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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

April 13, 2017

NEF-109 nam
Ref. No. 10895654

[REDACTED]
Farmington, MI [REDACTED]

Dear [REDACTED]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your model year (MY) 2015 Nissan Murano. Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You enclosed a recall notice for your MY 2015 Nissan Sentra due to a malfunctioning passenger air bag sensor. NHTSA Safety Recall Campaign No. 16V-244 may cause the air bag light to illuminate at all times although, no passenger is in the front seat. Your local dealer performed the recall remedy however, you believe the safety-related issue remains.

The recall addresses a problem with the front passenger seat Occupant Classification System (OCS) that 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. Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle. If you feel the vehicle issue you experienced still poses a safety risk and has not been resolved by the manufacturer or dealer; we would appreciate an updated report of your problem. If you send another letter, please indicate that you sent your original complaint to NHTSA in 2016, to ensure we expedite our review and send an appropriate response if warranted.

We have enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. Using our vehicle identification number (VIN) lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site (www.nhtsa.gov/recalls). We searched the VIN you provided and no open recalls were found at this time. Please note that vehicle issues concerning warranty, maintenance, dealer customer service, and reimbursement claims do not fall under NHTSA's jurisdiction. You may consider contacting your local Consumer Protection Agency, Better Business Bureau, Federal Trade Commission, or the Office of Attorney General in your State for assistance regarding these matters.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure