

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 -----11476195 -----
Date: Thursday, December 15, 2022 1:36:30 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, December 15, 2022 12:56 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11476195 -----

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 the last two attachments in response to this email.

My [REDACTED] is [REDACTED]
 Houston, Texas [REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Thursday, December 15, 2022 8:22 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11476195 -----

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

U.S. Department
of TransportationNational 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

27-JUL-2022

Repository ☐Reference No.
11476195**OWNER INFORMATION (Type or Print)**

Name

Address

City

Houston

State

TX

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5N1AT2MT1E

MAKE
NISSANModel
ROGUEModel Year
2014

Date Purchased

Dealer's Name and Telephone Number
Central Houston Nissan 7136619955Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City Houston

STATE
TXZIP Code
77054

Transmission Type

☐

Antilock Brakes

☐

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

21-JAN-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM

Failure Mileage
0.0

Failure Speed

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: DOTM1 9ABC036)

☐ Original Requirement
☐ 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), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police:

N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2014 Nissan Rogue. The contact received notification of NHTSA Campaign Number: 22V024000 (Electrical System) however, the part to do the recall repair was not yet available. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was made aware of the issue. The contact stated that the driver's side window was no longer functional. The vehicle was not repaired. The failure mileage was unknown. VIN tool confirms parts not available.

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 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.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

**NISSAN NORTH AMERICA, INC.**

National Headquarters
Consumer Affairs Department
P.O. Box 685003
Franklin, Tennessee 37068-5003

[REDACTED]
Houston, TX

**INTERIM OWNER NOTIFICATION
NOTIFICACIÓN PROPIETARIO AL PROPIETARIO****NHTSA RECALL 22V-024**

Dear Rogue Owner:

This interim notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2014-2016 Nissan Rogue vehicles. Our records indicate that you own or lease the Nissan vehicle subject to this recall as identified by the VIN on the inside of this notice.

Reason for Recall Motivo del Retiro

On certain Rogue vehicles, if water and salt collect in the driver's side foot well, it may wick up the dash side harness tape and enter the connector. If this occurs, the dash side harness connector may corrode and possibly cause issues such as driver's power window or power seat inoperative, All-Wheel Drive (AWD) warning light ON, battery discharge, and/or thermal damage to the connector. The corrosion could potentially lead to a fire, which may increase risk of injury.

What Nissan Will Do Qué Hará Nissan

The repair is currently being developed by Nissan to remedy your vehicle. The remedy for this recall is anticipated to be available in Spring 2022. When the remedy is available, Nissan will send you a second letter asking you to bring your vehicle to a dealer for repair, at no cost to you.

What You Should Do Qué Debes Hacer

Some customers may experience any of the following vehicle conditions:

- Driver's power window inoperative
- Driver's power seat inoperative
- All-Wheel Drive (AWD) warning light illuminated
- Battery discharge
- A burning odor
- Smoke under the driver side dash

If you experience any of conditions listed above:

1. Please stop driving your vehicle immediately and call Nissan Roadside Assistance at 1-800-647-7261 (option 1) to arrange towing your vehicle to a Nissan dealer at no cost to you.
2. Park your vehicle outdoors, away from other vehicles or structures.

Algunos clientes pueden experimentar cualquiera de las siguientes condiciones del vehículo:

- El elevador eléctrico de la ventana del conductor no funciona
- El asiento eléctrico del conductor no funciona
- El indicador de tracción en todas las ruedas (AWD) iluminado
- Batería Descargada
- Un olor a quemado
- Humo debajo del tablero del lado del conductor

Si experimenta cualquiera de las condiciones enumeradas anteriormente:

1. Deje de conducir su vehículo de inmediato y llame a Asistencia en el camino de Nissan al 1-800-647-7261 (opción 1) para coordinar el remolque de su vehículo a un concesionario Nissan sin costo alguno para usted.
2. Estacione su vehículo al aire libre, lejos de otros vehículos o estructuras.



For more information about the recall, please visit
<https://nna.secure.force.com/recall?camp=R21B9>.

Para obtener más información sobre el retiro, visite
<https://nna.secure.force.com/recall?camp=R21B9>.

Unable to make the necessary repair free of charge.



NISSAN NORTH AMERICA, INC.
P.O. Box 4417
Bridgeton, MO 63044-9730

PRESORTED
FIRST-CLASS
U.S. POSTAGE
PAID
HAZELWOOD, MO
PERMIT #14

IMPORTANT SAFETY RECALL NOTICE

PLEASE DELIVER TO REGISTERED OWNER



FOR ►

Houston, TX



IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



PLEASE REVIEW ENCLOSED NOTICE FOR IMPORTANT
INFORMATION REGARDING YOUR NISSAN VEHICLE

IMPORTANT SAFETY RECALL NOTICE

NISSAN NORTH AMERICA, INC.
P.O. Box 4417
Bridgeton, MO 63044-9730





U.S. Department
of Transportation

National Highway
Traffic Safety
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Evening Telephone Number

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VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5N1AT2MT1EC

MAKE
NISSAN

Model
ROGUE

Model Year
2014

Date Purchased

Dealer's Name and Telephone Number
Central Houston Nissan 7136619955

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Houston

STATE
TX

ZIP Code
77054

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
21-JAN-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM

Failure Mileage
0.0

Failure Speed

Driver side window will not go down.

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: DOTM1.9ABC036)

☐ Original Requirement
☐ 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), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police
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Narrative Description of Incident(s), Crash(es), 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).

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