

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Nelson, Carla CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10543873  
**Date:** Tuesday, October 22, 2013 9:29:20 AM  
**Attachments:** [DOC004.pdf](#)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Thursday, October 17, 2013 9:18 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10543873

Good morning Cynthia,  
Here's a questionnaire.

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**From:** [REDACTED]  
**Sent:** Tuesday, October 15, 2013 10:42 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Fw: NHTSA: Follow up to ODI Complaint: 10543873

Please find the completed form attached

----- Forwarded Message -----

**From:** [REDACTED]  
**To:** [REDACTED]  
**Sent:** Wednesday, September 25, 2013 2:35 PM  
**Subject:** Fw: NHTSA: Follow up to ODI Complaint: 10543873

----- Forwarded Message -----

**From:** "[EVOQ@dot.gov](mailto:EVOQ@dot.gov)" <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**To:** [REDACTED]  
**Sent:** Wednesday, September 25, 2013 8:29 AM  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10543873



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

16-SEP-2013

Repository ☐Reference No.  
10543873**OWNER INFORMATION (Type or Print)**

Name

Address

City

FALLS CHURCH

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

SN1AL0MM5DC

Make

INFINITI

Model

JX35

Model Year

2013

Date Purchased

12/30/12

Dealer's Name and Telephone Number

INFINITI OF MARYLAND CORP

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

FAIRFAX

State

VA

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-MAR-2013

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

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: 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

0

Number of Deaths

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 THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES BECAUSE THE FRONT PASSENGER'S SIDE AIR FAILED TO RECOGNIZE WHEN THE PASSENGER'S SEAT WAS OCCUPIED. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURE, HOWEVER THE FAILURE WAS NOT CORRECTED AND THE CONTACT WAS NOT AWARE IF THE AIR BAG SENSOR WAS REPLACED. THE MANUFACTURER ADVISED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER 13V069000 (AIR BAGS). THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS NOT AVAILABLE AND THE CURRENT MILEAGE WAS 7,000.

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.