

FEB 16 2016



CL-10839454-5668

From Florida Attorney General Pam Bondi

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

4 messages

Mon, Nov 30, 2015 at 11:02 AM

attorney.general@myfloridalegal.com <attorney.general@myfloridalegal.com>

To: [Redacted]

Dear [Redacted]

Florida Attorney General Pam Bondi received your correspondence regarding your concerns with Infiniti of Tampa and Infiniti North America. This office appreciates hearing from you, and I am sorry for your difficulties.

The Attorney General is concerned with all potentially unfair and deceptive trade practices. We are forwarding your complaint to the Attorney General's Consumer Protection Division for review.

Because your concerns involve an auto dealer in Florida, we are also forwarding your correspondence to the Florida Department of Highway Safety and Motor Vehicles (DHSMV). The DHSMV licenses motor vehicle dealers in our state. To follow up on your complaint, please contact the DHSMV at:

Florida Department of Highway Safety and Motor Vehicles
2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
Telephone: (850) 617-2000

[Redacted]

You may also wish to contact the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). The ODI conducts defect investigations and administers safety recalls to support the NHTSA's mission to improve roadway safety. The main website is www.safercar.gov. The agency's contact info is:

National Highway Traffic Safety Administration
Office of Defects Investigations/CRD
Auto Safety Hotline
NVS-216
1200 New Jersey Ave Southeast
Washington, D.C. 20590
Hotline: (888) 327-4236
Websites: <http://www-odi.nhtsa.dot.gov/ivoq/>
<https://www-odi.nhtsa.dot.gov/ivoq/>

We also encourage you to contact the following consumer organizations:

Federal Trade Commission
Toll-free: (877) 382-4357
Website: <http://www.ftc.gov>

Better Business Bureau of West Florida (serving Tampa, St. Petersburg, Clearwater areas)
Phone: (727) 535-5522

NM
2/26/16
LD

Email: info@bbbwestflorida.org
Website: http://www.clearwater.bbb.org

Hillsborough County Consumer Protection Office
Phone: (813) 903-3430
Website: [REDACTED]

In addition, the following websites provide information about car purchases, which you may find helpful:

[REDACTED]

Finally, because our office is not at liberty to give legal opinions to individual consumers, if you need legal guidance, please consult a private attorney, The Florida Bar offers a Lawyer Referral Service toll-free at (800) 342-8060 or online at www.floridabar.org. If you cannot afford a private attorney, The Florida Bar can also tell you how to contact your local legal aid office to find out about free or low cost legal help.

Another resource for Florida residents aged 60 or older is the Florida Senior Legal Helpline, a free statewide telephone advice and referral service toll-free within Florida at (888) 895-7873. See [REDACTED] for more information.

Thank you for contacting Attorney General Bondi's Office. We hope this proves helpful.

Sincerely,

Jessica Faison
Office of Citizen Services
Florida Attorney General's Office
PL-01, The Capitol
Tallahassee, Florida 32399-1050
Telephone: (850) 414-3990
Toll-free within Florida: (866) 966-7226
Website: [REDACTED]

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at [REDACTED] and complete the on-line contact form. For news on Attorney General Bondi's efforts to fight fraud, please click the following link and subscribe to the Attorney General's electronic newsletters:

[REDACTED]

(See attached file [REDACTED] (Complaint).pdf)



2332K

[REDACTED]

Mon, Nov 30, 2015 at 9:45 PM

[Quoted text hidden]

[REDACTED]

2332K

Tue, Dec 1, 2015 at 6:37 AM

[REDACTED]

Great job

Sent from my iPhone

[Quoted text hidden]

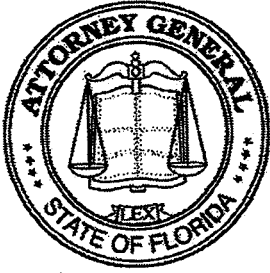
[REDACTED]

Tue, Dec 1, 2015 at 10:06 AM

[REDACTED]

:-)

[Quoted text hidden]



Office of the Attorney General

Please return completed consumer contact form to:
Office of Attorney General Pam Bondi
State of Florida
PL-01, The Capitol
Tallahassee, Florida 32399-1050

The contact information **MUST** be provided as we correspond via U.S. mail. Incomplete forms cannot be processed. **PLEASE WRITE LEGIBLY.** Only one business per complaint form.

