



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-DO

(1-888-327-3273)

INTERNET: www.nhtsa.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

08-DEC-2009

Repository ☐

Reference No.
10294996

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City LOREON LORTON

State VA

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

JNKCV64F59M [REDACTED]

Make

INFINITI

Model

G37 COUPE

Model Year

2009

Date Purchased

5-31-09

Dealer's Name and Telephone Number

PASSPORT Infiniti 1-888-834-7854

Engine:

No: Cylinders

Fuel Type:

Premium

Original Owner

☒

Dealer's City

Alexandria

State

VA

Zip Code

22304

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

06-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage
5800

Failure Speed
35

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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

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 2009 INFINITI G37 COUPE. WHILE DRIVING 35 MPH HE STRUCK A POLE; IN WHICH THE AIR BAGS DEPLOYED. AFTER DEPLOYMENT THE AIR BAG WARNING LIGHT ILLUMINATED ON THE INSTRUMENT CONTROL PANEL. HE CONTACTED THE DEALER, AND HE WAS ADVISED TO CONTACT HIS INSURANCE COMPANY. A REPRESENTATIVE FROM THE MANUFACTURERS CORPORATE OFFICE STATED THAT THEY WOULD SEND AN INSPECTOR TO DIAGNOSE THE VEHICLE. IT COST BETWEEN \$ 6000.00 TO \$14000.00 TO REPAIR THE VEHICLE. HE FILED CASE #6673885 WITH INFINITI. THE FAILURE MILEAGE WAS 5800. THE CURRENT MILEAGE WAS 5850.

I did not hit A pole. I hit A Pothole going At 35mph. There is damage Anywhere on my Vehicle yet my Airbags deployed. This vehicle is defective and a Recall needs to be Issued. As A Result of the Airbags deploying, I suffered multiple burns to my ARMS.

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.