



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

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

DEC 15 2005

[REDACTED]
Cypress, TX [REDACTED]

NVS-216 aae
Ref. No. 10136674

Dear [REDACTED]:

Thank you for your correspondence dated August 23, 2005, concerning your 2003 Nissan Murano. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) on September 3, 2005. Due to limited resources 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 help us determine whether an investigation into a possible safety defect or recall inadequacy is warranted.

Our statute does not authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Texas Office of the Attorney General regarding your request.

You can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.



DOT AUTO SAFETY HOTLINE
888-DA5H-2-DOT
888-327-4236

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/voq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed with regard to a recall action, please contact Mr. Larry Long, Office of Defects Investigation, Recall Management Division, at: (202) 366-6281.

Sincerely,



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

Enclosure