



DOT Auto Safety Hotline

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

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DO

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

05-FEB-2009

Reference No.
10257581

OWNER INFORMATION (Type or Print)

Name

Address

City

SOMERSET

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 2/26/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1N4AA51E09C

Make
NISSANModel
MAXIMAModel Year
2009

Date Purchased

12/18/08

Dealer's Name and Telephone Number

Somerset Nissan (908) 722-3600

Engine: 3.5

Fuel Type:

No: Cylinders

V6

Premium

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Auto

☒ Cruise Control

Front wheel

Multiple Failure:

Passenger Air bag

Activation

Incident Date(s)

23-DEC-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 141000 AIR BAGS: FRONTAL

Failure Mileage

150

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2009 NISSAN MAXIMA. IMMEDIATELY AFTER PURCHASING THE VEHICLE IN DECEMBER OF 2008, THE CONTACT NOTICED THAT THE AIR BAG LIGHT WOULD REMAIN ILLUMINATED WHEN THE FRONT PASSENGER SEAT WAS OCCUPIED. IN ADDITION, THE AIR BAG SENSOR WOULD NOT WORK WHENEVER A PASSENGER ~~FAILED TO~~ UTILIZED THE BACK REST. THE DEALER STATED THAT THE SENSOR WAS THE CAUSE OF THE FAILURE. THE MANUFACTURER STATED THAT THE SENSOR WAS NOT DESIGNED TO WORK WITH A BACK REST AND THEY WERE NOT LIABLE FOR THE REPAIRS. THE CURRENT MILEAGE WAS 750 AND FAILURE MILEAGE WAS 150.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The "airbag not active" light lit up the first time a passenger sat in seat with her orthopedic car seat. I immediately contacted dealer service reporting the problem and scheduled a service for 12/26/08. Following service checkup, dealer said sensor was working properly, and I was told to call Nissan customer service. I spoke with Chris Patterson [900-NISSANA] x41655 on 12/28/08. He took information and said he would report back to me. [File #6378154]. Subsequently, he told me the sensor was working as designed. I escalated to Maureen Hacking x41664, who then ~~he~~ escalated to regional specialist. On 1/2/09, Emma [866-799-1690 x1402] called to confirm that sensor was working as designed (per NHTSA requirements) and Nissan couldn't and ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} wouldn't fix problem.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

