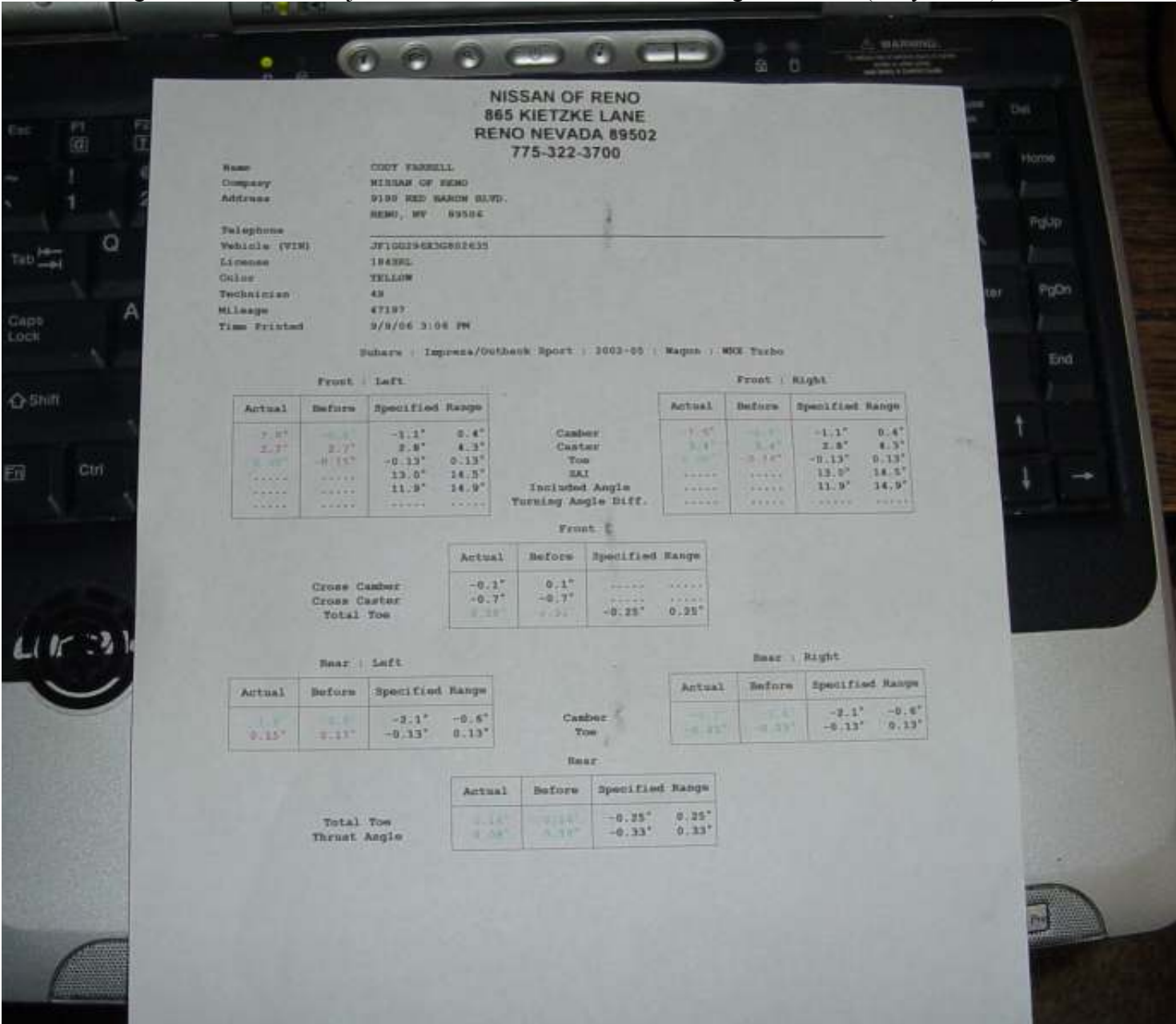


Yesterday I had the car aligned at Nissan of Reno. The only remaining issue with the alignment now is that the rear driver side wheel won't go to 0 toe at max adjustment. The closest to 0 that the alignment tech (Cory Davis) could get is .15 degrees.



We looked for damage that could explain this and we think we may have found it. The trailing arm in the driver side rear corner appears to be slightly bent from the accident. It looks like the arm struck a rock or something and is now bent in the bottom center of the arm. The bend would result in an effective shortening of the arm which would explain the excessive positive toe (toe in).

Passenger side rear trailing arm (bent):



Driver side trailing arm (for comparison, no damage):



1. Can we please replace the driver side trailing arm and take any measurements that may reveal any other issues and repair those as well and then have Cory align that corner again so we can get it to 0 toe?
2. Can I please be reimbursed the \$96.71 that I paid Nissan of Reno for the alignment?





- b. Almost every lug nut hole in my powder coated (stock) wheels has scrapes from the socket that was used to install/remove the wheels. More care should have been taken to avoid this.



- c. The front and rear door handles on the passenger side don't match the new paint. They stick out like a sore thumb. Additionally there is a new paint chip on the rear passenger door handle that wasn't there before. (2 photos down, I enlarged it so you can see the white spot on the left side)





- d. Small scrape that goes down to the bare metal on the door sill above the side skirt (passenger side front door).



- e. The hood no longer matches the fender in color. This is very noticeable and looks awful. I was told Progressive doesn't pay for blend time where two body panels meet on two different planes, but you can see that the fender meets the hood on the same horizontal plane.



- f. Where the hood meets the grill, the paint doesn't match.



- g. There's a scrape on the top of the passenger side roof rail.



Obviously, these are all issues that were not preexisting. Please let me know how we should proceed.

Thank you,  
Cody Farrell