

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

February 10, 2011

The Honorable Keith Ellison  
Member, U.S. House of Representatives  
2100 Plymouth Avenue North  
Minneapolis, MN 55411

NVS-216 nlm  
Ref. No. 10358132

Dear Congressman Ellison:

Thank you for your correspondence on behalf of your constituent, [REDACTED]. [REDACTED] wrote concerning rust on the underbody of his model year (MY) 2002 Nissan Altima.

The National Highway Traffic Safety Administration (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 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 on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. In [REDACTED] correspondence he indicated that the undercarriage was rusted on the front driver and passenger sides of his MY 2002 Nissan Altima. [REDACTED] contacted Nissan North America, however they were unable to assist him with the repair of the corroded undercarriage because the vehicle's basic warranty had expired.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to underbody rust in MY 2002 Nissan Altima vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for [REDACTED] information; or he may visit our website at: [www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm). 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.



ES10-007081

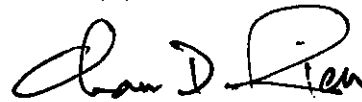
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With regard to [REDACTED] request for reimbursement, such requests do not fall under our jurisdiction. If [REDACTED] has not already done so, he may consider contacting his local Consumer Protection Agency or Better Business Bureau. In addition, the 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 to 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 [www.ftc.gov/ftc/complaint.htm](http://www.ftc.gov/ftc/complaint.htm).

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Chan D. Lieu". The signature is fluid and cursive, with a large initial "C" and "L".

Chan D. Lieu  
Director, Governmental Affairs,  
Policy and Strategic Planning

Enclosure

cc: Washington Office