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U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

May 18, 2017

[REDACTED]
Sunrise, FL [REDACTED]

NEF-109 nam
Ref. No. 10730660

Dear [REDACTED]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your model year (MY) 2008 Nissan Altima. Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay 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 the dashboard has melted and the windshield is covered in a film making visibility difficult in your MY 2008 Nissan Altima. You state that Nissan is stalling in the pending class action law suit and implore NHTSA to issue a recall.

Our technical experts review each and every call, letter, and online report of an alleged safety problem filed with NHTSA. Although we have no jurisdiction over defects that are not safety-related, we do review each report that suggests a potential safety defect involving groups of motor vehicles or vehicle equipment. There is no established number of reports that must be filed before NHTSA investigates an issue. In some cases, an investigator from the Office of Defects Investigation may call to clarify information from your report. Unfortunately, the large volume of reports received by the Agency does not permit a return call for each report filed.

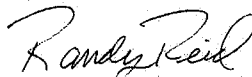
Please note that NHTSA does not participate in private tort litigation nor do we have any authority to enforce the terms of settlements from lawsuits. We recommend you consult with an attorney or Nissan for further assistance regarding the settlement. We have reviewed our database in an effort to identify whether a safety-related defect trend exists with regard to



melting dashboards in MY 2008 Nissan Altima vehicles. Our review of the complaints related to this issue indicates a significant customer satisfaction issue but not a safety-related defect trend. We did not identify any reports of injuries caused by the defective dashboard or an unreasonable risk to safety as described in our authorizing statute. At this time, there is insufficient evidence to warrant opening a safety defect investigation.

We have enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. We recommend periodically using our vehicle identification number (VIN) lookup tool, to access recall information provided by the manufacturer conducting the recall which may not be posted yet on NHTSA's site (www.nhtsa.gov/recalls). We searched the VIN you provided and no open recalls were found at this time. Please note that vehicle issues concerning warranty, maintenance, dealer customer service, and reimbursement claims do not fall under NHTSA's jurisdiction. You may consider contacting your local Consumer Protection Agency, Better Business Bureau, Federal Trade Commission, or the Office of Attorney General in your State for assistance regarding these matters.

Sincerely,



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

Enclosure