



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

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

1200 New Jersey Avenue SE.
Washington, DC 20590

November 29, 2011

[REDACTED]
Cincinnati, OH [REDACTED]

NVS-216 et
Ref. No. 10430922

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1999 Nissan Pathfinder vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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.

You indicate that you recently received a recall notification (NHTSA Safety Recall Campaign No. 11V-244) which addresses corrosion of the strut housing assembly in certain MY 1996 through MY 2004 Nissan Pathfinder vehicles. However, you received the recall notification after you paid to have the problem repaired in February 2011; therefore, you are requesting a reimbursement.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. We suggest you continue your reimbursement pursuit with Nissan's National Consumer Affairs Department.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.



Sincerely,

A handwritten signature in cursive script that reads "Randy Reid". The signature is written in black ink and is positioned below the word "Sincerely,".

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