



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

July 12, 2012

[REDACTED]
Des Moines, IA [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10458392

Thank you for your correspondence concerning your model year (MY) 2001 Infiniti QX4. 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 do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

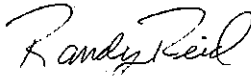
You indicate recently receiving a Nissan recall notification (NHTSA Safety Recall Campaign No. 11V-244). The recall addresses a problem with the front driver side strut tower housing that can develop corrosion and may cause strut tower damage in certain MY 1997 through MY 2003 Infiniti QX4 vehicles registered in salt belt states. However, back in February 2010, you salvaged your MY 2001 Infiniti QX4 for this problem because the dealership estimated that the cost to replace the strut towers would be close to the value of the vehicle. You contacted Nissan North American to request compensation for your financial loss because the salvage amount was below fair market value. However, Nissan would not consider any compensation since you are no longer the vehicle owner.

Your request for compensation for the financial loss you incurred when you salvaged the vehicle does not fall under our jurisdiction. Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge to the registered owner of the vehicle. It is unfortunate that you chose to salvage the MY 2001 Infiniti QX4 before the recall

announcement. You are no longer the registered owner; therefore, you are not eligible for a free remedy, compensation, or reimbursement under the recall. We suggest that you continue to work with Nissan to resolve your problem.

Should you encounter a safety-related problem with a motor vehicle or 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 cursive script that reads "Randy Reid".

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