



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

November 12, 2008

[REDACTED]
[REDACTED]
Jersey City, NJ [REDACTED]

NVS-216 et
Ref. No. 10231194

Dear [REDACTED] :

Thank you for your correspondence dated September 10, 2008, concerning your model year (MY) 1997 Nissan Quest vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on October 21, 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 safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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.

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 safety defect recall adequacy is warranted.

In your letter you state that your MY 1997 Nissan Quest was destroyed in a fire. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to fires igniting under the hood of MY 1997 Nissan Quest vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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.

★★★★★
NHTSA
www.nhtsa.gov

We sympathize with you concerning the problem you reported and if you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the New Jersey Office of the Attorney General 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, reading "Frank S. Borris II". The signature is written in a cursive, flowing style with a large initial "F" and a distinct "II" at the end.

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