

From: [Ann Marie L Ambrose](#)
To: [Vehicle Safety Hotline](#)
Cc: [REDACTED]
Subject: ODI# 11267745
Date: Tuesday, October 15, 2019 11:19:57 AM
Attachments: [MN001P0A002 USMN001310 CountryOps 27B 2178 001.pdf](#)

I am an owner of a 2013 Nissan Altima and recently had to replace both lower control arms on my vehicle. Luckily, I was going at a low speed when one of them broke otherwise I would have been taken off the road. My mechanic said one was broken and the other one was rusted so it probably was going to break soon. I understand that Nissan is going to have a program to reimburse owners for this since it is a common problem for Nissans in the 2013-2018 year. I have attached a copy of my bill and photos of the defective parts. I managed to get in touch with a Nissan representative and he took my information but said due to the fact where my car was manufactured at it was not eligible for the program. I told them this was not a manufacture issue but a design flaw that caused the control arms to be exposed to corrosion materials if the car was driven in a state which used these chemicals. I live in Minnesota which I believe is one of those states. He politely denied my claim and said they would keep it on file but almost guaranteed me no reimbursement would be coming my way. I decided to contact your agency to see if you could provide me with an avenue to get some reimbursement or at least bring to light a very dangerous issue with these vehicles, so no one else is injured. My contact information is below and thank you for your time. I look forward to hearing from you

[REDACTED]

Phone: [REDACTED]
[REDACTED] Inver Grove Heights, MN [REDACTED]
E-mail: [REDACTED]

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