

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

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: ODI Complaint
Date: Monday, September 18, 2017 11:17:47 AM
Attachments: [Nissan Sensor 9 17 17.pdf](#)

Sent: Monday, September 18, 2017 10:47 AM

Subject: FW: ODI Complaint

Questionnaire.

From: [REDACTED]

Sent: Sunday, September 17, 2017 2:11 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint

Attached is the update to Case No. 11013438 defect investigation.
[REDACTED]



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
07-AUG-2017

Repository
Reference No.
11013438

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WILMINGTON State NC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [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
JN8AS5MV9CW [REDACTED] Make NISSAN Model ROGUE Model Year 2012
Date Purchased 10/19/2013 Dealer's Name and Telephone Number Capital Nissan of Wilmington (910)392-4300 Engine: No: Cylinders 4 Fuel Type: Unleaded
Original Owner Dealer's City Wilmington State NC Zip Code 28405
Transmission Type Automatic Antilock Brakes Cruise Control Powertrain 2.5 Liter Multiple Failure: Air Bag Seat Sensor Incident Date(s) 28-JUL-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage 48000 Failure Speed N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 2012 NISSAN ROGUE. UPON STARTING THE VEHICLE, THE AIR BAG WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO CAPITAL NISSAN OF WILMINGTON (5501 MARKET ST, WILMINGTON, NC 28405 (877) 606-5859) WHERE THE AIR BAG WARNING INDICATOR WAS RESET. THE FAILURE PERSISTED AND THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE PASSENGER SEAT WEIGHT SENSOR MALFUNCTIONED AND NEEDED REPLACEMENT. THE VEHICLE WAS NOT REPAIRED DUE TO THE COST. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THEY WOULD CALL THE CONTACT BACK. THE FAILURE MILEAGE WAS APPROXIMATELY 48,000.

On 8/18/2017 Nissan paid for sensor seat cushion replacement part; I paid for \$100 labor. Case closed to my satisfaction.

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.