



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



July 14, 2021

[REDACTED]
Arlington, TX [REDACTED]

NEF-109 tgd
Ref. No. 11423189

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2001 Nissan Maxima. Your letter was received in 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. Among other activities, we also monitor the completion rate and adequacy of manufacturers' recall campaigns.

We understand your concerns with the repeated notifications for NHTSA Safety Recall Campaign No. 20V-008. We entered your vehicle identification number (VIN) into our VIN Look Up Tool and confirmed that the recall has been completed on your vehicle. Please note that NHTSA does not send owners recall notifications. Vehicle manufacturers are required to send recall notifications to the most recent owners they have on record.

The recall of defective Takata inflators has grown over the past few years to include 19 separate vehicle manufacturers. Approximately 67 million air bags are under recall in tens of millions of vehicles in the United States, making it the largest, most complex recall in NHTSA's history. In certain States, such as Texas, the Department of Motor Vehicles also sent owners notifications for the recall. In addition, some dealers sent notifications to remind owners to complete the recall. As such, multiple notifications for the recall were mailed from different sources, which created confusion and an inconvenience for some owners.

We understand your concerns with the odometer mileage discrepancy and that you feel that it was an error made by the dealer, which they should be able to correct. The maintenance and scheduled service recommended by the dealer does not fall under our jurisdiction. You can ask your dealer to provide an explanation for the recommended services and repairs. In addition, the Federal Trade Commission (FTC) regulates and investigates dealership problems and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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.

Finally, 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 file a complaint on our website at <https://www-odi.nhtsa.dot.gov/VehicleComplaint/> or call our Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., 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