



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 12, 2008

[REDACTED]

Tampa, Fl [REDACTED]

NVS-216 mec
Ref. # 10226229

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 2004 Nissan Pathfinder. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on April 28, 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.

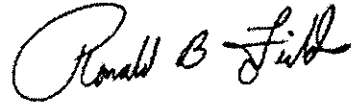
We sympathize with you concerning the problems you encountered with Courtesy Nissan of Tampa; however, faulty vehicle repair work does not fall under our jurisdiction. If you have not done so, you may consider contacting the Better Business Bureau, Florida Office of the Attorney General or the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>. We regret that we are unable to assist you further with 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, reading "Ronald B. Fields". The signature is written in a cursive style with a large, looping initial "R".

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