



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



October 19, 2020

[REDACTED]
Los Angeles, CA [REDACTED]

NEF-109 ela
Ref. No. 11361812

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 1999 Nissan Pathfinder vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

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 understand your concerns regarding what caused the fire in your vehicle. We reviewed our database to identify whether a safety defect trend exists with engine compartment fires in MY 1999 Nissan Pathfinder vehicles. At this time, we lack evidence to open a safety defect investigation or initiate a recall. 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.

Please note that a number of factors, other than a manufacturer's safety defect can cause a vehicle fire, e.g., leaking fuel, oil and fluids, road debris, lack of maintenance, component wear, engine overheating, etc. When provided with all necessary details and particularly after an opportunity to examine the vehicle, an expert in fire reconstruction can provide an educated opinion as to why a vehicle caught fire. We recommend that you continue to work with your insurance company regarding any unresolved issues pertaining to the vehicle fire.

NHTSA does not provide consumer assistance with reimbursement issues. You may consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Nissan district manager regarding your problem. 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 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 website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

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, owners' 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