

OL-10663762-4306

DOT

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

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

FEB - 5 2015

Subject : Reference # 10663762 VIN # 1N4AL11D26N [REDACTED]

On October 17, 2014 while driving my 2006 Nissan Altima I noticed that the Airbag on the dashboard illuminated (started flashing) with an airbag icon. I notified Nissan North America (via their website chat and follow up by phone conversation) and explained the concern with the airbag light. They recommended to take to Nissan dealer for a diagnose.

On November 28, 2014 the diagnosis was performed by Leith Nissan with the following findings:

"Recommend replacing the spiral cable and re check, it is possible the driver Air bag Module could also be defective." I notified (via phone) Nissan North America of the diagnosis and stated my concern regarding my safety and the safety of others in case if the airbag would not deploy in case of an accident or worse the possibility of exploding upon an accident. I also, stated that my financial budget did not allow me to make such expense. They stated that they would look into and someone will get in touch.

On December 15, 2014 I received a letter from Consumers Affairs (Nissan North America, Inc.) stating that the vehicle fall outside of the parameters of the new vehicle limited warranty, Nissan is unable to offer financial assistance with the repair of the spiral cable.

I am deeply concern for my safety or the safety of others, therefore I am requesting a full investigation regarding whether if my Nissan Altima's airbag has been installed by Toccata Corporation." airbags manufactured by Takata Corporation that fail to deploy properly, and in some cases can explode and cause serious injury or death to vehicle occupants. Several major automobile manufacturers have issued airbag recalls for vehicles containing defective airbags."

Attachments: 4

1. Vehicle Owner's questionnaire
2. Leith Nissan dealer diagnosis
3. Letter from Nissan North America
4. Letter to Nissan in response of their letter.

Thank you

[REDACTED]

[REDACTED]

JAN-30, 2015

Raleigh, NC [REDACTED]

NAM
2115
SMD



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

FOR AGENCY USE ONLY 100148

Date Received

12-DEC-2014

Repository ☐

Reference No.
10663762

OWNER INFORMATION (Type or Print)

Name

Address

City

RALEIGH

State

NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1N4AL11D26N

Make

NISSAN

Model

ALTIMA

Model Year

2006

Date Purchased

DEC. 2009

Dealer's Name and Telephone Number

ROUTE 22 OR HILLSIDE, NJ

Engine:

No: Cylinders

4

Fuel Type:

GAS

Original Owner

☐

Dealer's City

HILLSIDE

State

NJ

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

17-OCT-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

79000

Failure Speed

30

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 2006 NISSAN ALTIMA. WHILE DRIVING 30 MPH, THE AIR BAG WARNING LIGHT ILLUMINATED. THE FAILURE OCCURRED ONCE. THE DEALER DIAGNOSED THAT THE AIR BAG WIRING HARNESS AND THE AIR BAG MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 79,000.

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 to 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.



NISSAN NORTH AMERICA, INC.

Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
Telephone: 1-800-647-7261

December 15, 2014

[REDACTED]
Raleigh, NC [REDACTED]

Case: [REDACTED]
VIN: 1N4AL11D26N [REDACTED]

Dear [REDACTED]:

Thank you for allowing us an opportunity to review your concerns regarding your 2006 Nissan Altima.

Nissan realizes situations may occur with your Nissan vehicle that, unfortunately, fall outside of the parameters of the New Vehicle Limited Warranty provided with your vehicle. As a company interested in winning lifetime customers, Nissan apologizes for any inconvenience you may have experienced, and we are pleased you took the time to contact us regarding the situation.

Nissan carefully considered your request during a review of all of the available facts pertaining to your specific situation. Nissan is unable to offer financial assistance with the repair of the spiral cable due to the vehicle being outside of the New Vehicle Limited Warranty.

We realize this may not be the answer you were looking for, but we hope that you understand our position. If you have any further comments or concerns, please feel free to contact our Consumer Affairs Department at 1-800-647-7261 and reference your case number.

Thank you again for taking the time to contact us.

Sincerely,

Nissan Consumer Affairs

copy

ISTOMER #:



INVOICE

LEITH NISSAN

P.O. Box 1167 · Cary, NC 27512-1167
Phone: (919) 589-0029 · Fax: (919) 589-0059
www.leithnissan.com

ALEOGH, NC
DME: [REDACTED]
JS: [REDACTED] CONT:000-0000
CELL:

PAGE 1

SERVICE ADVISOR: 623 JASON ROESER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ILVER	06	NISSAN ALTIMA	1N4AL11D26N [REDACTED]		79257/79257	T0537	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
1JAN06 DD			WAIT 28NOV14			CASH	28NOV14
R.O. OPENED		READY	OPTIONS: DLR:5251 ENG:2.5_Liter_Gas				
0:37 28NOV14		11:10 28NOV14					

INE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CUSTOMER STATES: THE AIR BAG LAMP IS ON. ADVISE.

NMISC CUSTOMER DECLINED: SPIRAL CABLE

REPLACEMENT: \$430.44. CUSTOMER PAID DIAG
TODAY.

670 CPN

50.50 50.50

79257 DTC P1564 (ACD SW) AND B1054 (DRIVER AIRBAG MODULE) RECOMMEND
REPLACING THE SPIRAL CABLE AND RECHECK. IT IS POSSIBLE THE DRIVERS AIR
BAG MODULE COULD ALSO BE DEFECTIVE. CUSTOMER DECLINED REPAIRS AT THIS
TIME.

CUSTOMER DECLINES COMPLIMENTARY MULTIPOINT

NDMPI CUSTOMER DECLINES COMPLIMENTARY MULTIPOINT

670 CPN

0.00 0.00

CUSTOMER PAY SUPPLIES FOR REPAIR ORDER

5.05

THANK YOU FOR VISITING LEITH NISSAN OF CARY!!
IN ORDER TO ASSURE THAT YOU RECIEVED TRULY
EXCEPTIONAL SERVICE, YOU MAY BE CONTACTED BY
NISSAN TO ANSWER A BRIEF SURVEY ABOUT YOUR
VISIT. PLEASE TAKE TIME TO RESPOND.

***** THANK YOU *****

CUSTOMER COPY

The factory warranty constitutes all of the warranties with respect to the sale of this item/items.
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 this
item/items.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF
FIRE, THEFT OR ANY OTHER CAUSE BEYOUND OUR CONTROL.

"I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or
your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the
purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car or truck
to secure the amount of repairs thereto.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	50.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.05
TOTAL CHARGES	55.55
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	55.55

CUSTOMER COPY

COPY

From

OF THE RETURN ADDRESS, FOLD HERE

CERTIFIED MAIL™



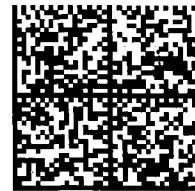
7014 0150 0000 0122 4968

PCPU
PB 1B 000
666676
FCML

U.S. POSTAGE

\$ 3.790

MAILED JAN 31 2015
27617



RALEIGH, NC

W40-304

DOT
TO: NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
1200 NEW JERSEY AVE. SE
WASHINGTON, DC 20590

20590

