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From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11228817 & 11231413
Date: Friday, October 27, 2023 6:49:58 PM

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From: [REDACTED]
Sent: Thursday, October 26, 2023 3:36 PM
To: nhtsa.webmaster@dot.gov; nhtsa.webmaster@dot.gov
Subject:

[External Email]

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This is a follow-up to my call this morning with NHTSA (888)327-4236

Re: ODI#'s: 11228817 & 11231413

Both incidents pertain to a complete steering loss during vehicle operation! (Which shouldn't ever happen!!!)

Today I had requested a supervisor call back due to the continued obvious lack for public safety concern and what's now clearly identified by my mother [REDACTED] and me as what clearly took place between Wayzata Nissan and the original tow company (Bobby & Steve's)

I declare an incident of this magnitude should've initiated a callback from my first call, & now this MUST be followed up w additional investigation, as to why this SNAFU so strongly appears to have had an appearance of being covered up by two dealerships w an attempt by the latter one to eliminate this Pathfinder from my possession as to never be able to provide full and true evidence of Nissan's proven failed design, and or from being identified for what it is (a design flaw!) Or for it to be available for a possible full & proper investigation in lieu of what's likely to take place with them being identified as having this adverse failure, whilst being subjected to rust belt road conditions! With 196,000 vehicles affected whether by Infiniti's Q-4 or Nissan's Pathfinder productions, something needs to be addressed... (I'm confused... Did someone just forget to escalate this call or did Wayzata Nissan's plea that this vehicle mysteriously disappeared from where they had instructed my tow truck operator to then park it?

Nevertheless, I do currently have possession of it, and I request it to be fully evaluated by a government approved frame shop.

With this latest disregard against my request for a NHTSA supervisor call back, I'd like now to receive a call from the NHTSA Administrator!

My intentions now have been escalated to a demand for NHTSA to press Nissan to inspect all, current Q-4/Pathfinder's being driven in the rust belt.

(Because those plastic caps shouldn't have been installed on my vehicle which currently had been

affected by salty road debris over it's 9 prior winters of road grime, without first having a proper inspection of strut tower to frame adhesion!!!

(Later I found out from A-ABRA Auto Body and Frame that the request by Kline Nissan was to ensure whether the NHTSA Recall was properly installed, but not to reassure customer (me) of my concern of possible frame degradation from prior rust formation around left front strut tower!

(This was provided to me by CALIBER-MAPLEWOOD Auto Body Alliance, new owner of A-ABRA Auto Body)

To sum up my thoughts on Pathfinder steering loss, need not go father than steering shouldn't ever be lost during operation!

You can rest knowing you have an obligation to protect the public from an incompetent design!

Moreover Kline and Wayzata Nissan should both be held accountable for not providing me with proper guidance, and to have that vehicle removed from further use (to protect the public) if any rusting due to its first 8-10 years of being driven on Minnesota roads had caused rust formation around left front strut tower! (the guilt will lie on those failing to take proper action in the event someone ever dies or is mamed after an investigation fails to provide evidence of Nissan's failed design flaw. Steering column tube running parallel with the frame rail).

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