<p><u>Person Making Complaint:</u></p> <p>Miss/Ms _____ Mrs./Mr. _____ Last Name, First Name, Middle Initial</p> <p>_____</p> <p>Mailing Address</p> <p>LARGO City, County</p> <p>FL _____ State, Zip Code</p> <p>_____</p> <p>Home & Business Phone, including Area Code</p> <p>_____</p> <p>Email Address</p>	<p><u>Complaint is Against:</u></p> <p>INFINITI - NISSAN NORTH AMERICA, INC</p> <p>Name/Firm/Company</p> <p>1 NISSAN WAY FRANKLIN, TN 37067</p> <p>Mailing Address</p> <p>Franklin, City, County</p> <p>TN 37067 State, Zip Code</p> <p>1-615-785-1000 Business Phone, including Area Code</p> <p>www.infini.usa.com Business Email or Web Address</p>
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Product or Service involved: Airbags (2) recalls Amount Paid: \$ _____

Date of Transaction: 10/16/15 I was contacted by: Telephone _____ Mail _____ Other _____

Have you retained an attorney? Yes No

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? Yes No

If you filed complaints with any other governmental and/or consumer agencies about this matter, please list those agencies: _____

(ATTACH COPIES. DO NOT SEND ORIGINALS.)

Note:

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, Florida Statutes.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 837.06 Florida Statutes.

Please indicate if you are over the age of 60. Penalties can be enhanced for victimizing senior citizens. Over 60 Yes No

(PLEASE USE OTHER SIDE OF THIS FORM TO DESCRIBE YOUR COMPLAINT & ATTACH YOUR SIGNATURE)

Please explain your complaint. Attach additional sheets, if necessary.

Please see attached letter +
attachments -

Main issue is recall
on my Q35 2007 Infiniti

Secondary issue concern dealership

My signature authorizes the Attorney General's Office to take any action deemed necessary for purposes of investigation or enforcement. I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint to notify your office of the activities of this company so that it may be determined if law enforcement or legal action is warranted.

Signature: _____

Date: _____

10/28/15



File a Complaint

File a Complaint or Inquiry online

[General Inquiries or Complaints](#)

[National Foreclosure Settlement Inquiries](#)

-OR-

Print and mail your complaint form

[English Version Download](#)

[Español Version Download](#)

Office of Attorney General
State of Florida
The Capitol PL-01
Tallahassee, FL 32399-1050

In accordance with 28 CFR 35.107, person(s) wishing to file a complaint or grievance against the Office of the Attorney General for denial of access to services to the public, as defined by 28 CFR 35.130, may do so through the Office of the Inspector General by using the on-line contact form, selecting Inspector General, and following the contact link or by calling the Office of Citizen Services at 850-414-3990.

If you choose to provide information in a feedback form, conference registration form or other form on this site, unless specifically exempted by Florida Statutes, such information is a public record under Florida's Government in the Sunshine Laws and available for public inspection upon demand.

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Florida Toll Free Numbers:

- Fraud Hotline 1-866-966-7226

- Lemon Law 1-800-321-5366

10/28/2015

Pam Bondi
Office of Attorney General
State of Florida
The Capitol PL-01
Tallahassee, FL 32399-1050

Ref: Airbag and seat sensor Recalls
And general behavior of dealership
[REDACTED] vs Infiniti/Nissan and Lokey Motor Company

Dear Ms. Bondi,

This complaint has a story unfortunately that I feel should be related because the complaint does not only deal with a factory recall but the behavior of the dealership.

I have attached pertinent documents for your review.

I purchased a 2007 G35 Infiniti in September 2007 new from Infiniti of Tampa. I had been in negotiations with Lokey Infiniti located in Clearwater, FL. I had a difficult time getting a purchase price from the Lokey salesman, so I contacted Infiniti of Tampa who readily gave me a price. I made several calls between both dealerships negotiating for the best price. The Lokey salesman finally told me that he could not beat Infiniti of Tampa's price.

