

**NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590**

CL-10575605-6092

Mar. 14, 2014

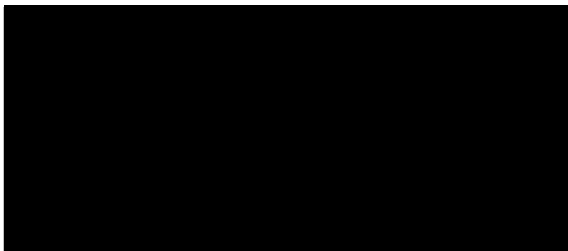
To whom it may concern:

MAR 26 2014

The "Passenger Airbag Off" light on my 2013 Nissan Altima lights up randomly and frequently when I have a passenger in the front seat. I am told that this is the way the car is designed. I am attaching a copy of a letter of complaint that I have sent to Nissan.

Thank you.

Sincerely,



Holderness, NH



NM
32814
SMD

Nissan Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003

March 14, 2014

To whom it may concern,

Soon after purchasing my Nissan Altima, I noticed that the "Passenger Airbag Off" light came on randomly when my daughter was sitting in the front passenger seat. When I brought my vehicle in for scheduled maintenance, I mentioned this problem. They hooked it up to the computer and found no fault codes. The service rep suggested to me that my daughter, who weighed about 100 pounds in November 2013, must be right on the threshold for the weight limit that would trigger the system.

Since then, I noticed the same thing happens when my wife sits in the passenger seat and she weighs over 130 pounds. So I took the car back in January and they found no fault codes and said nothing is wrong with the airbag system. (But they changed the sensors just in case.)

Since then, there have been many unsatisfying phone calls with Nissan and with the local service manager (Joe Shore at Autoserv Tilton). I most recently brought it back on March 11, 2014. The service department checked it by riding with a 112 pound adult passenger and reproduced the light going on and off. But they found no fault codes and told me that the airbag was operating as it was designed to operate.

If this is the way this system was designed to operate, then there must be a rationale for its design and I would like to have a few questions answered.

- 1) Why is it designed this way?
- 2) If the threshold is not 100, or 112, or 130, what is it?
- 3) What is the rationale for designing a warning light that comes on and off randomly, with the same passenger on the same trip (and, no, she is not fidgeting)?
- 4) When the light comes on, does that mean the airbag will not be deployed in the case of an accident?
 - A) If it will not be deployed, why not?
 - B) If it will be deployed, why does the light come on?
- 5) If it comes on, am I expected to have my wife sit in the back seat? When it goes off in the same one-hour trip, should I have to pull over and allow her to get back up front? And when it goes on again, should I pull over and have her get in the back again? Or, not knowing when it is going to come on or what triggers it, should I always have her sit in the back until she's plump enough to ride as my equal?
- 6) When the light comes on, is my front-seat passenger adequately protected by a system that meets all relevant legal standards?

Thank you. I look forward to your responses to my questions.

Sincerely,

[REDACTED]
Holderness, NH [REDACTED]
[REDACTED]

Attached: Last service report

cc: The National Highway Traffic Safety Administration



40 East Main Street - Tilton, NH 03276
(603) 286-3141 - Fax: (603) 286-7729

SERVICE DEPARTMENT HOURS
8:00 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday
10:00 a.m. to 5:00 p.m. Sunday

R/O Open Date	R/O Number
3/11/14	16000380/1
R/O Close Date	Status
3/11/14	Pre-Invoice
Mileage In	Mileage Out
15200	15203
Service Advisor / Tag #	
MARTY MAHER/1703	
Vehicle Identification Number	
1N4AL3AP1DC	
Delivery Date	In-Service Date
7/15/13	
Color	License Number
SIL	

[REDACTED]			Work Phone	[REDACTED]
HOLDERNESS, NH			[REDACTED]	[REDACTED]
Year	Make	Model	Body	
2013	NISS	ALTIMA	4 DOOR	
NC3219				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 71B80: ELECTRICAL PASSENGER AIR BAG LIGHT GOES ON/OFF WITH PASSENGER IN SEAT, ONE IS 110LBS AND THE OTHER IS APPROX 130LBS. SEE JOE SHORE IF QUESTIONS Work performed by CHRIS HAMMOND (074) CHECKED AIR BAG SYSTEM FOR CODES NO CODES FOUND AT THIS TIME CALLED ROAD TESTED CAR PASS AIR BAG OFF LIGHT WILL COME ON WITH A SMALL ADULT OF 112 LBS AND THE AIR BAG LIGHT FLASHED ON/OFF. DEEMED TO BE NORMAL OPERATION PER NISSAN. NOTE CUSTOMER CAME IN PRIOR AND NISSAN ADVISED CUSTOMER TO COME BACK IN AND MEET WITH SERVICE MANAGER AND HAVE CAR RE-EVALUATED	Warranty
#2 - 70B05: MENU ENTERPRISE RENTAL Work performed by 11113 :	Warranty
#3 - 70C18: AUTOSERV FOR LIFE LOF Work performed by CHRIS HAMMOND (074) Installed: OIL FILTER Kit: LOF30: 5 QUART 5/30 OIL Installed: 5W30 QT. BULK OIL PERFORMED OIL AND FILTER SERVICE	Internal Internal Internal Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

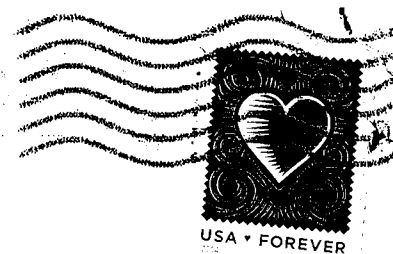
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[REDACTED]
Holderness, NH [REDACTED]

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