


OCT 2 - 2014

 <p>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</p>		FOR AGENCY USE ONLY 100148 Date Received 23-JUN-2014 Repository <input type="checkbox"/> Reference No. 10605192	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	NOEMAIL@UNK.GOV
City	State	Zip Code	
CHI	IL		
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
5N1CLOMM3EC		INFINITI	QX60 HYBRID
Model Year	Date Purchased	Dealer's Name and Telephone Number	Engine:
2014			No: Cylinders
Fuel Type:	Original Owner	Dealer's City	State
	<input type="checkbox"/>		Zip Code
Transmission Type	Powertrain	Multiple Failure:	Incident Date(s)
<input type="checkbox"/> Antilock Brakes			15-JAN-2014
<input type="checkbox"/> Cruise Control			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage	Failure Speed
		4300	
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)	<input type="checkbox"/> Original Equipment	Failure Location:	
<input type="checkbox"/> 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 in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2 THE CONTACT OWNS A 2014 INFINITI QX60 HYBRID. THE CONTACT STATED THAT THE AIR BAG WARNING INDICATOR ILLUMINATED INTERMITTENTLY. THE DEALER UPDATED THE SOFTWARE, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 4,300. JCC			
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.			

September 4, 2014

The front passenger airbag suppression system does not function properly. The airbag light off comes "on" **intermittently**, even when an adult occupant at more than 160 lbs sits on the front passenger seat, the passenger airbag still shows "off". My husband is 180 lbs and 5'10". One child is 157 lbs and 5'10". The second child is 5'2" and 98lbs. I am 5'4' and 130lbs. Sometimes it takes more than 10 minutes to turn "off". The problem happened just a few days after the purchase.

I have brought the vehicle to two different Infiniti dealers and have spoken to the Infiniti field engineer via telephone each time after service at the dealer. The first dealer and they said that they re-calibrated the airbag sensors. I brought my two children to the second dealer for Infiniti to verify the size of the occupants and if they sit in the vehicle correctly. At the conclusion of my second conversation with the field engineer, he said I was to follow the instructions in the airbag booklet on how to sit in which he was sending to me via postal mail and the airbag off light would work properly. Unfortunately, after reading the booklet and following the instructions in the booklet and the sensor recalibration, I still noticed that the passenger seat airbag is often "off" even if my husband occupies the front passenger seat.

This is a critical airbag safety defect issue and our life is at risk if the airbag does not deploy during an accident. This serious safety issue must be resolved as soon as possible. I suggest that NHTSA should open a case to investigate this safety defect and recommend Infiniti to recall this vehicle for the front passenger airbag suppression system.

The following is a log of my contact with Infiniti regarding the airbag suppression system:

- 03/28/14 Infiniti Consumer Affairs via telephone – case #14101602, service bulletin would be issued in mid April
- 06/18/14 Infiniti of Clarendon Hills – see attached work order from dealer
- 06/23/14 Infiniti Consumer Affairs via telephone – case #14792662 report dealer found no problem
- 06/24/14 Infiniti Field Engineer via telephone – follow up on case #14792662
- 06/26/14 Infiniti Field Engineer via telephone – follow up on case #14792662
- 07/08/14 Infiniti Consumer Affairs via online – report Infiniti Clarendon Hills attitude for not finding the source of the problem
- 07/15/14 Infiniti Field Engineer via telephone – follow up on case #14792662 and dealer not finding source of the problem
- 07/21/14 Infiniti of Chicago – brought my two boys and myself for the dealer to verify our size and how we sit in the vehicle, no work order
- 07/22/14 Infiniti Field Engineer via telephone – follow up on case #14792662
- 07/23/14 Infiniti Field Engineer via telephone – follow up on case #14792662



INFINITI

Infiniti of Clarendon Hills

415 E. Ogden Avenue
Clarendon Hills, IL 60514
Phone: 630-468-9001
Fax: 630-286-7311

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.	
Reprint	

Customer Information									
CHICAGO IL									
Cell#:									
Email: NONE@NONE.COM									

Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.
IN	QX60	14	4,282		IL	Blac	C	5N1CLOMM3EC	1/25/14	
Cust. No.	Contact	Day Phone No.	Extension	Evening Phone No.	Extension					
14										

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.								
ANNA MARIA CHMIELEWSKA	\$135.00									

Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date
3059	No	Yes		6/18/14	6/18/14	19:00	6/18/14	

01 C/S: c/s that the vehicle only gets 18mpg. ck and advise NO PROBLEM FOUND. TEST DROVE 5MILES, 22.5MPG SHOWING.

MISC FUEL-FS000

Add-On? Tech No BROCO1

Labor ***** Dealer

02 C/S: passanger air bag light is not functioning correctly. s on is 98lbs and it doesn always read properly NO DTC. TEST DROVE. MOVING AROUND IN SEAT AND SITTING CORRET LY. ALL FUNCTIONING AS DESIGNED. NO PROBLEM FOUND.

