



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

20-JUL-2016

OCT 26 2016

Repository ☐

Reference No.

10886238

Name [REDACTED] ACTION (Type or Print)				Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]				Evening Telephone Number			
City SCOTTSDALE		State AZ	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 5N1A22MGXFN [REDACTED]				Make NISSAN		Model MURANO		Model Year 2015	
Date Purchased MAR 30, 2016		Dealer's Name and Telephone Number PINNACLE NISSAN 480-998-9800				Engine: No: Cylinders 6		Fuel Type: 87 +	
Original Owner ☒ Lease		Dealer's City SCOTTSDALE		State AZ		Zip Code 85260			
Transmission Type CVT AUTO		☒ Antilock Brakes ☐ Cruise Control		Powertrain CVT		Multiple Failure: Yes		Incident Date(s) 20-JUN-2016	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS		Failure Mileage 3232		Failure Speed	
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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 6		Number of Deaths 0		Reported to Police N	
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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 2015 NISSAN MURANO. THE CONTACT STATED THAT WHILE DRIVING, THE PASSENGER AIR BAG WARNING LIGHT ILLUMINATED INTERMITTENTLY WHEN THE PASSENGER SIDE SEAT WAS OCCUPIED. THE VEHICLE WAS TAKEN TO A DEALER WHERE AN UNKNOWN PART WAS REPLACED HOWEVER, THE REMEDY FAILED TO REPAIR THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 3,232. THE VIN WAS NOT PROVIDED.

See attached letter to Nissan North America Inc
Dated 10/10/16.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Please see attached letter to
Nissan North America Inc Dated Oct 10, 2016

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

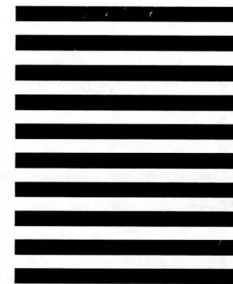
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

PHOENIX
AZ 852
11 OCT '16
PM 9 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

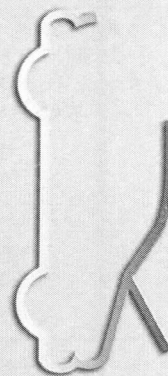
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[REDACTED]
SCOTTSDALE, ARIZONA [REDACTED]

PHONE [REDACTED]
EMAIL: [REDACTED]

October 10, 2016

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068-5003

Nissan Motors Acceptance Corp.
P.O. Box 660360
Dallas, TX 75266-0360
Re: Account No.: 25007581871

Re: Nissan Murano
VIN: 5N1AZ2MGXFN [REDACTED]

Dear Sir or Madam:

On March 30, 2016, I leased a new 2015 Nissan Murano from Pinnacle Nissan in Scottsdale, Arizona.

Since that time, I have noticed that when I am seated in the front passenger seat while my husband is driving, the Passenger Side Air Bag Sensor light behaves erratically – sometimes coming “on” and then turning “off” intermittently while I am seated. I am an adult female approximately 5’6” inches tall weighing 110 pounds.

I brought my car in to Pinnacle Nissan’s for a Recall service (Recall Campaign R1609) related to the “Front Passenger Air Bag Status Light Operation”, on June 20, 2016, apparently to correct the problem I had been experiencing. When this failed solve the problem, my husband met with Pinnacle Nissan’s Service Director, Bobby Krontonsky, on July 5th to no avail and on July 11th contacted Nissan North America to make a report (Your Claim # [REDACTED]). Finally, we brought the vehicle back to the dealer on September 22nd to retest the vehicle after which they came back to report that “the vehicle is working as designed.”

Nissan North America, Inc.

October 10, 2016

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During all of this time and subsequent to the September 22nd service appointment, I have continued to experience the same problem with the front seat air bag sensor light coming "on" and "off" while the front passenger seat is occupied by another adult – an obvious malfunction.

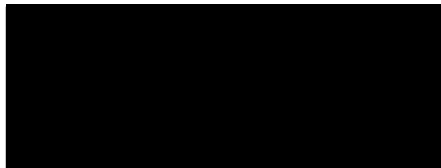
I have reported this situation to the National Highway Traffic Safety Administration under reference No.:10886238, and have copied them on this letter.

The failure for the Passenger Air Bag sensor to operate properly is a significant safety concern.

Please be advised that should the Passenger Air Bag sensor fail to operate as designed and a passenger is injured as a result thereof, we shall hold Nissan North America liable and responsible for any and all injuries and expenses incurred as a result thereof.

Should you wish to contact me directly, my address and contact information is set out above.

Sincerely,



cc: US Department of Transportation
National Highway Traffic Safety Administration
100 New Jersey Avenue SE
Washington, DC 20590