



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

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

June 7, 2007

[REDACTED]  
[REDACTED]  
Mount Juliet, TN [REDACTED]

NVS-216 nlm  
Ref. # 10192145

Dear [REDACTED]

Thank you for your correspondence concerning the excessive oil consumption in your model year (MY) 2002 Nissan Altima vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on May 23, 2007. We regret any inconvenience our delay in responding 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers. A brochure explaining ODI's investigation process is enclosed for your information; or you may visit our website at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>.

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 or recall inadequacy is warranted. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to engine problems in MY 2002 Nissan Altima vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. We suggest you continue to work with the dealer and manufacturer to resolve your concerns.

We sympathize with you concerning the service problems you reported; however, this issue does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Tennessee Office of the Attorney General regarding your problem and your rights under the Tennessee Lemon Law.



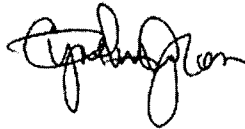
www.nhtsa.dot.gov  
**nhtsa**  
people saving people

VEHICLE SAFETY HOTLINE  
888-327-4236

You may also ask your dealership for a meeting with Nissan's district manager regarding your problem.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. 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>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name being more prominent.

Cynthia Glass, Acting Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: Motor Vehicle Defects and Recall Campaigns