

 U.S. Department of Transportation National Highway Traffic Safety Administration		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: 08-JAN-2013 FEB 25 2013		Repository ☐ Reference No. 10491796	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		COLLEGE STATION		TX	
Zip Code		[REDACTED]		Daytime Telephone Number		E-mail Address	
[REDACTED]		[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				Make		Model	
5N1AL0MN0DC [REDACTED]				INFINITI		JX35	
Model Year		2013		Engine:		Fuel Type:	
Date Purchased		Dealer's Name and Telephone Number		No: Cylinders			
9/2012		Sevel Infiniti					
Original Owner		Dealer's City		State		Zip Code	
☐		Houston		TX		77090	
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:	
		☐ Cruise Control				Incident Date(s)	
						25-OCT-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS						Failure Mileage	
						4696	
						Failure Speed	
						30	
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: DOTM1A9ABC036)		☐ Original Equipment			Failure Location:		
		☐ Prior Repair					
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 detail the Incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		0	
						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 2013 INFINITI JX35. THE CONTACT STATED THAT WHILE DRIVING 30 MPH, THE PASSENGER SIDE AIR BAG WARNING LIGHT ILLUMINATED WHILE THE PASSENGER'S SEAT WAS OCCUPIED. THE CONTACT STATED THAT THE WARNING LIGHT WAS AN INDICATION THE PASSENGER'S SIDE AIR BAG WOULD NOT DEPLOY IN THE EVENT OF A CRASH. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR A DIAGNOSTIC TEST AND ALTHOUGH THE DEALER COULD NOT GENERATE A FAILURE CODE, THE DEALER STATED THAT THE AIR BAG WARNING LIGHT SHOULD NOT HAVE ILLUMINATED WHEN THE PASSENGER'S SEAT WAS OCCUPIED. THE CONTACT CALLED THE MANUFACTURER AND WAS ADVISED THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE FAILURE MILEAGE WAS 4,696.							
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.							

it(s), Failure(s), Crash(es), and Injury(ies)

While on a test drive with the service technician the airbag light illuminated during the test drive. The technician stated at the end of the test drive that it never should have happened. ~~When~~ I was told to contact consumer affairs at Infiniti. Their response to me was to take my vehicle as is or call a lawyer. The dealership has been amazing and has worked hard at trying to get this fixed. It is believed to be a malfunction in the design. I'm no longer driving a ~~TX~~.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The airbag is not functioning as designed. When starting the test drive the airbag light was not illuminated. 5 min. into test drive I moved positions it then illuminated when returning to exact same position light never went off. ~~It should have went off seven seconds after returning to the original position.~~

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



www.nhtsa.gov

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National Highway Traffic Safety Administration