MISC MAINT/ADJUSTMENT-MA000

Add-On? Tech No BROCO1

Labor ***** Dealer

03 COMPLETED

EXPRESS MULTI POINT INSP-EINSP

Add-On? Tech No BROCO1

Labor ***** Dealer

 * Totals Amount *
 * Total.....: No Charge Customer*

Page 1 Last Page

Original Estimate	Total Revised Estimate	Authorization: I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
\$	\$	
I acknowledge notice and oral approval of an increase in the original estimated price.		
SIGNATURE x		CUSTOMER SIGNATURE x

July 15
11:30

VEHICLES

SHOPPING TOOLS

INFINITI NOW

OWNERS

LOCATE A RETAILER

Contact Us

Thank you. We will respond to your question as soon as possible. The details of your message are below. Please print this page for your records.

Submitted Message

I would like to tell you about my dealer

Year: 2014
Vehicle: QX60 Hybrid
VIN: 5N1CLOMM3EC [redacted]
Dealer Name: Infiniti Clarendon Hills
State: IL
Zip: 60514
Warranty: This is not regarding warranty coverage
Mileage: 4282

Contact Information

Name: [redacted]
Address: [redacted]
Email: [redacted]
Daytime Telephone: [redacted]
Preferred Method of Contact: Email

Comments

UNACCEPTABLE CUSTOMER SERVICE AT INFINITI CLARENDON HILLS SERVICE DEPT. I purchased my vehicle on January 25, 2014. The "airbag off" light had come intermittently since delivery of the vehicle. I brought my vehicle in to Infiniti Clarendon Hills on May 22, 2014 for the airbag recall. Even with the airbag recall service the "airbag off" comes on intermittently. I brought my vehicle back to Infiniti Clarendon Hills on June 18, 2014 for service a second time for the "airbag off" light coming on intermittently even with the airbag recall service performed on May 22, 2014. The service advisor and service manager advised me that my vehicle did not show any service code errors when the diagnostic computer was attached to my vehicle and nothing could be done to the vehicle. When I asked the service advisor if she had made a call to Infiniti Headquarters for assistance in finding the source of the problem she replied " Infiniti does not pay her salary, her managers salary, or the technicians salary when they do not find a problem". The attitude of the service advisor and Infiniti Clarendon Hills is a "new type of customer service". I bring my vehicle in to the service department because I have a problem on my vehicle and the service advisor advises she cannot find a problem and will not get paid for not finding a problem instead of trying to find solutions to help resolve the problem. I understand an intermittent problem is not easy to diagnose, but her attitude is not an excuse for not finding the source of the problem. Infiniti needs to have dealerships who are willing to take on problems with Infiniti vehicles, not tell customers that Infiniti will not pay the dealership if they cannot find the problem. Since the second service for the airbag issue, the lights have also come on with me sitting in the passenger seat.

Return To Infiniti Home

LOOKING FOR SOMETHING SPECIFIC?

LIVE CHAT

LEARN

Build & Price
Infiniti InTouch
Accessories
News & Events
Infiniti Red Bull Racing

SHOP

Current Offers
Brochure
Certified Pre-Owned
Parts & Merchandise eStore
Infiniti Merchandise

FINANCE

Infiniti Finance
Purchase vs. Lease
Estimate Credit Score
Payment Estimator

PURCHASE

Request Internet Quote
Estimate Trade-in Value
Schedule Test Drive
Infiniti Mobility Assist

OWNERS

Owner Portal Login
Pay Bill Online
Warranty Information
Infiniti InTouch Support
Snug Kids®
Manuals & Guides

INFINITI WORLDWIDE

CONTACT US

SITE MAP

PRIVACY & LEGAL