

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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SEP - 7 2011

August 28, 2011

[Redacted]
Bloomington IL [Redacted]

Angie McVey
Arbitration Specialist
Dispute Resolution Programs
Nissan North America
Consumer Affairs
PO Box 685003
Franklin TN 37067-5003

This is in response to your letter of August 16, 2011 regarding my leased Infiniti 2011 M37X / JN1BY1AR8BM [Redacted] We continue to have the air bag light being "on" problems with this car. With this light "on", we do not have any passenger air bag protection. Specifically, today, the light stayed on during various trips, for 5 minutes, 3 minutes, 13 minutes (I shut the car off) and then when I started the car the light came on and then went off. Within a couple of minutes the light came back "on" and stayed on for over 11 minutes until we arrived home.

We have been discussing this problem since September 2010 and you have had your representatives and the seat sensor company representatives investigate this problem without resolution. On a previous trip the light stayed on for 18 minutes. How can you tell me the car is operating as designed? This certainly is a safety issue. I want out of the lease on this vehicle with out penalty.

[Redacted]

CC: Administrator
NHTSA
400 Seventh Street SW
Washington DC 20590

NAM
092811
TGW

Bloomington, Illinois

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL™



7009 3410 0001 5324 3518

W40-307

ADMINISTRATOR
NHTSA
400 SEVENTH STREET SW
WASHINGTON DC 20590

