

U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 03-MAR-2021 MAR 3 1 2021		Repository ☐ Reference No. 11398888	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
WEST BOYLSTON	MA				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53071 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on drivers side		Make	Model	Model Year	
1N4AL3AP7FN		NISSAN	ALTIMA	2015	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
12/13/17	Bertera Nissan		No. Cylinders	unleaded	
Original Owner	Dealer's City	State	Zip Code		
☐	Auburn	MA	01501	4	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
Automatic	☒ Cruise Control		Both - rear control arms		02-MAR-2021
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 199000 TIRES: PRESSURE MONITORING AND REGULATING SYSTEMS, 020000 SUSPENSION				Failure Mileage	Failure Speed
				68000	25
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	N/A	N/A	N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2015 NISSAN ALTIMA. THE CONTACT STATED WHILE DRIVING 25 MPH, THE STEERING WHEEL WAS WOBBLY. THE CONTACT EXITED THE VEHICLE AND NOTICED THAT THE REAR CONTROL ARM WAS RUSTED. THE LOW-PRESSURE TIRE WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC. THE CONTACT CALLED BERTERA NISSAN (569 OXFORD ST S, AUBURN, MA 01501, (508) 832-9611) HOWEVER, THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 68,000.					
Please note the attached invoice from Cranston Auto Repair where the car was repaired, + remained for six days.					
Also please note that the odometer on the invoice is written in - correctly. It should have read 68,656 - not 69,656					
Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Walter C Cranston
205a W Boylston St.
West Boylston, MA 01583
Phone: 508-835-3775 Fax: 508-835-6582

INVOICE

INVOICE

Date: 03/08/2021

2015 Nissan - Altima S -
Lic # [REDACTED]

Odometer In: 69656

Home [REDACTED]

VIN #: 1N4AL3AP7 F [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
Sway Bar Link 1 EA MOOG/Suspension Stabilizer Bar Link K750663	1.00	55.28	55.28	TOW TO SHOP	n/c
Sway Bar Link 1 EA MOOG/Suspension Stabilizer Bar Link K750662	1.00	55.28	55.28	REAR CONTROL ARM BLOWN OUT - APPLY 30% DISCOUNT TO LABOR APPLIED	n/c
REAR SUSPENSION CONTROL ARM 80010222	2.00	284.92	569.84	STABILIZER BAR CONTROL LINK - Remove & Replace - Both Sides - [DOES NOT include wheel alignment]	69.00
Shop Supplies			12.79	UPPER CONTROL ARM REAR - Remove & Replace - Both Sides - [DOES NOT include alignment]	253.00
				4 WHEEL ALIGNMENT	109.95

* Second # of invoice odometer #
typed in incorrectly. It
should be 8, not 9!

*
I took a picture yesterday
on 3/29 of the odometer
reading of 69,234 - several
weeks after the reading on
3/2/21, thus indicating the in-
correct number on the invoice.

Org. Estimate 1,168.46 Revisions 0:00 Current Estimate 1,168.46

Labor:	431.95
Parts:	693.19
SubTotal:	1,125.14
Tax:	43.32
Total:	1,168.46
Bal Due:	\$0.00

[Payments - MasterCard - \$1,168.46]

Vehicle Received: 3/8/2021

Customer Number: [REDACTED]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Email Address: WCCDISPATCH@YAHOO.COM

[REDACTED]
West Boylston, Massachusetts [REDACTED]
[REDACTED]

March 30, 2021

Makoto Uchida
Chief Executive Officer
Nissan North America
One Nissan Way
Franklin, Tennessee 37067

Dear Mr. Uchida:

My 2015 Nissan Altima S with 68,656 miles on the odometer became inoperable on March 2, 2021 due to a rear right control arm malfunction. Within minutes of exiting Route 190 in Worcester, Massachusetts travelling at approximately 25 miles per hour, the vehicle became extremely "wobbly." I immediately drove into a nearby parking lot, parked it, then phoned AAA for assistance.

A tow trucker driver from Cranston Auto Repair in West Boylston, Massachusetts was dispatched. Once Cranston employee "Colin" arrived, we both looked under the car at the rear. We observed that the right rear control arm was broken and extremely rusted. Colin also stated that the rear control arm breaking in this Altima model is the reason for at least "four tows per month" by Cranston's. He said that Bertera Nissan in Auburn would cover the repair costs and that he would tow it there.

I decided to call Nissan first to be sure. I spoke with a woman in repair, gave her the VIN number of the vehicle, and explained the reason for my call (referring to the broken right rear control arm as confirmed by Colin). She told me that my car was not on the recall list for that malfunction and that repair costs would not be covered by Nissan Auburn, but that Nissan Auburn could still do a diagnostic on the vehicle for the cost of \$150.00 (with an additional towing charge of \$24.00).

Since it was quite obvious that the right rear control arm was severed thus deeming the car inoperable, the vehicle was towed to Cranston's. Upon full inspection of the vehicle by Cranston repair technicians, it was determined that my vehicle was in need of not one, but two rear control arm replacements as the left rear control arm was cracked too. Mr. Cranston said that the rear control arms were so rusted that it looked like "someone had backed the vehicle into the ocean and left it there."

Six days later after two new Nissan certified rear control arms were placed onto the vehicle, I was again able to drive it. This repair cost me \$1,168.46. (Please see enclosed).

I am asking Nissan to reimburse me for the replacement costs of these two rear control arms. Thank you for your time.

Sincerely,

cc Bertera Nissan
Nissan Consumer Affairs
NHTSA

The UPS Store



800 Main St.
Holden, MA 01520
508.829.0566 Tel
508.829.6313 Fax
store1590@theupstore.com
theupsstorelocal.com/1590

Fax

To EVOQ (NHTSA)

Company U.S. Dept of Transp.

Fax number 202-366-1767

Date 3/30/21

Job number _____

From _____

Phone number _____

Fax number _____

Total pages 5

ODI Complaint # 11398888