



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

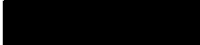
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

January 8, 2014



NVS-216 nam
Ref. No. 10510827

Dear 

Thank you for your correspondence regarding your model year (MY) 2006 Nissan Altima. The National Highway Traffic Safety Administration (NHTSA's) Office of Defects Investigation has looked into this issue and we are pleased to respond. 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 serious 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, sufficient data must exist to warrant the expenditure of agency resources. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer.

You indicate that while your vehicle was at the dealership for a scheduled service you examined the frame while your MY 2006 Nissan Altima was on the lift and notice excessive frame corrosion on the driver and passenger side of the vehicle. You state that dealership advised you to have the repairs to both the driver and passenger side frame repaired at an auto body shop so your vehicle would pass inspection. We are aware in certain salt belt States that use a high amount of road salt for de-icing can cause corrosion and rust perforation in certain vehicles. The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. Under our regular procedures, NHTSA staff may follow up and contact the vehicle owner if we require additional information. The NHTSA investigation and recall process can be located on our web site at www.odn.htsa.gov/recalls/recallssearch.cfm.

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

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.ftc.gov/ftc/complaint.htm.

You may also want to seek immediate help with your vehicle complaint by contacting the BBB AUTO LINE Program. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to www.lemonlaw.bbb.org to file and review eligibility information, or call BBB AUTO LINE at 1-800-955-5100.

Sincerely yours,

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

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