



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

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

November 5, 2019

[REDACTED]
Lansdale, PA [REDACTED]

NEF-109 ela
Ref. No. 11257010

Dear [REDACTED]

Thank you for your letter about your model year (MY) 2012 Nissan Rogue vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your letter. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. 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. Reports from motorists are a very important source of information for NHTSA. We reviewed our database to identify whether there is a safety defect trend that would cause the passenger air bag warning light to come on in MY 2012 Nissan Rogue vehicles. This warning light alerts you to a problem with your vehicle's Occupant Classification System (OCS) located in the passenger's side bottom seat cushion. There are no recalls for this condition at this time. Furthermore, we lack enough evidence to open a safety defect investigation or to initiate a recall.

The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We suggest that you check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool.

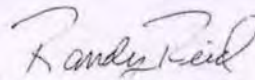
NHTSA has no authority over extended warranty companies. You may consider contacting your local Consumer Protection Agency or the Pennsylvania Attorney General's Office regarding your problem and rights under the state laws. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll

free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



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

Enclosure

Recalls Results by VIN - Vehicle Identification Number

Print <

VIN: JN8AS5MV1C [REDACTED]
 Year: 2012 Make: NISSAN Model: ROGUE 2.5S
 Number of Open Recalls: 0

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here: JN8AS5MV1CW [REDACTED]



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