

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
17-AUG-2016	Reference No. 10896587
SEP 26 2016	

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	COVINGTON	State	LA	Zip Code	[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	Model Year
5N1AL0MNXEC [REDACTED]	INFINITI	QX60	2014
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
		No: Cylinders	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
<input type="checkbox"/> Cruise Control			Incident Date(s) 06-JUN-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed
OCCUPANT CLASSIFICATION SYSTEM (OCS)		

**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 <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 2014 INFINITI QX60. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 16V244000 (AIR BAGS). THE PART NEEDED WAS UNAVAILABLE TO PERFORM THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE VIN WAS UNKNOWN. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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.

[REDACTED]

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From: NHTSAHotline@telesishq.com  
Sent: Wednesday, September 7, 2016 4:07 PM  
To: [REDACTED]  
Subject: COMPLAINT ISSUE=1007365 PROJ=12

When replying, type your text above this line.

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**Notification of Case Change (All times are GMT-0400)**

**Workspace:** NHTSA Hotline Center  
**Case:** COMPLAINT  
**Case Number:** [REDACTED]

**Date:** 09/07/2016 **Time:** 17:07:02  
**Creation Date:** 08/17/2016 **Creation Time:** 13:39:34

**Symptom:**

*Entered on 09/07/2016 at 5:07:02 PM EDT (GMT-0400) by Lovinia Ifill:*

**RETURN COPY OF COMPLAINT TO:**

**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 , NEF-100  
1200 NEW JERSEY AVENUE SE.  
WASHINGTON, D.C. 20077-9382**

*Entered on 08/17/2016 at 1:39:34 PM EDT (GMT-0400) by Bogart Parra:*

TL-THE CONTACT OWNS A 2014 INFINITI QX60. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN ID NUMBER: 16V244000 (AIR BAGS) AND STATED THAT THE PART NEEDED WAS UNAVAILABLE TO PERFORM THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCE A FAILURE. PARTS DISTRIBUTION DISCONNECT. BP

**Contact Information:**

**Last Name:** [REDACTED] **First Name:** [REDACTED]  
**Address:** [REDACTED]  
**City:** COVINGTON **State/Province:** LA Louisiana  
**Zip:** [REDACTED] **Country:** United States  
**Phone:** [REDACTED] **Email Address:** [REDACTED]  
**Contact Source:** Owner **ODI #:** 10896587



RECALL CAMPAIGN

QX60 Q50 OCS

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## 2014 INFINITI QX60 BASE

VIN: 5N1AL0MNXEC [REDACTED]

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### SUMMARY

The Occupant Classification System (OCS) is designed to classify the size and weight of the front seat passenger and, under certain conditions, automatically turn OFF the passenger air bag. The OCS system is designed to only deploy the front passenger airbag when the front passenger seat is occupied by an adult. In the affected vehicles, the OCS software may incorrectly classify the passenger seat as empty when it is occupied by an adult. If the OCS does not detect an adult occupant in the passenger seat, the passenger airbag would be deactivated.

### RISK

Failure of the passenger airbag to deploy during a crash (where deployment is warranted) could increase the risk of injury to the passenger.

### REMEDY

Infiniti is currently awaiting parts to remedy the affected vehicles. Infiniti will send you a second letter, when parts are available, asking you to bring your vehicle to an Infiniti retailer for the remedy at that time. This repair is free of charge for parts and labor. In the meantime, if you believe there is an issue with the OCS system in your vehicle, you may bring your vehicle into the nearest Infiniti retailer for service.

NHTSA ID: 16V-244

INFINITI ID: R1606

PRINT DATE: JUNE 02, 2016

# Recalls Results by VIN - Vehicle Identification Number

Print <

BEAU  
WASH DC

REF#



VIN: 5N1ALOMNXEC [REDACTED]  
Year: 2014 Make: INFINITI Model: QX60 BASE  
Number of Open Recalls: 1

NHTSA Recall Number: 16V-244 Recall Date: May 24, 2016  
Manufacturer Recall Number: R1606

**SUMMARY:**

The Occupant Classification System (OCS) is designed to classify the size and weight of the front seat passenger and, under certain conditions, automatically turn OFF the passenger air bag. The OCS system is designed to only deploy the front passenger airbag when the front passenger seat is occupied by an adult. In the affected vehicles, the OCS software may incorrectly classify the passenger seat as empty when it is occupied by an adult. If the OCS does not detect an adult occupant in the passenger seat, the passenger airbag would be deactivated.

**SAFETY RISK:**

Failure of the passenger airbag to deploy during a crash (where deployment is warranted) could increase the risk of injury to the passenger.

**REMEDY:**

Infiniti is currently awaiting parts to remedy the affected vehicles. Infiniti will send you a second letter, when parts are available, asking you to bring your vehicle to an Infiniti retailer for the remedy at that time. This repair is free of charge for parts and labor. In the meantime, if you believe there is an issue with the OCS system in your vehicle, you may bring your vehicle into the nearest Infiniti retailer for service.

RECALL STATUS: Recall INCOMPLETE

**MANUFACTURER NOTES:**

Please contact Infiniti Consumer Affairs at 800-662-6200 for additional questions. Monday - Friday 7:00am to 7:00pm CST

800-647-7261

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Aug 12, 2016

### Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

COMPLAINT #  
10896587

Enter another VIN here: 5N1ALOMNXEC [REDACTED]