When I was on hold waiting for the Lokey salesman, they advertised that if they could not beat another dealers price, they would pay one thousand dollars to the buyer. So I told the salesman that I was on my way to pick up my check. At this point the Lokey salesman offered me one dollar more than Infiniti of Tampa. Needless to say they did not win my business. A short time later I got an email from the Lokey salesman telling me that he needed this sale as his wife was sick with cancer. While I told him I was sorry for the situation, I felt it was an inappropriate communication as I was a business customer. Told him the fact of the matter was that Lokey had failed to win my business.

I used Lokey's service department for a year or more but switched to my mechanic in 2009. It may be why I am less aggravated than some of the customers whose complaints I read on-line.

On 7/10/2008 Lokey had to replace my battery, as my vehicle would not start.

On 12/2/2010 I was stranded at the Mall when my car failed to start. I called AAA. I was told I needed yet another battery, now the third battery for my 2007 vehicle. The AAA mechanic advised that Infiniti puts in 'Seconds' batteries. After some fight I was able to get fully reimbursed from Nissan for this 3rd battery.

On October 2014 my car died again. I was able to get it started and drove it directly to Lokey as my mechanic does not have the diagnostics needed for my vehicle. I was told the problem was either my ignition sensor, possibly my key bob or computer. It was the computer, nine hundred and eighty one dollars later.

This October 18, 2015, the same thing happened. I dropped my dog at the groomers and when I returned to my car I found it would not start. This was similar to the problem I had experienced last year. I was finally able to start my car and drove it to Lokey. Again I am told it could be the ignition sensor or now, the brake sensor. When I noted that I had this same problem last year, I did not get any comment or explanation.

I had noticed recently that my front passenger airbag alert light was on and asked them to check this out. My service advisor was Vinny Ambrosino. I told him that I thought that this was an odd problem, being a safety issue, and asked if there were any recalls for my car on the airbag system? He said that there were not.

Vinny called with the diagnosis for why my vehicle would not start. He said it was a bad fuse and they needed to replace my entire fuse box. He also gave me the news on my airbag. He said that it was not only my airbag sensor but the sensor in the seat as well and the price tag to fix was over five thousand dollars, as they have to replace the entire seat. Again, he confirmed that there were no recalls. He also told me that my battery was leaking and needed to be replaced and asked if there was any warranty left on it? Told him I would take that up with my mechanic when I picked up my vehicle.

I went online and researched the airbag recall situation. There are several recalls for my vehicle:

Recall#: 08V521000 Recall date: 10/7/2008 Air bags – includes 2007-08 G35 Sedan . The continental automotive systems occupant classification system (OCS) control units may have been manufactured out of specifications.

Recall #: 10V175000 Recall date: 4/27/2010 Air bags and Seats– includes 2007 Infiniti G35. The wire harness connecting the belt tension sensor (BTS) and the occupant detection sensor (ODS) control unit under the front passenger seat can experience relative movement which can cause wear and oxidation of the terminals and may cause interruptions of the signal.

I called Infiniti consumer affairs 800-662-6200 and was told that my VIN was not part of the manufacture group. ? Since this the same problem, I asked if Infiniti had missed my VIN. She just repeated the above comment to me.

Then I emailed Vinny wanting to know why, if a fuse was bad, they are replacing the entire fuse box? I told him I wanted them to retain and give me the damaged parts. I gave him the above recall information.

I called Vinny a few days later as I had not heard anything. He said now that it was not the fuse box, but the relays and that they had to replace the entire fuse box and price tag was one thousand ninety dollars. I authorized the work. Asked about the recalls? He said that they were researching that but he said that the records on my car show that the recall for the side airbag had already been replaced.?? He actually argued with me about this. Told him, as the vehicle owner, I could assure him that I was never notified of any side airbag recall and there has been no replacement of my side airbag, but to be clear are we now talking about two airbags, front passenger and side airbag? No response, just said that maybe he had the VIN # wrong. This conversation was October 21 and he advised that my car would be ready October 22.

