

 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	
OWNER INFORMATION (Type or Print)		Date Received 24-MAR-2014		Repository ☐ Reference No. 10574366	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City <u>PITTSBURGH Fitchburg</u> State <u>PA WI</u> Zip Code [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 5N1AL0MM5DC [REDACTED]		Make INFINITI		Model JX35	
				Model Year 2013	
Date Purchased <u>6/13</u>		Dealer's Name and Telephone Number <u>ZIMBRICK, Inc. 608/271-1601</u>		Engine: No: Cylinders <u>6</u>	
Original Owner ☐		Dealer's City <u>Madison</u>		Fuel Type: <u>Gas</u>	
Transmission Type <u>Auto</u>		☒ Antilock Brakes ☒ Cruise Control		Powertrain <u>AWD</u>	
		Multiple Failure:		Incident Date(s) 15-AUG-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 3000	
				Failure Speed <u>Any speed</u>	
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 PASSENGER AIR BAG WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER ON NUMEROUS OCCASIONS BUT THEY WERE UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 3,000. <u>We were notified by Zimbrick that they had the software update to fix the airbag light staying on (per the recall on March 2014). The update was completed, on Monday, April 21st. On Wed, April 23, the airbag light stayed on again for several miles. The recall update for the airbag repair did not take care of the problem. I returned the car today which was 2 days later & they reprogrammed it again. This failure happened in less than 100 miles. I assume the airbag is not working properly. This vehicle is really unsafe to be on the road.</u>					
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.					

4-23-14
(over)

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

Our calls to Nissan have resulted in the fact that the passenger isn't sitting in the seat properly or not being heavy enough. Nissan denied they had a problem until the recall came out. We've had many cars with passenger side airbags in our 50+ years of driving and have never experienced this problem. Dawn of Nissan Consumer Affairs, said the seat belts are the main source of protection. As if to say that airbag amount to nothing!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

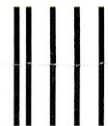
Official Business
Penalty for Private Use \$300

RECEIVED

MAIL 535

24 APR '14

PM 2:1



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



I N F I N I T I

Infiniti of Madison
A Division of Zimbrick, Inc.
1601 W. Beltline Highway
Madison, WI 53713
Phone: 608-277-2287
Fax: 608-277-2220

INVOICE - CUSTOMER COPY

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

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Work Order No.
84398

Customer Information										
MADISON, WI Cell# Email										
Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	JX35	13	20,176			Silv	G	5N1ALOMM5DC	6/07/13	139180
Cust. No.	Contact			Day Phone No.		Extension		Evening Phone No.		Extension
STOI02										
Service Consultant					Labor Rate					Labor charges are based upon: 1. our experience, 2. factory guidelines, and 3. actual time for your work. Our labor charges may therefore be more or less than the actual time worked and/or factory suggested guidelines.
GLENN DZIOBA										
Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date		
2548	No	Yes		4/21/14	4/21/14	12:00	4/21/14			
01 ITB14-015 OCS REPROGRAM COMPLETED PER CAMPAIGN										
ITB14-015 OCS REPROGRAM-R1404					Add-On?	Tech	Labor			
					No	MITC06	*****	Factory		
02 C/R PASS SIDE SECOND RO SEAT TRIM ON TOP RIGHT KEEPS COMING LOOSE. REPORT REPLACED THE UPPER TRIM BEZEL ON THE RIGHT SECOND ROW SEAT. RECHECKED OK										
Misc-Interior-S0001					Add-On?	Tech	Labor			
					No	MITC06	*****	Factory		
Parts BEZEL-RR SEAT-88047-3JA0A					Qty	Each	Parts			
					1		*****	Factory		
03 Check tires TIRES ARE GOOD										
Check tires-GTIRE					Add-On?	Tech	Labor			
					No	MITC06	*****	Dealer		
04 Multi-Point Inspection COMPLETED SEE ATTACHED										
Multi-Point Inspection-INSP					Add-On?	Tech	Labor			
					No	MITC06	*****	Dealer		
***** * Totals Amount * * Total.....: No Charge Customer* *****										
Page 1 Last Page										
Original Estimate	Total Revised Estimate	I acknowledge notice and oral approval of an increase in the original estimated price.					Customer acknowledges receipt thereof.			
\$	\$	CUSTOMER SIGNATURE x					x CUSTOMER SIGNATURE			