



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 14, 2013

[REDACTED]
Olympia, WA [REDACTED]

NVS-216 nlm
Ref. No. 10522357

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Nissan Sentra. 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 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 when it rains, water leaks into the passenger side of your MY 2012 Nissan Sentra. The water collects on the passenger floorboard and soaks the carpet. In addition, you now have electrical problems, rusting, and an odor inside the vehicle. Your dealer advised that they are familiar with this problem in MY 2012 Nissan Sentra vehicles and the water is coming through the firewall. You believe the Nissan dealer was aware of this problem before you purchased your vehicle; therefore, you are requesting that they replace it.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to water leaks in MY 2012 Nissan Sentra vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, 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. We recommend that you continue to work with Nissan and the dealer to resolve your concerns. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Your request to have your vehicle replaced does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Washington Office of the Attorney General regarding your problem and rights under the State lemon law. 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 you can 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 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, you can 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