



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



May 12, 2023

[REDACTED]
Cleburne, TX [REDACTED]

NEF-109 br
Ref. No. 11452064

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2007 Nissan Pathfinder. 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, such as in their design, construction, or performance. Among other activities, 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 us. We reviewed our database to identify whether a safety defect trend exists with radiator failures causing engine oil and coolant cross contamination that results in loss of motive power in MY 2007 Nissan Pathfinder vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where 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 the warranty extension that you supplied was initiated by Nissan and is not a safety recall. The issuance of a special coverage adjustment, service campaign or warranty extension by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer policy adjustments to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's service campaigns and warranty enhancement programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

Your request for a reimbursement does not fall under our jurisdiction. We encourage you to continue to work with Nissan and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Nissan district manager

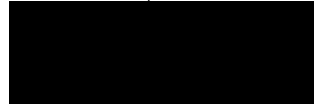
regarding your problem. You could consider contacting your local Consumer Protection Agency or the Texas Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, 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.

Finally, while researching your problem we entered your vehicle identification number (VIN) into our VIN Look Up Tool, which searches for open recalls through a direct link to the manufacturer's database. We identified that NHTSA Safety Recall Campaign No. 23E-012 is incomplete on your vehicle (see enclosed report). The resin emblem on the driver's air bag cover may develop cracks and detach during air bag deployment. Owner notification letters are expected to be mailed in the fall of 2023. We recommend that you contact Nissan and your dealer to schedule the recall remedy when you receive your final notification.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure

ZUU /

NISSAN PATHFINDER LE 4WD

VIN: 5N1AR18W87C [REDACTED]

Recall data refreshed on May 11, 2023

1 Unrepaired Recalls

associated with this VIN

Feb 09, 2023**Manufacturer Recall Number** PC948**NHTSA Recall Number** 23E-012**Recall Status** Recall Incomplete, remedy not yet available**Summary**

THE RESIN EMBLEM ON THE DRIVER'S AIRBAG MODULE COVER IN AFFECTED VEHICLES MAY HAVE REDUCED DURABILITY DUE TO POTENTIAL SUPPLIER PRODUCTION PROCESS VARIATION. IN THIS CONDITION, OVER TIME THE POSTS OF THE EMBLEM MAY DEVELOP CRACKS, AND THE EMBLEM AND RETAINER COMPONENTS COULD DETACH IN THE EVENT OF AN AIRBAG DEPLOYMENT.

Safety Risk

A DETACHED EMBLEM AND/OR RETAINER COMPONENT MAY BECOME A PROJECTILE DURING AN AIRBAG DEPLOYMENT, INCREASING THE RISK OF INJURY TO VEHICLE OCCUPANTS.

Remedy

NISSAN IS CURRENTLY DEVELOPING A REMEDY PLAN.

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Manufacturer's Notes

"Please contact Nissan Consumer Affairs at (800) NISSAN-1 (or 800-647-7261) for additional questions. Monday - Friday 7:00am to 7:00pm CST

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from [major light auto automakers, motorcycle manufacturers and some medium/heavy truck manufacturers](#)

What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more

Research Requests (1)