



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

1200 New Jersey Avenue SE.
Washington, DC 20590

December 22, 2009

[REDACTED]
Los Angeles, CA [REDACTED]

NVS-216 mec
Ref. # 10294890

Dear [REDACTED]

Thank you for your correspondence dated November 24, 2009, concerning your model year (MY) 2002 Nissan Altima vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on November 30, 2009.

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. 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 safety 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. Regarding your question "What can I provide the dealership Universal Nissan that will assure them that Nissan USA will reimburse them for a replacement that is still under warranty?" You indicate that your 2002 Nissan Altima experienced a lack of power and your check engine light came on intermittently. You had NHTSA Recall Campaign No. 03V-455 performed on your vehicle which involved replacing the cam and crank sensors to remedy this problem. You also indicated that subsequent to the recall remedy your vehicle experienced a lack of power and the check engine light displayed intermittently again. This time your Nissan dealer diagnosed the problem as a defective catalytic converter. Although these symptoms are similar to ones from the recall they are unrelated. We have no jurisdiction as to whether a dealership receives reimbursement from a manufacturer for warranty repairs. We suggest you continue to work with the dealership or contact Nissan USA directly at 1-800-647-7261 or by email at webmaster@NissanUSA.com regarding your warranty and reimbursement question.



You may also contact 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>.

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 cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement