

**From:** Wells, Cynthia CTR (NHTSA)  
**Sent:** Wednesday, December 23, 2009 10:57 AM  
**To:** Fogle, Brenda CTR (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10295561

**Attachments:** EVOQ EMAIL RESPONSE.doc; 10295561.pdf

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**From:** DataQuality, DataQuality (NHTSA)  
**Sent:** Wednesday, December 23, 2009 9:44 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10295561

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**From:** [REDACTED]  
**Sent:** Wednesday, December 23, 2009 9:43 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Cc:** [REDACTED]  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10295561

[REDACTED]

*Cell:* [REDACTED]

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**From:** Kristin.Berry.CTR@dot.gov [mailto:Kristin.Berry.CTR@dot.gov]  
**Sent:** Wednesday, December 23, 2009 8:16 AM  
**To:** [REDACTED]  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10295561

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 can not 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

14-DEC-2009

Repository Reference No.  
10295561

## OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City FORTH WORTH

State TX

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

JNKBV61E07M7 [REDACTED]

Make

INFINITI

Model

G35

Model Year

2007

Date Purchased

Dealer's Name and Telephone Number



Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

 Cruise Control

Multiple Failure:

Incident Date(s)

07-DEC-2009

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

Vehicle Component Code: 141000 AIR BAGS: FRONTAL

Failure Mileage

24000

Failure Speed

## 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: DOTMAL9ABC036)

 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

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 2007 INFINITY G35. WHEN A PASSENGER OCCUPIES THE FRONT PASSENGER SEAT, THE AIR BAG WARNING LIGHT INDICATES THAT THE AIR BAG WAS OFF. THE VEHICLE WAS TAKEN TO THE DEALER THREE TIMES. THE TECHNICIAN COULD NOT PROVIDE A REMEDY BECAUSE HE COULD NOT DUPLICATE THE FAILURE. HER VIN WAS NOT INCLUDED IN RECALL 08V521000 (ELECTRICAL SYSTEM: SOFTWARE). SHE CONTACTED THE MANUFACTURER, AND FILED A COMPLAINT. A REPRESENTATIVE STATED THEY WOULD CONTACT THE DEALER IN REFERENCE TO THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 24,000.

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.