



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

January 8, 2014

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

[REDACTED]
Winfield, PA [REDACTED]

NVS-216 am
Ref. No. 10510244

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Nissan Altima. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. 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 indicate that your MY 2003 Nissan Altima did not pass State inspection at a local garage due to the vehicle's floor boards being rusted out. You contacted Nissan and they instructed you to take the vehicle to a local dealer for diagnosis. The dealer could not determine the cause, but did not rule out a design flaw. You provided Nissan Consumer Affairs the dealer's diagnosis, but Nissan declined to cover the repair. You found several complaints on Internet forums including NHTSA's web site where you filed a complaint for your vehicle. The auto body facility that performed the repairs determined that there is a design flaw that allows water from the sunroof drain tubes to pool on the floor boards. You feel this problem is a safety concern and request that Nissan cover the cost of the repair and NHTSA open an investigation into the problem.

We located your prior complaint that you submitted via our safercar.gov web site on May 1, 2013. Also, we have reviewed our database in an effort to identify whether a safety defect trend exists with regard to excessive floor board corrosion caused by misrouted sunroof drain tubes in MY 2003 Nissan Altima vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Your request for Nissan to cover the repair expense does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the California Office of the Attorney General regarding your problems and rights under the State law. In addition, you may consider contacting the Federal Trade Commission (FTC). The 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 also 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