



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

June 11, 2013

[REDACTED]
Garden City, NY [REDACTED]

NVS-216 nlm
Ref. No. 10505075

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Nissan Sentra. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA). NHTSA's Office of Defects Investigation is responding to you. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You noticed that your MY 2012 Nissan Sentra gets poor fuel economy. You contacted Nissan to report the problem and they instructed you to take the vehicle your dealer. The dealer told you nothing was wrong with the vehicle and it has to be broken in. You believe your vehicle is a lemon and want your money back.

Motor vehicle fuel economy and emission problems should be directed to the Environmental Protection Agency (EPA). You may contact the EPA at their web site at www.epa.gov or by writing to:

Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, N.W.
Mail Code 3213A
Washington, DC 20460

Your request to get your money back and your vehicle qualifying as a lemon does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or you may also ask your dealership for a meeting with a Nissan district manager regarding your problem. 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.ftccomplaintassistant.gov.

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

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.gov 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 our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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