

CL-10895654-7565

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

[REDACTED]
Farmington Hills, MI [REDACTED]

August 1, 2016

NHTSA Headquarters
Attention: US Department of Transportation
1200 New Jersey Avenue SE
West Building
Washington DC 20590

AUG -9 2016

Reference Recall R1609

Vehicle

Dear Sirs,

I write to you in associated with the actions performed on my Nissan Murano VIN:5N1AZ2MG1FN [REDACTED] for actions under recall R1609 to address a safety issue with the Occupant Classification System. As described 'on rare occasions' the OCS incorrectly classifies an adult passenger as a child or as an empty seat and switches off the passenger airbag, rendering the passenger unprotected in a crash.

I believe that Nissan has not corrected the issue but only changed the error display logic and furthermore that the safety issue is more frequent than 'on rare occasions'.

After the reflash of the airbag module under the recall campaign on my vehicle, Nissan provided documentation (attached) that states 'Recall Campaign R1609 changes the operation of the passenger airbag status light'.

I asked Nissan (Consumer Affairs 615-725-7590) on July 18th if in addition to the passenger airbag status light operational changes, whether Nissan had recalibrated the operation of the Occupant Classification System to correctly detect adults and children or at least to increase the robustness and safety of the system. Nissan were unable to confirm.

- Only a week since the recall service actions and while I was a passenger last week on vacation. I have experienced and have photo and video evidence for two occasions when the OCS made a wrong determination.
- I believe that the original safety issue remains. All that the light operational logic changes do is to put the responsibility onto the passenger every time they get into the vehicle to check the OCS is operating correctly and that the passenger status light (airbag off) extinguishes once they sit in the seat. This is unlikely to be checked/noticed every trip by every passenger.

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- In the 'rare' event of a wrong classification by the OCS and a subsequent crash, Nissan will look at the vehicle freeze frame data in the vehicle, point out that the pass airbag light was still illuminated indicating the airbag was off and then assert that the passenger should have noticed there was a problem with the system. Putting this responsibility on the passenger/driver is unacceptable. They need to correct the root problem!

I would be grateful if you would determine if Nissan has made substantive changes to improve the accuracy of Occupant Classification and therefore reduce the risk of the passenger airbag not deploying for an adult passenger in the event of a crash. Feel free to contact me on [REDACTED]

Respectfully,

[REDACTED]

FRONT PASSENGER AIR BAG STATUS LIGHT OPERATION

NOTE: Please print this page and place a copy in the vehicle.

Recall Campaign R1609 changes the operation of the passenger air bag status light.

- The passenger air bag status light will now be ON (illuminated) when the front passenger seat is empty.

Below is additional information regarding the operation of the passenger air bag status light.

The front passenger seat is equipped with an occupant classification sensor (weight sensor) that turns the front passenger air bag on or off depending on the weight applied to the front passenger seat. The status of the front passenger air bag (ON or OFF) is indicated by the front passenger air bag status light  which is located on the instrument panel. After the ignition switch is placed in the "ON" position, the front passenger air bag status light on the instrument panel illuminates for about 7 seconds and then turns off or remains illuminated depending on the front passenger seat occupied status. The light operates as follows:



CONDITION	DESCRIPTION	PASSENGER AIR BAG INDICATOR LIGHT	FRONT PASSENGER AIR BAG STATUS
Empty	Empty front passenger seat	ON (illuminated)	INHIBITED
Nobody/Somebody	Bag or Child or Child Restraint or Small Adult in the front passenger seat	ON (illuminated)	INHIBITED
Adult	Adult in front passenger seat	OFF (dark)	ACTIVATED





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

1200 New Jersey Avenue SE
Washington, DC 20590

April 29, 2016

Ms. Tara Underwood
Senior Manager, Technical Compliance
Nissan North America, Inc.
One Nissan Way
Franklin, TN 37027

NEF-150SM
16V-244

Subject: Passenger Air Bag may not Deploy due to OCS Error

Dear Ms. Underwood:

This letter serves to acknowledge Nissan North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/CITY EXPRESS/2015-2016
INFINITI/JX35/2013
INFINITI/Q50/2014-2016
INFINITI/QX60/2014-2016
NISSAN/ALTIMA/2013-2016
NISSAN/LEAF/2013-2016
NISSAN/MAXIMA/2016-2017
NISSAN/MURANO/2015-2016
NISSAN/NV200/2013-2016
NISSAN/NV200 TAXI/2014-2016
NISSAN/PATHFINDER/2013-2017
NISSAN/ROGUE/2014-2017
NISSAN/SENTRA/2013-2016

Mfr's Report Date: April 28, 2016

NHTSA Campaign Number: 16V-244

Components:

AIR BAGS: PASSENGER OCCUPANT CLASSIFICATION SYSTEM

Potential Number of Units Affected: 3,177,645

Problem Description:

Nissan North America, Inc. (Nissan) is recalling certain model year 2016-2017 Nissan Maxima, 2013-2016 Nissan Altima, NV200, LEAF and Sentra, 2013-2017 Nissan Pathfinder, 2014-2016 Nissan NV200 Taxi, Infiniti QX60 and Q50, 2014-2017 Nissan Rogue, 2015-2016 Nissan Murano, Chevrolet City Express and 2013 Infiniti JX35 vehicles. In these vehicles, the front seat passenger Occupant Classification System (OCS) may incorrectly classify an adult passenger as a child or classify the seat as empty despite it being occupied. As a result, the passenger frontal air bag may be turned off and not deploy in the event of a crash.

Consequence:

If the passenger frontal air bag does not deploy as intended in the event of a crash, the passenger is at an increased risk of injury.

Remedy:

Nissan will notify their owners. Chevrolet City Express owners will be notified by General Motors. Dealers will reprogram the Air Bag Control Unit (ACU) and OCS Electronic Control Unit (ECU) in Altima, Maxima, Murano, Rogue, and Sentra vehicles, and replace the OCS ECU in LEAF, NV200, NV200 Taxi, Pathfinder, Infiniti Q50, JX35, and QX60 and Chevrolet City Express vehicles, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Nissan customer service at 1-800-867-7669, Infiniti customer service at 1-888-833-3216 or Chevrolet customer service at 1-800-222-1020.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

This recall was the subject of an engineering analysis, EA15-004, conducted by the Office of Defects Investigation.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

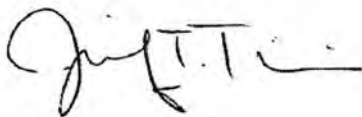
You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement

METROPLEX MI 480

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NHTSA: HEADQUARTERS
ATTENTION: US DEPARTMENT OF TRANSPORTATION
1200 NEW JERSEY AVENUE SE
WEST BUILDING
WASHINGTON DC 20590

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