

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint ----- 11340676-----  
**Date:** Monday, August 24, 2020 5:25:54 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, August 24, 2020 2:54 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Re: Follow up to ODI Complaint ----- 11340676-----

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Attached are the pages for my Vehicle Questionnaire page with corrections.

[REDACTED]

On Tuesday, August 11, 2020, 09:27:24 AM CDT, EVOQ (NHTSA) <[evog@dot.gov](mailto:evog@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation



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

21-JUL-2020

Repository

Reference No.

11340676

**OWNER INFORMATION (Type or Print)**

Name

Address

City

METAIRIE

State

LA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

1N4AL3APDJC

Make

NISSAN

Model

ALTIMA

Model Year

2018

Date Purchased

5/30/2016

Dealer's Name and Telephone Number

Premier Nissan of Metairie 504-455-5800

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

Metairie

State

LA

Zip Code

70003

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-MAR-2020

Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 140000 AIR BAGS, 143100 AIR BAGS: SENSOR: OCCUPANT CLASSIFICATION

Failure Mileage

37955

Failure Speed

0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment

Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).

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 2018 NISSAN ALTIMA. THE CONTACT STATED THAT THE AIR BAGS WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO PREMIER NISSAN OF METAIRIE LOCATED AT 6636 VETERANS MEMORIAL BLVD, METAIRIE, LA 70003, TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT AN UNKNOWN OBJECT UNDERNEATH THE SEAT CAUSED THE FAILURE. THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE SAME DEALER AND THE DEALER STATED THAT A COIN WALLET UNDERNEATH THE SEAT CAUSED THE FAILURE. THE FAILURE RECURRED AND THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE TECHNICIAN USED A SCAN TOOL TO CLEAR THE FAILURE AND RESET THE COMPUTER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 37,955. On 6/17/20 the failure occurred again and the vehicle was taken back to the same dealer. The computer diagnostic was unable to pull up the code eventhough the airbag light was illuminated. The service tech put some grease on the connection pieces to increase connectivity.

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 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.

VIN # 1N4AL3AP0JC [REDACTED]

However the Failure occurred another but did not stay on long enough for the contact to return to the dealership. This scenario has occurred 2 times ~~so~~ and I did not take it to the dealership because the light went off after about 20-30 minutes.