

From: [Ann Marie L Ambrose](#)
To: [EVOQ \(NHTSA\)](#); [Lewis, Brenton <Telesis>](#); [REDACTED]
Cc: [REDACTED] [Strasser-King, Marion](#)
Subject: Nissan Sentra rental from Enterprise rental agency on Silber Road in Houston, driver window implosion without cause, ODI # 11254994
Date: Friday, September 13, 2019 11:12:29 AM
Attachments: [Nissan Motor Company letter.docx](#)

Dear Sir

Here is the letter handed over to the Manager of Nissan Dealership on I-45 N in Houston. He had a middle eastern name. The events are described. I do not have the VIN number or year of the vehicle but this could be obtained from Jacques at the Rental Agency.

[REDACTED]
[Nissan Motor Company letter.docx](#) 13.7KB

Ann-Marie Ambrose
Customer Service Representative



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[REDACTED]
[REDACTED]
Houston, TX [REDACTED]

Date 8/13/2019

CEO

Nissan Motors

American Division

RE: Implosion of the driver's windshield

Dear Sir:

I would like to notify you that on 8/12/2019 I had rented a black Nissan Sentra from Enterprise Care Rental Agency on Silber Road in Houston. Later that afternoon while I was driving in the middle lane of [REDACTED] (having visited some physician offices in Kingwood), there was a loud bang as the drivers side window imploded and shattered into perhaps a hundred or more pieces. I first thought I was shot. There was glass all over the car both in the front and back. The window was fully closed prior to that as I never drive with windows down and there was no evidence that any rock or large piece of pebble had hit the window. I almost got into an accident as I swerved away from any imaginary objects or bullets. Right away I exited the highway to a gas station on Greens Road. I then placed a call to Enterprise who then brought over a replacement car and took the Sentra to their shop for repairs. There were pieces of glass all over me but fortunately none injured the eye. However, since that time my left ear feels plugged with a high-pitched noise from the left ear and a sensation of some loss of hearing. The next day I went to a ear specialist, Dr Joseph Chang, and asked him to examine me and do a hearing test in case I had sudden hearing loss and if steroids might be the solution. The hearing test showed minimal loss of hearing in the high frequency on the left side compared to the right side but the ear drum was intact. The plugged sensation and the noise, also called tinnitus, persists, and the plugged sensation is not related to eustachian tube blockage as I can clear the eustachian tube. Prior to this, I have never had hearing or ear issues. I am also an Otolaryngologist, so I understand the impact of loud impact noise on hearing. I was and still am quite shaken by this. That I got out alive unscratched except ear issues is beyond my understanding.

The loud bang was one of glass implosion and it did not sound like a rock hit the window. There was no rock found by me or by the Enterprise personnel inside the car. I think it is necessary that Nissan investigate this and possibly consider a recall. Not only can this cause injury to the driver besides ear issues, it may also result in accidents. I will be available to speak with you regarding this.

Please contact the Enterprise car rental company on Silber Road if you would like to investigate this further so that repairs are not done prior to a full investigation. I also have pictures of the car following the implosion.

Sincerely,

[REDACTED]

Cc: Enterprise Car Rental company

CC: Tom Peacock Nissan dealership