best wishes,

[REDACTED]

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Sep 19 at 6:23 PM ★

To: NHTSA Hotline

Hello,

Is there any update in my filed complaint concerning my Nissan Altima's rusted floorboards, that was filed in the spring of 2014? I did exactly as I was told to do by NHTSA. I completed the complaint form & included illustrations & mailed to NHTSA. I have not one thing concerning Nissan recall for the manufacturing defect. Soon, fumes will enter my auto's cabin. I have not heard one thing concerning this safety issue. The letter, 'S', is in your name. The letter, 'S', stands for safety, correct?

There have been many other recalls since I filed, as did hundreds of other Nissan owners, with the same rusted floorboard issue. Would you please escalate my concern? The last time that I talked with a representative of NHTSA, I was told that the complaint had been forwarded to the department that issues recalls. I have not heard anything for quite sometime. I would like to hear something. I would like to hear when & if a recall for rusted floorboards will be issued to Nissan for its workmanship defect.

Thank you.

Palatine, IL

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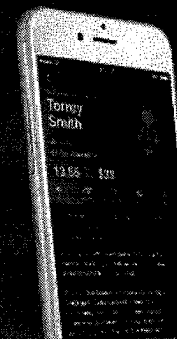


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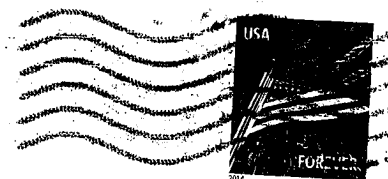
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