

From: [Artemis HelpDesk \(VOLPE\)](#)
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Consumer email - ODI #11183196 / Alleged defect fixed by owner (2015 NISSAN ALTIMA)
Date: Monday, April 15, 2019 7:09:29 PM
Attachments: [image001.png](#)

[REDACTED]

Apparently, the consumer repaired his own alleged defect – his wife describes the problem and the fix in the update below.

I annotated ODI #11183196 with words from the email ... no response to the consumer necessary.

Thanks, [REDACTED]

Annotations

[Annotation List](#) > Annotation Detail

Annotation InformationAudit TrailSelectUnselectHelp

Entity ID : 11183196

Entity Type : Complaint **Annotation Type :*** RECALL FEEDBACK

Author : MONTANARI, ROBERT **Shared :** ☒

Create Date : 04/15/2019 **Update Date :** 04/15/2019 18:15:00

Title :* ALLEGED DEFECT FIXED BY OWNER

Text :

FROM [REDACTED]

SENT: FRIDAY, APRIL 12, 2019 2:30 PM

TO: DONOTREPLYODI (VOLPE) <DONOTREPLYODI@DOT.GOV>

SUBJECT: RE: THANKS FOR LETTING US KNOW ABOUT YOUR VEHICLE

UPDATE: MY HUSBAND AND I REROUTED THE CABLE IN THE DOOR AND FIXED THE PROBLEM OURSELVES.

THE CABLE WAS ROUTED INCORRECTLY THROUGH THE LARGE OPENING WITH OTHER CABLES SUCH AS THE LOCK CABLES AND WAS CAUSING THE PLASTIC LINER TO BE PULLED INTO THE WELL UNDER THE WINDOW. WE ROUTED THE CABLE THROUGH THE PROPER HOLES AND THE DOOR AND WINDOW IS NOW WORKING PROPERLY.

NISSAN SHOULD HAVE TAKEN CARE OF THIS SAFETY ISSUE.

[REDACTED]

Spell Check

UpdateDeleteClose

From: [REDACTED]
Sent: Friday, April 12, 2019 2:30 PM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Vehicle

Update: My husband and I rerouted the cable in the door and fixed the problem ourselves.

The cable was routed incorrectly through the large opening with other cables such as the lock cables and was causing the plastic liner to be pulled into the well under the window. We routed the cable through the proper holes and the door and window is now working properly.

Nissan should have taken care of this safety issue.



On Thu, Feb 28, 2019, 2:39 PM U.S. DOT National Highway Traffic Safety Administration
<donotreplyodi@dot.gov> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11183196](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit SaferCar.gov, and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)