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

1200 New Jersey Avenue SE
Washington, DC 20590

June 23, 2008

[redacted]
Newington, CT [redacted]

NVS-216 nlm
Ref. # 10230628

Dear [redacted]

Thank you for your correspondence dated April 29, 2008, concerning a problem you encountered in your model year (MY) 2008 Nissan Altima. The Connecticut Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). Your correspondence was received on June 6, 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 appreciate the report you provided. Reports from motorists are a very important source of information for us. NHTSA is aware of one Technical Service Bulletin (TSB) (Article No. 10024630, copy enclosed) concerning drive belt tensioner bolts in certain 2008 Nissan Altima vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Neither Nissan nor NHTSA has determined that the vehicles in question contain such a defect. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning the service problems you reported having with Harte Nissan; however, this does not fall under our jurisdiction. If you have not done so, you may

consider contacting your local Consumer Protection Agency or Better Business Bureau regarding your problems and your rights under the Connecticut Lemon Law.

The Federal Trade Commission (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

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,

Frank S Borris II

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure:

TSB 10024630