

RL-10653275-1000



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

1200 New Jersey Avenue SE.
Washington, DC 20590

September 22, 2022

The Honorable Lisa Murkowski
United States Senate
800 Glacier Avenue, Suite 101
Juneau, AK 99801

NEF-109rrr
Ref. No. 10653275

Dear Senator Murkowski:

Thank you for the letter on behalf of your constituent, [REDACTED], and her model year (MY) 2003 Nissan Maxima vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that it contains safety defects, such as in the design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Although [REDACTED] did not provide her vehicle identification number (VIN) in her letter, MY 2003 Nissan Maxima vehicles have been recalled for defective Takata front passenger side air bags (NHTSA Safety Recall Campaign Nos. 15V-287 and 20V-008). In the event of a crash necessitating deployment, the front passenger air bag inflator may explode resulting in sharp metal fragments striking the driver or other occupants, which can result in serious injury or death.

We understand the remote location of [REDACTED] vehicle creates unique logistical problems with completing recall repairs on her vehicle. We recommend that [REDACTED] continue to work with Nissan and the dealer in Anchorage to complete the free repair on her vehicle. As indicated in the letters [REDACTED] received from Nissan, it is providing additional assistance to owners, including a free loaner car, towing service or mobile repair in select locations, to help mitigate the impact of having this recall repair performed on their vehicles. We encourage [REDACTED] to continue working with Nissan regarding this issue.

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██████████ may contact the National Consumer Affairs Department, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. ██████████ can also call the toll-free number at 888-737-9511 or 888-546-1048 for further assistance with the recalls.

We entered ██████████ information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. ██████████ can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

I hope this information is helpful. If you have any questions, please feel free to contact me at ron.thaniel@dot.gov.

Sincerely,

██████████

Ron Thaniel
Director, Governmental and External Affairs,
Office of Governmental Affairs, Policy and
Strategic Planning