

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

06/18/2016

Randy Reid,

DEC 14 '16

Tell me how many complaints have been filed about the Nissan rusted floorboard issue, please? How many does it take for you to realize that it is a SAFETY CONCERN?

DO NOT send me a repeat of the information that I have filed with you. You have done this earlier. ADDRESS the issue! You would definitely act IF a member of your family or close friend would have the rusted floorboard SAFETY concern. You could NOT care any less, for you have NO horse in the race! What a sad situation.

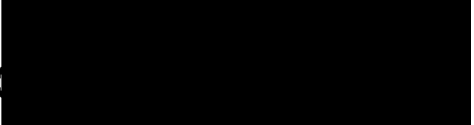
I heard today, that 135 owners of older model Toyotas, I think, made an impression with you. A wheel can become dislodged & blah, blah, blah. WHY is THIS more important than the rusted floorboard SAFETY concern? Why, I ask?

I look forward to a response that is NOT a form response, merely to attempt to appease me.

 I am on file still, perhaps. Refer to earlier mailings.

Palatine, IL

*Randy Reid,
I have told that I can. Are
you doing all that you can to
recall my rusted floorboard
Altima, along with thousands of
other Nissan owners with the SAME
SAFETY issue?*


RR
12/14/16
SNP

09/23/2915

NTHSA,

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.



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]

04.08.2016

Mr. Reid,

Would you please address the concern for the floorboard rusting in my Nissan Altima? I am enclosing a letter that I sent 03.07.2016. This, once again, is a safety concern. You are the chief, correct? Safety of consumers is the responsibility of the division that you represent, correct?

I anticipate correspondence from you regarding this safety issue. I have completed the forms that I was sent, included colored pictures of the rusted undercarriage of my vehicle & expect resolution of this safety issue. I have heard nothing of any resolution.

If you are not understanding of my & thousands of other Nissan Altima owners with the same safety issue, notify me. I will clarify, once again, exactly the issue of safety. Fumes entering the cabin should have your utmost attention. I do not understand why it does not.

Best regards,

A solid black rectangular box used to redact the signature of the sender.

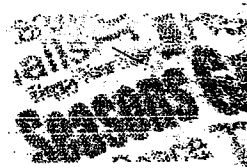
Palatine, IL

In addition, I DO
NOT WANT ANY emails
concerning tire recalls!
Concern yourself with MY
issue: RUSTED FLOORBOARDS!
It is a SAFETY CONCERN!
Does ANYONE there CARE?

Palatine, IL

CAROL STREAM IL 601

05 DEC 2016 PM 9 L



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Washington, DC

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