

INFORMATION REDACTED PURSUANT TO THE FREEDOM

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#)  
**Cc:** [DataQuality, DataQuality \(NHTSA\)](#)  
**Subject:** Re: Follow up to ODI Complaint ----- 11449773-----  
**Date:** Tuesday, April 26, 2022 8:35:03 AM  
**Attachments:** [REDACTED]

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**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.


PLEASE SEE ATTACHED. THANK YOU IN ADVANCE.

[REDACTED]

-----Original Message-----

**From:** EVOQ (NHTSA) <EVOQ@dot.gov>  
**To:** [REDACTED]  
**Sent:** Mon, Apr 25, 2022 1:22 pm  
**Subject:** FW: Follow up to ODI Complaint ----- 11449773-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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

 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
		Date Received 01-FEB-2022		Repository <input type="checkbox"/>  Reference No. 11449773	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City Katy		State TX		ZIP Code	
<i>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 53971 (Sep. 3, 2004).</i>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5N1BA0NF7AN		MAKE NISSAN		Model ARMADA	
Date Purchased		Dealer's Name and Telephone Number Baker Nissan 8326043495		Model Year 2010	
Original Owner <input checked="" type="checkbox"/>		Dealer's City Houston		Engine: 5.6 No: Cylinders 8	
STATE TX		ZIP Code 77065		Fuel Type: BIFUEL	
Transmission Type		Powertrain REAR WHEEL DRIVE		Incident Date(s) 01-JAN-2011	
<input checked="" type="checkbox"/> Antilock Brakes		<input checked="" type="checkbox"/> Cruise Control		Multiple Failure:	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Components Codes: 353800 EQUIPMENT:ELECTRICAL:ENGINE BLOCK HEATER				Failure Mileage 0.0	
Failure Speed					
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTMAL 9ABC036)		<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the Incident(s), failure(s), Crash(es), Injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	
				Number of Deaths	
				Reported to Police N	
<b>Narrative Description of Incident(s), Crash(es), Injury(ies).</b> <b>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).</b>					
<p>The contact owns a 2010 Nissan Armada. The contact received notification of Manufacturer Communications Number: PC090 (Inst all stepper motors) back in 2011. The contact took the vehicle to the local dealer and had the recall remedy completed. The contact stated on 1/23/2022, the actuator door failed to open to allow heat to enter the vehicle. The contact stated no warning light was illuminated. The contact took the vehicle to an independent mechanic and was informed that the front actuator accessory needed to be replaced. The contact called the local dealer and made them aware of the failure. The vehicle was not diagnosed or repaired. The manufacturer had been informed of the failure. The failure mileage was unknown. Conducted the recall repair, but that it has failed the test of time apparently. The door to the heater no longer opens and this was what the recall was about.</p> <p><i>FIRESTONE MECHANIC SD. COVERED BY NISSAN RECALL WARRANTY. THE DEALER REFUSED TO EVEN LOOK AT OR SERVICE THE VEHICLE AS THE RECALL HAD BEEN DONE PREVIOUSLY. THE DEALER INSTRUCTED TO CALL NISSAN THE MANUFACTURER WHO IN TURN INSTRUCTED ME TO REPORT ISSUE TO NHTSA WHICH IS WHY THIS COMPLAINT WAS GENERATED. THANK YOU!</i></p>					
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 Act and subsequent amendments. You are under no obligation to respond 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.					