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From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11534773
Date: Monday, August 14, 2023 12:21:55 PM

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Aug 11

Subject: 11534773
To: 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.

NHTSA,

I have filed a complaint and my tracking number is [11534773](#). My issue revolves around my 2015 Nissan Rouge. After filing my initial complaint I have since learned that Nissan has had a similar issue in the past with their Altima models. I was speaking with a dealership yesterday and now they have another vehicle on their lot with the same issue. I believe this is going to be a widespread issue. I only hope that it doesn't take someone getting killed or injured before a recall takes place. It would be wise to get ahead of this potential disaster. Please investigate and move swiftly before something terrible happens to someone.

After speaking with a Nissan representative and informing them that I had filed a complaint with you and the State Attorney Generals office, a week later they tell me that they now have an eta on a part to fix my car. Before that they insisted that there was no part and didn't know if they were going to make one. I think they don't want this issue to be made known for fear that they will be forced to acknowledge that there is indeed an issue with the Rogue models just as there was with the Altima models.

In the meantime I'm going to have to pay the \$5000.00 to fix my vehicle once the part gets here. My hope is that you will hold Nissan accountable for this issue and that all auto makers will be made to understand that everyday working people who have one vehicle that they rely on for transportation, expect that they, the manufacturers, stand behind their products and not create undo hardships or allow inferior products to cause harm to consumers.


[11534773](#)

Thank you,

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