I sent Vinny an email on October 26 looking for status. No response, so I called yesterday, October, 27 to find out when my car was ready and what they had learned about any recalls. I was told Vinny was on vacation and was passed over to the General Manager, Rene Cejas. He advised that my vehicle was ready. I asked about the airbag recall. He had to review something and got back with me stating that the airbag sensor had been replaced. I questioned this and asked about the seat sensor. He passed me back to the shop manager, Tom Soehl, who told me Rene had misinformed me. Recall did not apply to my VIN and could offer no explanation why my car had same problems as recall but was not included in the group. Tom told me that they checked my airbag system back in December 2008 under the 'campaign' and it passed. ?? I was unaware of this but later found this entry on my 11/29/08 service invoice. They again told me that I needed to immediately take my car to my mechanic for the battery otherwise it may not start again.

I drove immediately to my mechanic at Quality Car Care. He said that batteries emit gases causing corrosion. He cleaned the contact and put Vaseline on it. Said it was fine and did not need to be replaced.

My concern is Lokey's general business practices and Infiniti's quality product. Offering \$1,000 if cannot beat deal and then offering only \$1.00 more to avoid fulfilling their own offer. Poor batteries and with replacement of expensive parts routinely, perhaps there is an inferior quality issue to the vehicles parts? My computer, fuse box and relays along with airbag and seat sensor all needing to be replaced? While the car is touted a high-end vehicle, that may not extend to the rest of the vehicle. Every time I take my car in it is always an expensive proposition. I wonder if dealerships records indicate pricey repairs for most of their customers?

If there was a recall on the very year make and model with the exact same problems, why is my vehicle excluded? I cannot get a clear answer from Infiniti consumer affairs or Lokey. Is it possible that my VIN was not properly identified and are there more unidentified vehicles subject to this recall unrecorded and un-addressed?

Can you provide me with some assistance or clarification on this matter?

OF INJURY.

What Owners Should Do: NISSAN WILL NOTIFY OWNERS AND DEALERS WILL REPAIR THE VEHICLES FREE OF CHARGE. THE SAFETY RECALL BEGAN ON JULY 12, 2010. OWNERS MAY CONTACT NISSAN TOLL-FREE AT 1-800-662-6200.

Next Steps: Contact a Service Center Near You

Recall Number: 10V175000 **Recall Date:** 04/27/2010

Component: SEATS

Problem Summary: NISSAN IS RECALLING CERTAIN MODEL YEAR 2005 THROUGH 2007 INFINITI G35 SEDANS MANUFACTURED FROM MARCH 29, 2004 THROUGH AUGUST 25, 2006 AND INFINITI G35 COUPES MANUFACTURED FROM APRIL 1, 2004 THROUGH MAY 30, 2007. THE WIRE HARNESS CONNECTING THE BELT TENSION SENSOR (BTS) AND THE OCCUPANT DETECTION SENSOR (ODS) CONTROL UNIT UNDER THE FRONT PASSENGER SEAT CAN EXPERIENCE RELATIVE MOVEMENT WHICH CAN CAUSE WEAR AND OXIDIZATION OF THE TERMINALS AND MAY CAUSE INTERRUPTION OF THE SIGNAL.

Consequence: IN THE EVENT OF A CRASH, THE AIRBAG MAY NOT DEPLOY, INCREASING THE RISK OF INJURY.

What Owners Should Do: NISSAN WILL NOTIFY OWNERS AND DEALERS WILL REPAIR THE VEHICLES FREE OF CHARGE. THE SAFETY RECALL BEGAN ON JULY 12, 2010. OWNERS MAY CONTACT NISSAN TOLL-FREE AT 1-800-662-6200.

Next Steps: Contact a Service Center Near You

Recall Number: 08V521000 **Recall Date:** 10/07/2008

Component: AIR BAGS

Problem Summary: NISSAN IS RECALLING 204,361 MY 2007-2008 ALTIMA, ALTIMA HYBRID, 350Z, 350Z ROADSTER, MY 2008 ALTIMA COUPE, ROGUE, MY 2009 MURANO, AND INFINITI MY 2007-2008 G35 SEDAN, MY 2008 G37 COUPE AND EX35 PASSENGER VEHICLES EQUIPPED WITH CONTINENTAL AUTOMOTIVE SYSTEMS' OCCUPANT CLASSIFICATION SYSTEM (OCS) CONTROL UNITS. A VARISTOR IN THE OCS CONTROL UNIT LOCATED IN THE PASSENGER SEAT CUSHION MAY HAVE BEEN MANUFACTURED OUT OF SPECIFICATION. UNDER CERTAIN CONDITIONS, THIS COULD CAUSE AN INTERRUPTION OF SIGNAL BETWEEN THE OCS AND THE AIR BAG CONTROL UNIT (ACU).

Consequence: THIS COULD RESULT IN THE PASSENGER AIR BAG BEING SUPPRESSED WHICH COULD FAIL TO PROVIDE ADEQUATE PROTECTION IN THE EVENT OF A CRASH.

What Owners Should Do: DEALERS WILL TEST THE SIGNAL BETWEEN THE OCS AND ACU SYSTEMS USING A SPECIAL TOOL TO CHECK THAT IT IS FUNCTIONING AS DESIGNED. IF NECESSARY, THE SEAT CUSHION (CONTAINING OCS HARDWARE) WILL BE REPLACED WITH A NEW ONE MANUFACTURED TO SPECIFICATION. THE RECALL BEGAN ON NOVEMBER 4, 2008. OWNERS MAY CONTACT NISSAN AT 1-800-647-7261 OR INFINITI AT 1-800-662-6200.

Next Steps: Contact a Service Center Near You

Consumer Affairs
Not some component
Not part of group.
Manufacturer group

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Enter Make or Model

Powered By:

LOKEY

Lokey Infiniti Service

19820 US HWY 19 N

Clearwater Florida 33764

7275301661



Customer information

Street:

Zip code:

Cardholder Signature

Transaction information

Sale

Date: 10/27/2015 10:11 AM

Amount: \$1,115.98

Card Number:

Merchant ID: 12520351

Auth Code: H02767

Processed as:

Reference No.:

Trace No.:

Invoice No.:

LOKEY

Lokey Infiniti Service

19820 US HWY 19 N

Clearwater Florida 33764

7275301661



Customer information

Street:

Zip code:

Cardholder Signature

Transaction information

Sale

Date: 10/27/2015 10:11 AM

Amount: \$1,115.98

Card Number: ***** [REDACTED]

Merchant ID: 12520351

Auth Code: H02767

Processed as: [REDACTED]

Reference No.: [REDACTED]

Trace No.: [REDACTED]

Invoice No.: [REDACTED]

Response Msg: Approved

Entry Method: Swiped

Match AVS: Not Present

Match CV: Not Present

Match ZIP: Not Present

- Tom Soul-Shop



Rene F. Cejas
General Manager

According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Lokey Motor Company

19820 U.S. Hwy. 19 N.
Clearwater, FL 33764
813.8484 Toll Free
www.lokeyautos.com

727.374.2313 Direct
813.690.8277 Cell
727.374.2466 Fax
rcej@lokeyautos.com

CUSTOMER #: [REDACTED]



Vinny Ambrosino
Service Consultant



LARGO, FL [REDACTED]

HOME [REDACTED]

BUS: [REDACTED]

Lokey Motor Company
19820 U.S. Hwy. 19 N.
Clearwater, FL 33764
855.830.8484 Toll Free
www.lokeyautos.com

727.374.2430 Direct
727.374.2444 Appt
727.374.2391 Fax
vambrosino@lokeyautos.com

INFINITI
HIGHWAY 19 NORTH
WATER, FL 33764
E: (727) 531-4774

umber: MV # 18192
ROSINO

COLOR	YEAR	MAKE/MODEL	VIN	AGE IN / OUT	TAG		
	K32	07 INFINITI G35	JNKBV61E17M [REDACTED]	00/102900	[REDACTED]		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10SEP07 DD			17:00 16OCT15		0.00	CASH	23OCT15
R.O. OPENED	READY	OPTIONS: DLR:70048 ENG:3.5 LITER GAS					
10:57 16OCT15	06:41 23OCT15						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEH WOULD NOT POWER ON WHEN START BUTTON WAS PRESSED. WHEN IT FINALLY DID POWER ON IT WOULD NOT CRANK TO START. VEH WOULD NOT COME OUT OF GEAR. CUSTOMER JUST KEPT TRYING AND IT JUST STARTED ADVISE

