



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

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

1200 New Jersey Avenue, SE  
Washington, DC 20590

February 21, 2019

[REDACTED]

Bedford, TX [REDACTED]

Dear [REDACTED]

NEF-109 cjb  
Ref. No. 11162749

Thank you for your correspondence concerning your model year (MY) 2018 Nissan Rogue. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

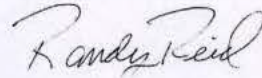
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. NHTSA recently upgraded the head restraint safety standard. When we implemented the upgrade, we recognized the importance of head restraint comfort. The upgrade provides auto manufacturers with ample flexibility to meet the requirements using a head restraint design of their preference. It does not, however, preclude a head restraint design that is uncomfortable, and we do not generally mandate a safety standard or a recall based on driver discomfort alone.

Consumer complaints seem to be having an effect on manufacturer headrest design. By entering your complaint into our database, you have added your voice to others who have complained about head restraint comfort. A survey of head restraints in late model year vehicles shows that manufacturers have come up with many different designs, including those with a more vertical face and those that are adjustable in the fore and aft direction as well as up and down. Active head restraints – those designed to automatically move closer to the back of your head during a rear crash – are also appearing in many models. We recommend that you continue to work with Nissan or your dealer for further assistance.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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