

AUG 11 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		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 21-MAY-2014	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State	Zip Code	Evening Telephone Number	
PARKERSBURG		WV			
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		Make		Model	
5N1AT2MV9EC		NISSAN		ROGUE	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Original Owner		Dealer's City		No: Cylinders	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes ☐ Cruise Control				Incident Date(s) 27-MAR-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 200	
				Failure Speed 25	
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 2014 NISSAN ROGUE. THE CONTACT STATED THAT WHILE TRAVELING 25 MPH, THE AIR BAG WARNING LIGHT ILLUMINATED INTERMITTENTLY. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 200 AND THE CURRENT MILEAGE WAS 1500.					
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)

Right after Trading in 2013 Nissan Sentra for the same
problem with air bag shutting off while my wife
was in the seat. The New 2014 Rogue started
doing the same thing. While she rode in the passenger
front seat, the air bag light would ~~come on~~ come
on showing the air bags were shut off.
It happens intermittently. Dealer Tech has
seen the light on while my wife was in the seat.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

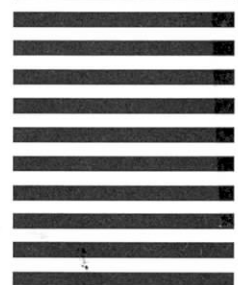
National Highway
Traffic Safety
Administration

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

CHARLESTON

WV 250

28 JUL '14

PM 3:1

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



3-2-11
~~1-31-11~~

1:39 PM

2013

Sentra was having its problem
and I traded it back to the Dealer
for 2014 Rogue

Your message has been sent.

Thank you. We will respond to your question as soon as possible. The details of your message are below. Please print this page for your records.

Your Contact Information

Your Message

Message:

I owned a 2013 Sentra SV, that nissan could not fix the air bag sensor on the passenger side. I went in several times about the problem ..All I got was run around ,they refused to fix it. My wife refused to ride in it any more,,,We traded it back to the dealer on a new 2014 Rouge SV...we only had 900 miles on it when they finally located a Rouge..We had the Sentra about 3 months..I felt like my Sentra was the only one with this problem when I spoke to the dealer.BUT NOW I SEE THE RECALL ON ALOT OF THESE NISSANS ..I FEEL NISSAN OWES ME A REFUND OF ABOUT \$ 2500 dollers due to the LOSS I suffered fom this..NISSAN COULD HAVE ADMITED THE PROBLEM TO MY DEALER AND A FIX WAS ON ITS WAY...THE DATE OF MY TRADE WAS 3-10-14.....I THINK NISSAN HAS SOME RESPONSIBILITY TO ME ON THIS PROBLEM OF THEIRS. THANK YOU ...I HAVE OWNED 2 FRONTIERS ,2 ALTIMAS,,AND 2 SENTRAS FROM MY DEALER,,,,BUT I am JUST SHORT OF CALLING IT QUIT'S WITH NISSAN.

PRINT

[Go to Nissan
Homepage](#)

3-29-14 @ 8:50 PM

Search

2014 Rogue

Your message has been sent.

PRINT

Thank you. We will respond to your question as soon as possible. The details of your message are below. Please print this page for your records.

Your Contact Information

Your Message

Message:

A FEW DAYS AGO I WROTE YOU ABOUT MY 2013 SENTRA'S PROBLEM WITH THE AIR BAG SENSOR NOT WORKING WHEN MY WIFE IS IN THE SEAT,,AFTER 700 MILES AND THE DEALER NOT ABLE TO FIX IT ,,I TRADED IT BACK TO THE DEALER FOR A NEW 2014 ROUGE SV.....SINCE THEN NISSAN ANNOUNCED A RECALL ON SOME OF THEIR CAR ON THIS ISSUE.....SURPRISE THE ROUGE IS DOING THE SAME THING....I TOOK IT BACK TO THE DEALER AN HAD THEM LOOK AT IT.....SO I STILL HAVE A PROBLEM CHILD...SO ADD THE ROUGE TO THE RECALL LIST SO THIS THING GETS FIXED.....THANK YOU

Go to Nissan
Homepage

Kelli
1-800-343-6913 EXT. 458169
Case # 14108733

LEARN

See All Vehicles
Build Your Nissan
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NMAC Payment Options
Customer Promise
Compare Competitors
Snug Kids

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Estimate Payments
Get Pre-Approved
Book a Test Drive
Certified Pre-Owned
College Grad Program
Nissan Mobility Assist
Military Program

EXPERIENCE NISSAN

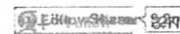
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Future & Concept
Innovation
NissanConnect
Performance
GT Academy
Habitat For Humanity

FOR OWNERS

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Express Service
One to One Rewards
Collision Assistance
Nissan Navigation Store
Parts & Accessories eStore
NissanConnect Support



NISSAN BATTERY CHARGING STATION



JOIN MAILING LIST

Enter Email

HOME CHOOSENISSAN.COM ABOUT NISSAN NISSAN SOCIAL MEDIA PRIVACY & LEGAL SITE MAP

CONTACT NISSAN

Called Nissan again 5-16-14 (Friday)
@ 12:PM Noon
144 33722 Case #
They are to call back on 5-19-14 (Monday)

