



DEC

8 2009

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire **To Report Vehicle Safety Defects** **1-888-DASH-2-DOT** **(1-888-327-4236)** **INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

13-NOV-2009

Repository ☐Reference No.
10292110**OWNER INFORMATION (Type or Print)**

Name

Address

City

PLANTATION

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

5N1BV28U56N

Make

NISSAN

Model

QUEST

Model Year

2006

Date Purchased

9/6/05

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner



Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

06-SEP-2005

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

36000

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: DOTM9ABC036)

☐ 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

Number of Deaths

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 2006 NISSAN QUEST. AFTER STARTING THE VEHICLE HE NOTICED THE AIR BAG WARNING LIGHT ILLUMINATED ON THE INSTRUMENT CONTROL PANEL. THE FRONT PASSENGER AIR BAG SENSOR MISCLASSIFIED A SMALL STATURE ADULT AS A CHILD. AS A CONSEQUENCE IN A SITUATION THAT WARRANTS, THE PASSENGER FRONT AIR BAG MAY FAIL TO DEPLOY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION, BUT THE TECHNICIAN CONCLUDED THAT THE AIR BAG SYSTEM WAS FUNCTIONING PROPERLY. THE FAILURE MILEAGE WAS 36,000. THE CURRENT MILEAGE WAS 39,000.

Set until a weight of approximately 120 lbs is placed on seat. My Adult daughter of 105 lbs will NOT activate system. This same condition exists on 2005 Nissan Maxima VIN #1N4BA41EX5C. This vehicle also checked by (another) dealer + also told condition "Normal".

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)

Passenger Seat Air Bag Sensor will not recognize any passenger weighing less than 120 lbs. In the event of collision passenger will not have the safety of Air Bag deployment.

Note: on 11/24/09 A Representative of Nissan Motor Co Called me & said "they have reviewed all findings & the condition I reported is Normal" They say this is due to the "Bladder Design of the Passenger Seat"

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

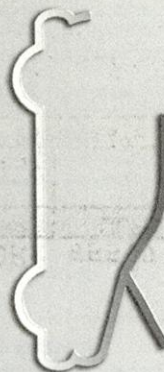
WASHINGTON, DC

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

Maroone Nissan Ft Lauderdale
1051 S. Federal Hwy
Fort Lauderdale, FL 33316
(954) 527-3400

263693

INVOICE

DUPLICATE 3
PAGE 1

SERVICE CENTER:
1051 S. FEDERAL HIGHWAY
FT. LAUDERDALE, FLORIDA 33316
954-527-3400
MV-30361
COLLISION CENTER:
122 S.W. 22ND ST.
FT. LAUDERDALE, FL 33315
954-462-1479
MV-15769
www.maroone.com

8-1002	SERVICE ADVISOR: 65507 RYAN MENDELSON			
	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	5N1BV28U56N		39059/39061	T6616
PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
WAIT 13NOV09		0.00	CASH	14NOV09
OPTIONS: DLR:ENDICOTT ENG:3.5_Liter_Gas TRN:AUTO				
			LIST	NET TOTAL

Thank You --

CUSTOMER COPY

THANK YOU FOR
YOUR BUSINESS!

8862 LAWRENCE, HUIN LIC#:

CC

1 15208-65F0C OIL FILTER
1 11026-01M02 WASHER-DRA
5 SY SYNTHETIC OIL

PARTS: 55.02 LABOR: 4.93 OTHER: 0.00 TOTAL LINE A: 59.95

39059 REPLACE OIL AND FILTER

B CUSTOMER STATES WHEN ADULT IS IN THE PASSENGER SIDE AIRBAG WILL NOT
ACTIVATE AT TIMES...PASSENGER IS APPROX105LBS

16 DIAGNOSTIC TEST PERFORMED, PASS SEAT AIR BAG,
NO PROBLEM FOUND AT THIS TIME

8862 LAWRENCE, HUIN LIC#: 3456

CC

PARTS: 0.00 LABOR: 99.88 OTHER: 0.00 TOTAL LINE B: 99.88

39059 PERFORM TEST ON PASSENGER FRONT SEAT AIR BAG LIGHT GO OFF ON
AND OPERATING AS DESIGNED NO PROBLEM FOUND AT THIS TIME

C CUSTOMER STATES WATER LEAKS THROUGH ROOF EYEGLASS COMPARTMENT AT
TIMES ...SUNROOF DRAIN???

16 WATER TEST, CLEARED SUN ROOF DRAIN HOSES,
REINSTALLED AND RETESTED.

8862 LAWRENCE, HUIN LIC#: 3456

CC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

39059 WATER TEST VEHICLE AND VERIFY CUSTOMER COMPLAINT FOUND SUN
ROOF GLASS DRAIN HOUS BLOCK WITH REMOVE HEAD LINER FRONT AND REAR AND
CLEAR BOTH 2 DRAIN HOSES IN THE BACK AND CLEAR BOTH DRAIN HOSES IN

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS
REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added
a charge equal to 12% of the cost of parts & labor up to a maximum of
\$59.75. "This charge represents costs and profits to the motor repair facility
for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire
sold in the state [s.403.718], and a \$1.50 fee to be collected for each new
or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD
CASH AMERICAN EXPRESS
CHECK VISA
DISCOVER MASTERCARD
INTERNAL OTHER
STATE OF FLORIDA
REGISTRATION NUMBER
#MV - 30361

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

COPY

[REDACTED]
[REDACTED]
Plantation, Florida
[REDACTED]

Date: November 17, 2009

To: Nissan – North America Inc.
CA 9009
Carothers Parkway – B200
Franklin, TN 37067-5003

From: [REDACTED]

RE: 2006 NISSAN QUEST – VIN#5N1BV28U56N [REDACTED]

Gentlemen:

This is to put you on notice that the above vehicle has a serious safety problem involving the passenger side air bag.

My grown daughter who is 5'4" tall and weighs 105lbs will not activate the air bag "on" light.

This same problem exists on a 2005 Maxima in which she, at times, is also a passenger.

If she happens to have here 20lb dog on her lap the light will activate.

Obviously you have a problem with the weight settings of your seat sensors. Both Nissan vehicles were checked by authorized Nissan dealers and were told no problem exists. The Quest was checked out by Maroone Nissan on November 13, 2009, at which time I called your consumer affairs department. They were of no help and told me there is no set weight standard for activation by the seat sensor – something I feel certain is incorrect. My Nissan File # is 6648899.

If this problem is not quickly resolved, the liability to Nissan in the event of injury would be substantial.

Please note I have filed an official complaint on this date with the National Highway Traffic & Safety Administration and would sincerely hope you respond by recalling these vehicles and correcting this dangerous condition.

As a point of information this problem does not exist in my Cadillac, 2 Chevrolets, Toyota, or any other vehicles in which she is a passenger.

Your prompt attention & reply would be appreciated.