



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

1200 New Jersey Avenue SE.
Washington, DC 20590

January 25, 2012

[REDACTED]
Lakewood, CO [REDACTED]

NVS-216 nlm
Ref. No. 10440794

Dear [REDACTED]

Thank you for your correspondence concerning a model year (MY) 2011 Nissan Sentra you rented from Hertz Rental Car Company. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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 indicated being locked out of a MY 2011 Nissan Sentra you rented. However, according to the owner's manual the vehicle is equipped with "lockout protection" that prevents the doors from locking while the key is in the ignition and a door is open. Hertz reimbursed you for the expense you incurred for a roadside service to unlock the doors. You think this lock system is defective and poses a safety risk.

A review of our database relative to problems associated with power door locks in MY 2011 Nissan Sentra vehicles revealed no reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. 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.

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

www.nhtsa.dot.gov/ivoq. 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 black ink that reads "Randy Reid". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

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