AUTO GROUP

1225 Seventh St. - Parkersburg, WV 26102
(304) 485-7511 - Fax: (304) 485-0352

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:15 p.m.
Monday - Friday

4/24/14	6035434/1
R/O Close Date	Status
4/24/14	Pre-Invoice
Mileage In	Mileage Out
1341	1341
Service Advisor / Tag #	
SEAN BONNETTE/*W*	
Vehicle Identification Number	
5N1AT2MV9EC	
Delivery Date	In-Service Date
3/10/14	3/10/14
Color	License Number
SUPER BLAC	

PARKERSBURG, WV

Year	Make	Model	Body
2014	NISSAN	ROGUE SV AWD	4DR

DESCRIPTION OF SERVICE AND PARTS

Email:

#1 - 15NIZ: *NISSAN COMPUTER*
CUSTOMER IS CONCERNED ABOUT PASSENGER AIR BAG LIGHT
BEING WHILE HIS WIFE IS IN VEHICLE. LIGHT COMES ON
INTER WHILE WIFE IS IN SEAT.

Caused by

ZE/32

Corrected by (32)

Work performed by JOSHUA BEAVER (332)
TECH CHECKED OCS AND WIRING AND FOUND NO PROBLEMS.
CHECKED FOR CODES AND NONE SHOWN

Warranty

#2 - 78NIZA1: FOR YOUR CONVENIENCE, WE HAVE CHECKED WITH
NISSAN AND THERE ARE NO OPEN RECALLS ON YOUR
VEHICLE AT THIS PRESENT TIME.

Work performed by house tech
Sub Total: .00

Complaint no
Part

237014B 2A

10593126

5-21-14

The Tech seen the light
on, But could not
get Nissan
to do any
thing

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.

X

Original Message
From: nnaconsumeraffairs <nnaconsumeraffairs@nissan-usa.com>
To: [REDACTED]
Sent: Wed, Jun 25, 2014 6:35 pm
Subject: Your inquiry to Nissan [ref:_00DA09j8L_500F0NdgZa:ref]

6/25/2014

Case # 14798581
VIN # 5N1AT2MV9EC [REDACTED]

Dear [REDACTED]

Thank you for taking the time to contact Nissan North America and allowing us the opportunity to be of assistance.

We attempted to contact you at [REDACTED] at 6:30 Pm EST but number is disconnected, your alternate number also can not be contacted. In regards to your inquiry, please be advised that all service campaign information is Vehicle Identification Number specific, depending on the manufacturing date and the plant where the vehicle was assembled. Therefore, not all models are subject to the same campaigns.

If you have additional questions about the campaign, please contact your local Nissan Dealer and schedule an appointment, as the Dealer is in the best position to diagnose and repair your vehicle. Your Nissan Dealer will be more than willing to assist.

Sincerely,

Nissan North America, Inc.

Ronald Valencia
Consumer Affairs Representative
Nissan North America, Inc.

DEAR MR. VALENCIA,.....THE TELEPHONE NO. IS [REDACTED]
[REDACTED] ...RE CHECK THE E- MAIL AND YOU WILL FIND THAT WAS THE NO.

MY 2014 ROGUE IS HAVING THE SAME PROBLEM WITH THE AIR BAG SHUTTING OFF AS ALL THE OTHER UNITS THAT ARE ON THE RE-CALL LIST.....JUST BECAUSE NISSAN HAS SHUT THEIR EARS ON THE ROGUE...DOES NOT STOP THE PROBLEM....THE NISSAN SHOP HAS WITNESSED THE PROBLEM AND NISSAN HAS JUST SHUT ME OFF.....WHAT DOES IT TAKE TO GET THEIR ATTENTION? SOME ONE GETTING HURT OR WORSE.. WE HAVE OWNED 7 DIFFERANT NISSANS AND I CAN ASSURE YOU WE HAVE OWNED OUR LAST ONE AND I WILL SHARE MY EXPIERANCE WITH ALL THAT I CAN.. YOUR ENGINEERING PROBLEMS FAR EXCEEDS THE GOOD IN THESE CARS..
THANK YOU [REDACTED]

Page 1 of 1

m/38602-111/aol-6/en-us/Suite.aspx

NissanUSA.com - Contact

Your message has been sent.

Thank you. We will respond to your question as soon as possible. The details of your message are below. Please print this page for your records.

Your Contact Information

Your Message

MY ROGUE IS HAVING THE SAME AIR BAG PROBLEM AS THE OTHER AUTOS THAT YOU ARE RECALLING...WHEN WILL YOU INCLUDE THEM IN THE RECALL? YOU HAVE OTHER 2014 \$ IN THE RECALL...WHY NOT THE ROGUE..

Search

PRINT

Go to Nissan
Homepage

My wife had her camera
out and took this picture
in Yellowstone National Park

