

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11493537
Date: Wednesday, January 4, 2023 2:30:05 PM

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.

[REDACTED]

Subject: Fwd: Complaint # 11493537 for 2013 Nissan Altima rear suspension lower links control arm
To: ysh@dot.gov, NHTSA.webmaster@dot.gov

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.

Good morning,

I wanted to get confirmation of receipt of this email since I've gotten no response from my previous emails that were sent on November 17 and December 9. I called back to your agency on December 30 regarding this case # 11493537 and I was directed to also copy in the webmaster to ensure this gets resolved. Also, I needed to bring my 2013 Nissan Altima in for additional repairs on December 14 as the rear suspension control arm on the driver's side snapped making the car undriveable. The cost of repair was the same as the repair back in November for another \$542 which was to repair the rear control arm of the passenger's side. Please reply back regarding this note and let me know if you need to see the additional repair bill from December 13, but I didn't want to include this until I hear back from your group.

What are the next steps?

Thanks,

[REDACTED]

...

----- Forwarded message -----

From: [REDACTED] >
Date: Fri, Dec 9, 2022 at 6:11 AM
Subject: Re: Complaint # 11493537 for 2013 Nissan Altima rear suspension lower links control arm
To: <ysh@dot.gov>

Good morning,

It's been a few weeks since I sent my email to your organization about complaint # 11493537 , but I haven't received a reply yet and wanted to confirm that this was properly received.

Is there any additional information you need from me and what are the next steps?

Thanks,

[REDACTED]

On Thu, Nov 17, 2022 at 7:37 AM [REDACTED] wrote:
Good morning,

Per my discussion with Stephanie from your organization on November 14, she advised me to send you the copy of my repair bill from the work that Mehta Motors did to fix my 2013 Nissan Altima. Apparently, there was a known

issue by Nissan of the rear suspension control arm that may corrode and separate on 2013 Nissan Altimas. The complaint # that she opened is 11493537 and I live in Illinois which is considered a salt state. My car had this part rust out and separate leaving it undrivable and in need of immediate repair. I'm not sure why my car wasn't included in any previous recalls for this issue, but I'm requesting reimbursement from Nissan for this repair and would also like to see them recall vulnerable cars so that they will properly repair the other side of the rear suspension control arm. I called Nissan about this issue, but they weren't much help at all with answering my questions about why I never received notification about this known issue and a voluntary recall. I have been the only owner of this vehicle and have been notified by Nissan for other recalls related to my car. My mechanic at Mehta Motors advised me about this known issue with my model of car and apparently there was a technical bulletin released for this Nissan and that number is P9324.

Thanks for your consideration.

[REDACTED]

Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

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