

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11444852-----
Date: Monday, April 4, 2022 9:51:02 AM

From: [REDACTED]
Sent: Saturday, April 02, 2022 6:48 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>; [REDACTED]
Subject: RE: Follow up to ODI Complaint ----- 11444852-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Thank you for following up on my ODI Complaint ----- 11444852-----.

I do own a 2010 Nissan Maxima, purchased from Hoselton Nissan, 66 Marsh Road, East Rochester, New York 14445, (585) 601-2978.

The first driver side lock/latch failure occurred at around 70,000 miles due to the lock freezing up and locked up and could not be opened from the inside or outside. I had to have the lock/latch assembly replaced at Hoselton. I will forward the receipt when received. The driver side lock failed again on 12/28/2021 and the passenger side lock failed on 01/04/2022. The receipts are attached. The doors could not open from inside or outside which posed a very serious safety hazard. The failures were not intermittent, but permanent. I could not open the doors until the lock/latch assembly were replaced.

Thank you for the attention to this matter. Please let me know if I need to provide any additional information.

[REDACTED]
[REDACTED]
[REDACTED]

From: [EVOQ \(NHTSA\)](#)
Sent: Thursday, March 10, 2022 9:39 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11444852-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

Independence Car Care Center

507 West Ridge Road

Rochester, NY 14615

Phone: 585-563-6100 Fax: 585-413-3369

DECLARE YOUR INDEPENDENCE

INVOICE

NYS REG #

INVOICE

Printed Date: 01/04/2022

Work Completed: 01/04/2022

2010 Nissan - Maxima SV - 3.5L, V6 (213CI) VIN(A)

Lic #

Odometer In : 147605

Rochester, NY

Cellular

VIN # : 1N4AA5AP1 AC

Part Description / Number**Qty****Sale****Ext****Labor Description****Hours****Ext**

INDEPENDENCE CAR CARE

507 W RIDGE RD

ROCHESTER, NY 14615

01/04/2022

16:19:08

CREDIT CARD

MC SALE

Card #

XXXXXXXXXX

Network

MASTERCARD

Chip Card

MasterCard

AID

A600600041010

SEQ #

11

Batch #

INVOICE

Approval Code

073992

Entry Method

Chip Read

Mode

Issuer

SALE AMOUNT

\$156.73

CUSTOMER COPY

INDEPENDENCE CAR CARE CENTER**Jeff Klipfel**

Owner

507 West Ridge Rd.

Rochester, N.Y. 14615

Phone 585-563-6100

Fax 585-413-3369

Email - Independencecarcare@rochester.rr.com

www.independencecarcarecenter.com

Orig. Estimate 0.00

Revisions 0.00

Current Estimate 0.00

Labor: 193.50

Parts: 0.00

Discount: -48.38

SubTotal: 145.12

Tax: 11.61

Total: 156.73

Bal Due: \$0.00

[Payments - MasterCard - \$156.73]

THANK YOU FOR YOUR BUSINESS

Vehicle Received: 1/3/2022

Customer Number:

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, highway 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 EXCEPT LIFETIME PARTS on brake pads/shoes, shocks/struts and mufflers. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. A/C recharge 90 day warranty with conditions. See Manager for details. Please check the lug nut torque with 30 miles or return to shop for courtesy check.

Signature

Date

Independence Car Care Center

507 West Ridge Road

Rochester, NY 14615

Phone: 585-563-6100 Fax: 585-413-3369

DECLARE YOUR INDEPENDENCE

NYS REG #

Invoice from History

Printed Date: 01/04/2022

Work Completed: 12/28/2021

2010 Nissan - Maxima SV - 3.5L, V6 (213CI) VIN(A)

Lic #

Odometer In : 147494

Rochester, NY

Cellular

VIN # : 1N4AA5AP1 AC

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Ext
Left Lower Control Arm and Ball Joint Assembly 2703-321913	1.00	211.86	211.86	CHECK DRIVERS DOOR WONT OPEN	1.00	119.00
Right Lower Control Arm and Ball Joint Assembly 2703-321914	1.00	211.86	211.86	CHECK FOR NOISE WHEN STOPPING ALSO AT HIGH SPEEDS		nc
LOCK & REMOTE CONTROL ASSY-FRONT DOOR,LH 80501ZY80A	1.00	268.49	268.49	CHECK FOR VIBRATION		nc
				CONTROL ARM - Remove & Replace - Lower,Both Sides - [DOES NOT include alignment.]	2.00	238.00
				WHEEL ALIGNMENT - Adjustment - All Applicable Models - [DOES NOT include straightening or replacing of parts.]	1.50	99.99
				TIRE ROTATION	0.12	10.00
				REPLACE LF DOOR LATCH	0.40	47.60

INDEPENDENCE CAR CARE CENTER**Jeff Klipfel**

Owner

507 West Ridge Rd.
Rochester, N.Y. 14615
Phone 585-563-6100
Fax 585-413-3369

Email - Independencecarcare@rochester.rr.com
www.Independencecarcarecenter.com

Org. Estimate 0.00 Revisions 0.00 Current Estimate 0.00

Labor: 514.59

Parts: 692.21

SubTotal: 1,206.80

Tax: 96.54

Total: 1,303.34

Bal Due: \$0.00

[Payments - MasterCard - \$1,303.34]

THANK YOU FOR YOUR BUSINESS

Vehicle Received: 12/28/2021

Customer Number

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 EXCEPT LIFETIME PARTS on brake pads/shoes, shocks/struts and mufflers. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. AC-recharge 90 day warranty with conditions. See Manager for details. Please check the lug nut torque with 30 miles or return to shop for courtesy check.

Signature

Date