



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 7, 2013

[REDACTED]
Cary, NC [REDACTED]

NVS-216 rrr
Ref. No. 10508671

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1986 Nissan 300ZX vehicle. 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that Nissan declined to honor a recall that addresses defective fuel injectors and fuel hoses in your MY 1986 Nissan 300ZX. You disagree with Nissan's decision and request that your vehicle be repaired under the recall.

The recall you mentioned is actually a Nissan Voluntary Service Campaign. The campaign will replace the fuel injectors and related hoses which could leak in MY 1984 through MY 1989 Nissan 300ZX vehicles. Fuel leaks in the engine could result in a fire. Nissan dealers will replace the fuel injectors and related hoses on affected vehicles. However, a manufacturer's voluntary service campaign does not mean there is a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Manufacturer's voluntary service campaigns are developed to provide dealers with repair procedures for known problems and to restore customer satisfaction. Therefore, NHTSA cannot require Nissan to perform the corrective action described in the safety improvement campaign at no cost to you. We recommend that you continue to work with Nissan and a local dealer to resolve your problem.

Your request to have the fuel injectors and fuel hoses replaced free of charge does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the North Carolina Office of the Attorney General regarding your problem and rights under the State laws. 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.

Also, 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,



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