

NOV 24 2006

NVS-216 aae
Ref. # 10174302

[REDACTED]
Las Vegas, NV [REDACTED]

Dear [REDACTED]:

Thank you for your correspondence dated October 23 concerning your model year (MY) 2003 Nissan Altima vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on November 14.

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. 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.

ODI's Recall Management Division contacted Nissan North American, Inc. (Nissan) on November 15, 2006. Nissan's records indicate that the Planet Nissan dealership completed NHTSA's Recall Campaign No. 06V-242000 (summary enclosed) on your MY 2003 Nissan Altima on September 6, 2006. 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. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. As you have done, owners may also report any dispute to NHTSA by contacting NHTSA's Vehicle Safety Hotline (Hotline) or by filing a complaint via the agency's Internet Web site. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate.

Additionally, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute 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 the recall. Owners who, prior to being notified of the Safety Recall Campaign, paid for repairs that addressed the defect that led to the recall and who are seeking reimbursement should contact Nissan at: Nissan North America Inc., National Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003 or toll free 1-800-647-7261 as noted in the owner notification letter. We are unable to assist you further in regard to this matter.

Sincerely,



Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosure

NHTSA: NVS-210: Congressional Response
NVS-216: Ms. Alonso ext: 6-6903
NHTSA Control No. ES06-007250
ODI Control No. 10174302
Draft: 11/16/06 aae
Revised: 11/16/06 aaj
Final: 11/22/06 aae
cc:
NEC-110, NIA-110, NVS-200, NVS-216, NVS-010
Subject/Chron/Optical Disk/CRD
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