CAUSE: VERIFIED IGNITION RELAY FAILURE B2099,U1000 CAN COMM,B2553
Z0020 MISC REPAIRS
1278 C 280.00 280.00
1 284B7-JK00A 284B7 CONTROLLER UNIT-IPDM
ENGINE ROOM 673.43
PARTS: 673.43 LABOR: 280.00 OTHER: 0.00 TOTAL LINE A: 953.43

INTERMITTENT NO IGNITION SIGNAL-FAILURE IN IPDM. REPLACED IPDM. RETESTED OK.

*****NOTE:- FOUND POSITIVE SIDE BATTERY POST LEAKING . CAN CAUSE NO START CONDITION. PLEASE REPLACE AS SOON AS POSSIBLE*****

B CUSTOMER STATES AIR BAG LIGHT IS ON ADVISE
CAUSE: VERIFIED - OCCUPANT SENSOR FAILURE.
Z0020 MISC REPAIRS
1278 C 49.95 49.95
PARTS: 0.00 LABOR: 49.95 OTHER: 0.00 TOTAL LINE B: 49.95
RECOMMEND TO REPLACE PASSENGER SIDE SEAT ASSY. DECLINED

C EXPRESS SERVICE INSPECTION MPI
EINSP EXPRESS SERVICE INSPECTION MPI
1278 IG (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
DID NOT PERFORM. NEEDS BATTERY REPLACEMENT. POSITIVE POST LEAKING.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*SHOP SUPPLY COSTS: We have added a charge equal to 12% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X _____ Customer X _____

CUSTOMER #:

INVOICE



Lokey

INFINITI

19740 US HIGHWAY 19 NORTH
CLEARWATER, FL 33764
PHONE: (727) 531-4774

PAGE 2

Repair Shop Registration Number: MV # 18192

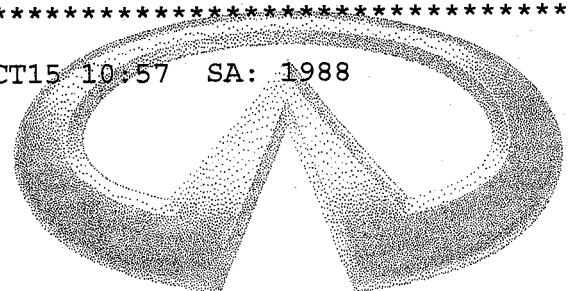
SERVICE ADVISOR: 1988 VINNY AMBROSINO

LARGO FL
HOME:
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
K32	07	INFINITI G35	JNKBV61E17M		102900/102900		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
10SEP07 DD			17:00 16OCT15		0.00	CASH	23OCT15
R.O. OPENED	READY	OPTIONS: DLR:70048 ENG:3.5 LITER GAS					
10:57 16OCT15	06:41 23OCT15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WILL CAUSE A NO START CONDITION. CLIPS WERE MISSING ON CAUL COVER AND ROD AND NUT MISSING FROM BATTERY HOLD DOWN.							

EST:	199.90	16OCT15	10:57	SA:	1988		
SHOP SUPPLIES							39.59



INFINITI

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 12% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DESCRIPTION	TOTALS
LABOR AMOUNT	329.95
PARTS AMOUNT	673.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	39.59
TOTAL CHARGES	1042.97
LESS INSURANCE	0.00
SALES TAX	73.01
PLEASE PAY THIS AMOUNT	1115.98

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X _____ Customer X _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

National Service History

Open Campaigns:	No Active Campaigns		
TSB:	121 Active TSB(s)	Warranty Information:	Vehicle Out Of Basic Warranty
Service Contract:	No Active Service Contract(s)	Branded Title:	

Warranty Information

RO Number	RO Date	Dealer Name	Mileage
[REDACTED]	11/29/2008	LOKEY MOTOR COMPANY	14,278

Operation Code	Operation Description	PNC	PNC Description	Sublet
P82430	G35,G37,&EX35 OCS INSPECTION"O	P8243	OCS VARISTOR	0.00

