



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

SEP 13 2005

[REDACTED]
[REDACTED]
Mansfield, MA [REDACTED]

NVS-216 aae
Ref. No. 10135657

Dear [REDACTED]:

Thank you for your correspondence dated August 19, 2005, requesting reimbursement from Nissan North America, Inc., for expenses you incurred to have your model year 2003 Nissan Murano vehicle towed to an authorized dealership so that the safety-related corrective action for a recall (summary enclosed) could be performed. Your correspondence was received on August 31, 2005.

The National Highway Traffic Safety Administration (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 help us determine whether an investigation into a possible safety defect or recall inadequacy is warranted.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. However, our statute does not require manufacturers to reimburse owners for any additional costs associated with a safety recall (e.g., towing expenses, car rentals, lost wages while the vehicle is being repaired, etc.). Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

I hope this information is helpful. If further assistance is needed, please contact Mr. Alberto A. Jimenez, Chief, Correspondence Research Division, Office of Defects Investigation, at (202) 366-5211.

Sincerely,



Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosure