

[REDACTED]
Englewood, NJ [REDACTED]

Phone: [REDACTED]
[REDACTED]

Date: October 18, 2024

National Highway Traffic Safety Administration (NHTSA)

Office of Defects Investigation

1200 New Jersey Avenue, SE

Washington, DC 20590

Re: Complaint Against Frontline Collision for Suspected Unsafe Repairs and Unauthorized Modifications

To Whom It May Concern,

I am writing to file a formal complaint against **Frontline Collision**, located at **51-27 35th St, Long Island City, NY 11101**, for suspected unsafe repairs and unauthorized modifications to my vehicle that could potentially affect its safety and roadworthiness. I am deeply concerned that the repairs being conducted by Frontline Collision are not in compliance with safety standards, and I am requesting an investigation by the **National Highway Traffic Safety Administration (NHTSA)** to ensure the safety of my vehicle.

Details of the Incident: On **September 5, 2024**, I brought my **2024 Honda Civic EXL Hatchback Sport** (VIN: 19XFL1H74RE[REDACTED] License Plate: [REDACTED] to Frontline Collision for repairs following a collision. The original completion date for the repairs was **September 27, 2024**, but the deadline has been repeatedly extended to **September 30th, October 2nd, October 7th**, and beyond without any clear explanation or communication from the shop.

On **October 17, 2024**, I visited the shop unannounced to check on the progress of the vehicle and discovered several unauthorized modifications and repairs that raise serious safety concerns:

- **Unauthorized Removal and Replacement of Safety Components:** The seatbelts were removed and replaced, and various other safety components of the vehicle were scattered throughout the interior. These actions were not part of the original repair scope and were conducted without my authorization.
- **Suspected Use of Aftermarket or Used Parts:** I have reason to believe that aftermarket or used parts have been installed in my vehicle rather than the OEM parts that were agreed upon. The use of such parts without proper testing and authorization could compromise the safety of my vehicle.
- **Damaged Interior Components:** The carpet was ripped up, and various car parts were left scattered throughout the vehicle, suggesting improper handling and a lack of adherence to safety standards.

Safety Concerns: I am concerned that the actions of Frontline Collision could compromise the **safety and integrity** of my vehicle. The unauthorized replacement of safety-critical components such as **seatbelts** and the use of **aftermarket or used parts** could put me and others on the road at risk. I believe that these actions warrant an investigation to determine whether the repairs comply with NHTSA safety standards.

Requested Action from NHTSA: I kindly request that the **National Highway Traffic Safety Administration** conduct an investigation into the repairs and modifications made by Frontline Collision to ensure that the work being performed meets federal safety standards. I am concerned that my vehicle may no longer be safe to operate due to the unauthorized modifications and substandard repair practices.

I am available to provide any additional information you may need, including photographs, copies of correspondence, and other relevant documents.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[REDACTED]

Phone [REDACTED]

Email: [REDACTED]

RETURN RECEIPT
REQUESTED

National Highway Traffic
Office of Defects |
200 New Jersey
Washington, DC

Retail



20590

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