RO Number	RO Date	Dealer Name	Mileage
[REDACTED]	07/10/2008	LOKEY MOTOR COMPANY	9,646

Operation Code	Operation Description	PNC	PNC Description	Sublet
GB9999	STRAIGHT TIME	24410	BATTERY	0.00
GB18AA	TEST & CHARGE BATTERY	24410	BATTERY	0.00
GB18A1	TEST & CHARGE BATTERY	24410	BATTERY	0.00
GB181A	ADD TO GB18AA FOR RPL BATTERY	24410	BATTERY	0.00

Part Number	Part Description
999M1QB24F	BATTERY INFINITI

RO Number	RO Date	Dealer Name	Mileage
[REDACTED]	07/10/2008	CROSS COUNTRY MTR CLUB-I	9,000

Operation Code	Operation Description	PNC	PNC Description	Sublet
88888A	ROADSIDE ASSISTANCE - INFINITI	CCG00	TOWING CLAIMS ROADSIDE ASSIST	0.00





Reference:

ITB08-045d

Date:

December 4, 2008

**VOLUNTARY RECALL CAMPAIGN
2007 – 2008 PASSENGER AIR BAG
OCCUPANT CLASSIFICATION SYSTEM (OCS)**

This bulletin has been amended. Instruction for the AC adapter has been expanded.
Please discard previous versions of this bulletin.

CAMPAIGN ID #:

P8243

Completed 11/29/08

NHTSA #:

08-521

APPLIED VEHICLES:

- 2007 – 2008 G35 Sedan (V36)
- 2008 G37 Coupe (CV36)
- 2008 EX35 (J50)

Check Infiniti Net to confirm campaign eligibility.

INTRODUCTION

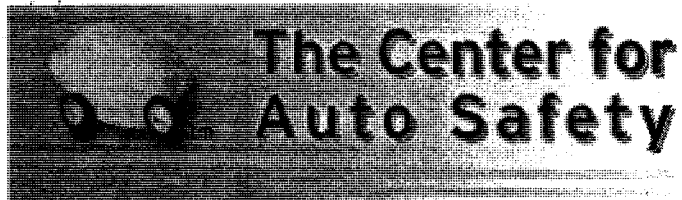
Infiniti is conducting a Voluntary Recall Campaign to inspect the Occupant Classification System (OCS) Varistor located in the front passenger seat cushion. A special tool will be used for the inspection. If the inspection results are OK, no further action is necessary. If the special tool indicates an OCS Varistor issue, the seat cushion assembly will be replaced. We anticipate that less than 1% of the affected vehicles will require seat cushion replacement.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P8243 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Infiniti Net for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.



NHTSA Recall: 08V521000 (AIR BAGS, NISSAN NORTH AMERICA, INC.)

NHTSA Campaign Number:

08V521000

Component:

AIR BAGS

Manufacturer Involved:

NISSAN NORTH AMERICA, INC.

Manufacturing Start Date:

Thu, 04/05/2007

Manufacturing End Date:

Wed, 10/31/2007

Potential Number of Units Affected:

204361

Defect Summary:

NISSAN IS RECALLING 204,361 MY 2007-2008 ALTIMA, ALTIMA HYBRID, 350Z, 350Z ROADSTER, MY 2008 ALTIMA COUPE, ROGUE, MY 2009 MURANO, AND INFINITI MY 2007-2008 G35 SEDAN, MY 2008 G37 COUPE AND EX35 PASSENGER VEHICLES EQUIPPED WITH CONTINENTAL AUTOMOTIVE SYSTEMS' OCCUPANT CLASSIFICATION SYSTEM (OCS) CONTROL UNITS. A VARISTOR IN THE OCS CONTROL UNIT LOCATED IN THE PASSENGER SEAT CUSHION MAY HAVE BEEN MANUFACTURED OUT OF SPECIFICATION. UNDER CERTAIN CONDITIONS, THIS COULD CAUSE AN INTERRUPTION OF SIGNAL BETWEEN THE OCS AND THE AIR BAG CONTROL UNIT (ACU).

