

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Friday, November 05, 2004 10:50 AM
To: [REDACTED]
Subject: 10086802

*Add to
10086802*

Dear [REDACTED]:

This is in response to your e-mail to NHTSA's Webmaster in which you requested that the report Number 10086802 concerning your 2004 Nissan Maxima, experiencing front end vibration problems, be removed from our files. NHTSA's Office of Defects investigation received your e-mail on August 16, 2004. Due to limited resources and the number of e-mail received we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted. Front-end vibration, as you describe it, may result in a steering or suspension system failure, which may relate to a safety defect. Therefore, we request that you allow us to keep that report in our files.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

*NCR
No data entry*

*al
11/5/04*

[REDACTED]
From: [REDACTED]

Comments:

I submitted a complaint (#10086802) earlier today online that I would like you to disregard. The issue was really a frustration I was having with the car dealer. I would like to remove the complaint and not have it posted. I apologize for submitting it in error. Can you disregard it?

Thank you, [REDACTED]
From NHTSA Web Site.