

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



Beverly, MA [REDACTED]

September 6, 2016

ADMINISTRATOR

National Highway Traffic Safety Administration

1200 New Jersey Avenue

SEP 15 2016

Washington, D.C. 20590

SAFETY PROBLEM

The failure of the passenger air bag to deploy as the result of a crash could cause serious injury to the passenger. I was also advised that if the air bag deploys on a small adult passenger, it could possibly cause more harm than good.

My car is a 2014 NISSAN SENTRA. VIN #3N1A7AP5EY^B[REDACTED] It was purchased 1/10/15 from Kelly Nissan, 420 Cabot Street, Beverly, MA 01915-3152.

There was no problem until November, 2015. The passenger air bag light would not go off after the car was started and a person (109 lbs.) was seated with the seat belt secured. I brought it to the dealership. It was corrected but then the problem returned. There was a RECALL NOTICE that I received on 6/17/16. It was NHTSA RECALL 16V-242 & 244. I brought the car back to the dealership on 6/21/16. I brought the car back to the dealership a total of 7 (seven) different times with only temporary corrections. I contacted the National Consumer Affairs Department, Nissan North America, Inc. at 1-800-647-7261. I was assigned case # [REDACTED] Neither Summer (Specialist), nor the supervisor Lori would supply me with a written report on the resolution of the case. The current mileage as of 9/6/16 is 2995.

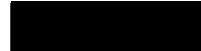
A reply to this communication would be very much appreciated.

NM
92116
SMD

Thank you,



Beverly, MA

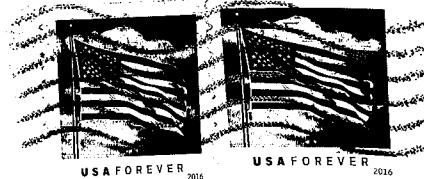


Telephone:



BOSTON MA 021

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