

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received JUN 14 2013 13-MAY-2013	
				Repository ☐	
				Reference No. 10511765	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number		
City	WEST ORANGE	State	NJ	Zip Code	[REDACTED]
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 1N4AL3AP6DC [REDACTED]			Make NISSAN	Model ALTIMA	Model Year 2013
Date Purchased 7/2012	Dealer's Name and Telephone Number Ltms Nissan 973-743-5100		Engine: No. Cylinders 4		Fuel Type: GAS
Original Owner ☐	Dealer's City Blomfield		State NJ	Zip Code	
Transmission Type Auto	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 04-SEP-2012
	☐ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 1000	Failure Speed
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 2013 NISSAN ALTIMA. THE CONTACT STATED THAT WHILE DRIVING VARIOUS SPEEDS, THE AIR BAG OFF INDICATOR ILLUMINATED CONTINUOUSLY EVEN THOUGH A FRONT SEAT PASSENGER WAS PRESENT. THE FAILURE OCCURRED WHENEVER THE FRONT SEAT OCCUPANT WEIGHTED LESS THAN 130 POUNDS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER THREE TIMES FOR THE SIMILAR DEFECT. THE TECHNICIAN STATED THAT THE VEHICLE FUNCTIONED AS DESIGNED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 1,000.					
If there is a weighted system for the Airbag then it should either be off or on for the same passenger not off and on.					
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)

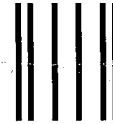
With a front seat passenger who weighs between 110-120 pounds the Passenger Airbag is off light illuminate. The dealer and Nissan both say that if the front seat passenger is too small the Airbag should not so off As it would do more harm than good. This makes sense to me however on the same trip (without stopping and turning the car off) the light goes on then goes off and so on. If the passenger is too small for the Airbag to so off how come there is no consistency. In on half trip for half the light is on indicating they are too small and for half the light is off indicating they are larger enough.

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

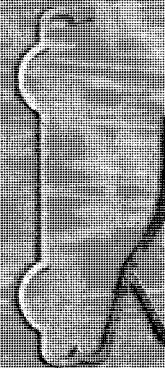
WASHINGTON, DC

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**



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

AUTHORIZED DEALER

CERTIFIED MECHANICS

CELL: [REDACTED]

CUSTOMER NO. 199738	ADVISOR BUDDY LIM	40	TAG NO. 736	INVOICE DATE 11/17/12	INVOICE NO. NICS668042
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,771	COLOR MET SLATE/B	STOCK NO. N13614
W ORANGE, NJ	YEAR / MAKE / MODEL 13/NISSAN/ALTIMA/4DR 2.5 SV 4CYL AT	DELIVERY DATE 07/19/12		DELIVERY MILES 36	
[REDACTED]	VEHICLE I.D. NO. 1 N 4 A L 3 A P 6 D C	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/16/12		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 1771

JOB# 1 CHARGES-----

LABOR-----
J# 1 49N1Z CAMPAIGNS UNITS: TECH(S):194662 WARRANTY
CUSTOMER STATES PERFORM OPEN RECALL PC186 ALT TCM

JOB# 1 TOTALS-----
J# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 49N1ZZ CAMPAIGNS UNITS: 0.30 TECH(S):194662 WARRANTY
CUSTOMER STATES PERFORM OPEN RECALL P2537 ALT METER BACKLIGH

JOB# 2 TOTALS-----
J# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 55N1ZFRE 1ST OIL SERVICE FREE UNITS: TECH(S):194662 INTERNAL
LUBE, OIL AND FILTER CHANGE. FIRST SERVICE
REPLACE ENGINE OIL AND OIL FILTER. TOP ALL FLUIDS AND SET
TIRE PRESSURES.
TECH PERFORMED FIRST FREE OIL CHANGE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15208-65F0C	OIL FILTER		INTERNAL
	1	11026-01M02	WASHER-DRAIN		INTERNAL
	5	0W20	SYN 0W20 OIL		INTERNAL
TOTAL - PARTS				0.00	

JOB# 3 TOTALS-----
J# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4 41N1Z BRAKE SYSTEM UNITS: TECH(S):194662 0.00
CUSTOMER STATES BRAKE LIGHT CAME ON WHILE DRIVING.
UNABLE TO DUPLICATE
AT THIS TIME

JOB# 4 TOTALS-----
J# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----
J# 5 15N1Z EMISSION CONTROL UNITS: TECH(S):194662 0.00
CUSTOMER STATES PASSENGER AIRBAG OFF LIGHT STAYS ON WHEN
SOMEONE IS SITTING ON PASSENGER SEAT.
PASS SIDE SRS --WEIGHTED SYSTEM--MIN WEIGHT 130LBS

The Reynolds and Reynolds Company, EMMETT, MI 48420-1500 (05/12) CC882585



AUTHORIZED DEALER

CERTIFIED MECHANICS

CELL: [REDACTED]

CUSTOMER NO.	199738	ADVISOR	YALY	124093	TAG NO.	422	INVOICE DATE	03/16/13	INVOICE NO.	NICS678594
[REDACTED] W ORANGE, NJ	LABOR RATE	LICENSE NO.	MILEAGE	3,212	COLOR	MET SLATE/B	STOCK NO.	N13614		
	YEAR / MAKE / MODEL	13/NISSAN/ALTIMA/4DR 2.5 SV 4CYL AT				DELIVERY DATE	07/19/12	DELIVERY MILES	36	
	VEHICLE I.D. NO.	1 N 4 A L 3 A P 6 D C [REDACTED]				SELLING DEALER NO.		PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE	03/16/13						
RE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS								MO: 3212

JOB# 1 CHARGES-----
LABOR-----
1 49NT2 CAMPAIGNS UNITS: 0.60 TECH(S): 171332 WARRANTY
PERFORM CAMPAIGN PC186 (ALT TCM REPRO NTB12-081)
RECALL COMPLETED

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
2 49NT2 CAMPAIGNS UNITS: 0.30 TECH(S): 171332 WARRANTY
PERFORM CAMPAIGN P2537 (ALT METER BCKLGT NTB12-065)
RECALL COMPLETED

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
3 49NT2 MAINTENANCE UNITS: 0.60 TECH(S): 171332 WARRANTY
PERFORM NEW MAINTENANCE PLUS SCHEDULED SERVICE
(YW15AA .6 LOF/ROTATE)

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	PK1520865F00	FILT/5.5 QT OIL		WARRANTY
	12	OIL-PINT	PINT OF OIL		WARRANTY
	1	11026-JA00A	WASHER DRAIN		WARRANTY
	1	15208-65F0C	OIL FILTER		WARRANTY
				TOTAL - PARTS	0.00

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
LABOR-----
4 23NT2 BODY ELECTRICAL UNITS: 1.00 TECH(S): 171332 INTERNAL
CUSTOMER STATES PASSENGER AIR BAG WARNING INDICATOR STAYS
ON WHEN SOMEONE IS SITTING ON SEAT
TECH PERFORMED RESET

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX NICS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
LABOR-----
5 55NT2/INSP MULTI INSPECTION UNITS: 1.00 TECH(S): 171332 INTERNAL
FREE MULTI POINT INSPECTION
PERFORMED MULTI POINT VEHICLE INSPECTION



AUTHORIZED DEALER

CERTIFIED MECHANICS

CELL: [REDACTED]

CUSTOMER NO. 199738	ADVISOR BUDDY LIM	40	TAG NO. 799	INVOICE DATE 05/10/13	INVOICE NO. NICS683772
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 3,804	COLOR MET SLATE/B	STOCK NO.
W ORANGE, NJ	YEAR / MAKE / MODEL 13/NISSAN/ALTIMA/4DR 2.5 SV 4CYL AT			DELIVERY DATE 07/19/12	DELIVERY MILES 36
[REDACTED]	VEHICLE I.D. NO. 1 N 4 A L 3 A P 6 D C			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 05/10/13		
RESIDENCE PHONE [REDACTED]	COMMENTS				

MO: 3804

JOB# 1 CHARGES-----

LABOR-----

1 23N17 BODY ELECTRICAL UNITS TECH(S) 194662 0.00
C/S THE PASS SIDE AIR BAG WARN LIGHT COMES ON OFF
WHILE DRIVING WITH PASS IN FRT SEAT
NISSAN WEIGHT SPECS 120-130 POUNDS
SRS OCS IS OP TO SPECS --NO DTC FAIL CODE
REF RO#683645
CUST ADVISED---NO REPAIR SRS OCS OP TO SPECS

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----

THANK YOU FOR CHOOSING LYNNES NISSAN/SUBARU

FOR THE CONVENIENCE OF ALL OUR VALUED CUSTOMERS

OUR SERVICE HOURS ARE MON-FRI 7:30AM TO 6PM

SATURDAYS 7:30AM TO 3PM

HAPPY HOLIDAYS TO ALL OUR CUSTOMERS AND THEIR FAMILIES

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

*****PAYMENT TYPE*****

* CASH [] CHECK [] CHECK #..... *

* VISA [] M/C [] AMEX [] DISCOVER [] *

CUSTOMER SIGNATURE