Consequence Summary:

THIS COULD RESULT IN THE PASSENGER AIR BAG BEING SUPPRESSED WHICH COULD FAIL TO PROVIDE ADEQUATE PROTECTION IN THE EVENT OF A CRASH.

Corrective Summary:

DEALERS WILL TEST THE SIGNAL BETWEEN THE OCS AND ACU SYSTEMS USING A SPECIAL TOOL TO CHECK THAT IT IS FUNCTIONING AS DESIGNED. IF NECESSARY, THE SEAT CUSHION (CONTAINING OCS HARDWARE) WILL BE REPLACED WITH A NEW ONE MANUFACTURED TO SPECIFICATION. THE RECALL BEGAN ON NOVEMBER 4, 2008. OWNERS MAY CONTACT NISSAN AT 1-800-647-7261 OR INFINITI AT 1-800-662-6200.

Thomas W. Soehl

From: Vincent Ambrosino
Sent: Thursday, October 22, 2015 12:07 PM
To: Thomas W. Soehl
Subject: FW: [REDACTED] 2007 Infiniti G35

From: [REDACTED]
Sent: Wednesday, October 21, 2015 12:41 PM
To: Vincent Ambrosino
Subject: [REDACTED] 2007 Infiniti G35

Vinnie,

05-07



There is a recall on 2007-2008 sedan G35's for seats and airbags - #10V175000 and #08V521000 that says that the wiring harness connecting the belt tension sensor (BTS) ad the occupant detection sensor (ODS) control unit under the front passenger seat can experience relative movement which can cause wear and oxidation of the terminals and may cause interruption of the signal.

Please advise.

Thank you,

[REDACTED]

S E R V I C E - C O M M

10/22/15 09:42:38

FIVE YEARS CLAIM HISTORY

WARRANTY CLAIM DATA

RO DATE: 11/29/08 RO NBR: *

MILEAGE: 14,278

SERVICING DEALER: LOKEY MOTOR COMPANY

VIN: JNKBV61E17M

CLEARWATER

FL 33764

PNC: P8243 OCS VARISTOR

SUBLET: 0.00

OPERATIONS: P82430 G35,G37,&EX35 OCS INSPECTION

PARTS REPLACED:

NONE

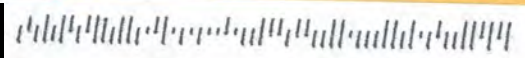
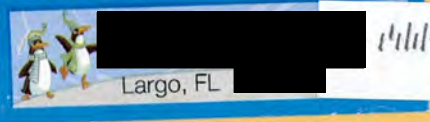
ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU>

----- VIN -----> <- Vehicle Info -> Sold On Sold By
 JNKBV61E17M [REDACTED] IN G35 07 Sand 9/10/07 INFINITI OF TAMPA, TAMPA

Date	Odom	W/O#	Sel	Ln	LC*	Job*	Description/Comment	TechID	Auth
12/01/08	14,278	[REDACTED]	-	03	IG	Z0020	MISC REPAIRS UNABLE TO DUPLICATE CLIENTS CONCERN AT THIS TIME. LUBRICATED WINDOW RUN. CLIENT TO MONITOR.	TECH30	Yes
			-	04	FW	P8243	G35/GCP/EX VARISTOR ITB08 COMPLETED INSPECTION AS PER CAMPAIGN. TESTED OK. NO FURTHER ACTION REQUIRED.	TECH30	Yes
=====									
7/11/08	9,646	[REDACTED]	-	01	FW	Z0020	MISC REPAIRS TOW MIN. CLIENT STATES VEHICLE WILL NOT START, ADVISE VERIFIED CONCERN. BATTERY FAILED LOAD TEST CAAA63200760 REPLACED BATTERY, OPERATIONS	TECH37	Yes

More...

F3=Exit F4=List* F7=Print F11=Report Setup F12=Previous
 F22=Top of List (Newest) F23=Bottom of List (Oldest)



Largo, FL



Tampa/St Pete FL 336
WED 03 FEB 2016 PM

NATIONAL Highway Traffic Safety Admin
Office of DEFECTS INVESTIGATIONS/CRA
Auto SAFETY HOTLINE
NVS-216
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20590