



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 7, 2008

[REDACTED]
Columbia, SC [REDACTED]

NVS-216 mec
Ref. # 10226211

Dear [REDACTED]:

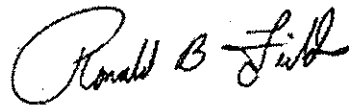
Thank you for your correspondence concerning your request for reimbursement. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on April 24, 2008.

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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We sympathize with you concerning your request for reimbursement; however, this type of request does not fall under our jurisdiction. 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. Reimbursement is exclusively entitled to those who have had pre-notification repairs. We recommend you contact Nissan North America regarding your request. They can be reached by phone at 1-800-647-7267 or by mail at National consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068. We regret that we cannot assist you further in this matter.

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 "Ronald B. Fields". The signature is written in a cursive style with a large, looped initial "R".

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement