



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

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

November 29, 2019

NEF-109 ela
Ref. No. 11129969

[REDACTED]
Henderson, KY [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 1999 Nissan Pathfinder vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's roadways. 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 completion rates and adequacy of manufacturers' recall campaigns.

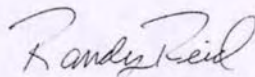
We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We are aware of NHTSA Safety Recall Campaign No. 11V-244, which addresses a problem with strut tower housing damage caused by corrosion in certain MY 1996 through MY 2004 Nissan Pathfinder vehicles. The affected vehicles were sold or are currently registered in salt belt states where heavy concentrations of road salt are used in the winter.

As you know, Kentucky is not considered salt belt state under Recall 11V-224. However, your MY 1999 Pathfinder was originally sold and previously registered in a salt belt state. The recall states that you can bring your vehicle into the dealer for an inspection if you notice an unusual noise coming from the right front strut area of the vehicle, a change in steering effort, or excessive corrosion in the front driver's side strut housing. You may be eligible for a free repair of the strut tower housing. We enclosed a sample of the owner notification from August 2011. We recommend that you continue to work with Nissan and your dealer for further assistance.

We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

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

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

Enclosure

**NISSAN NORTH AMERICA, INC.**

National Headquarters
Consumer Affairs Department
P.O. Box 685003
Franklin, Tennessee 37068-5003

OWNER NOTIFICATION (non salt states)

Dear Nissan owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has decided that a defect that relates to motor vehicle safety exists in some 1996-2004 model year Nissan Pathfinder vehicles. Our records indicate that you own or lease the Nissan vehicle identified by the VIN on the cover of this notice.

Reason for Recall

Nissan recently discovered that, in certain instances, in states where heavy concentrations of road salt are used in the winter, the front driver's side strut tower housing can develop corrosion that may cause strut tower housing damage. In certain cases this may allow the strut tower housing to contact the steering column. This would create noise and a noticeable difference in steering effort. If not addressed, this may lead to steering system damage, and possibly brake line damage, which could increase the risk of a crash.

Below are States that regularly use road salt in winter:

Connecticut	Maine	New Hampshire	Vermont
Delaware	Maryland	New Jersey	West Virginia
District of Columbia	Massachusetts	New York	Wisconsin
Illinois	Michigan	Ohio	
Indiana	Minnesota	Pennsylvania	
Iowa	Missouri	Rhode Island	

According to our records, your Pathfinder is not registered in one of these States and does not have to be repaired.

However, if your Pathfinder was previously registered in one of the above States or it is driven there often during winter months, you may bring your vehicle into the dealer for inspection. Please leave this notice in your Pathfinder for any future owners who may wish to have this repair performed.

What Nissan Will Do

Because your Pathfinder is not registered in one of the above States, it does not have to be repaired. However, at your request your Nissan dealer will inspect, and if necessary, repair the strut tower housing. In the meantime, if you have concerns about corrosion in the front driver's side strut tower housing in the front wheel well area of your vehicle or you have noticed an unusual noise coming from that area of the vehicle, or a change in the steering effort, we urge you to bring your vehicle into the nearest Nissan dealer for an immediate inspection.

What You Should Do

- If your vehicle is operating normally and there is no noticeable corrosion in the driver's side strut tower housing in the front wheel well area, you do not need to take any immediate action.
- If you have concerns about corrosion in the front driver's side strut tower housing in the front wheel well area of your vehicle or you have noticed unusual noise coming from that area of the

vehicle, or a change in the steering effort, please contact your Nissan dealer for an immediate inspection.

Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If you have paid to have your strut housing sheet metal repaired due to corrosion prior to this campaign, you may be eligible for reimbursement of the related expense. If you have additional questions you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.