

Subject: FW: Follow up to ODI Complaint: ----10995567-----
Date: Tuesday, July 11, 2017 11:09:53 AM
Attachments: [10995567.pdf](#)
[ODI 10995567.pdf](#)

Subject: FW: Follow up to ODI Complaint: ----10995567-----

Questionnaire.

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

-----Original Message-----

From: [REDACTED]
Sent: Monday, July 10, 2017 9:43 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: FW: Follow up to ODI Complaint: ----10995567-----

Please see attached.

Kind regards,

[REDACTED]

--- On Thu, 7/6/17, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

> From: EVOQ (NHTSA) <EVOQ@dot.gov>
> Subject: FW: Follow up to ODI Complaint: ----10995567-----
> To: [REDACTED]
> Date: Thursday, July 6, 2017, 10:11 AM
>
>
> Please see the attached
> copy of your recent complaint and instructions. Please make any
> necessary edits and return via email to dataquality@dot.gov or fax to
> (202) 366-1767. Due to the volume of complaints we receive and our
> limited resources, we cannot respond to every complaint.
> NHTSA/Office of Defects
> Investigation
>



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-JUN-2017

Repository ☐

Reference No.
10995567

OWNER INFORMATION (Type or Print)

Name

Address

City SAN DIEGO

State CA

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

JNKC64E78M

Make

INFINITI

Model

G37

Model Year

2008

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

10-MAY-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 220000 SEATS, 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS

Failure Mileage
76000

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

Number of Deaths

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 2008 INFINITI G37. WHILE DRIVING VARIOUS SPEEDS, THE AIR BAG WARNING INDICATOR FLICKERED AND THE FRONT PASSENGER SEAT AIR BAG WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER (MOSSY NISSAN KEARNY MESA 8118 CLAIREMONT MESA BLVD, SAN DIEGO, CA 92111 (858) 201-6606) WHERE IT WAS DIAGNOSED THAT THERE WAS A FAILURE IN THE OCCUPANT CLASSIFICATION SYSTEM CONTROL UNIT AND IT NEEDED TO BE REPLACED ALONG WITH THE FRONT PASSENGER SEAT CUSHION. THE VEHICLE WAS NOT REPAIRED. THE CONTACT RESEARCHED ONLINE AND FOUND NHTSA CAMPAIGN NUMBER: 08V521000 (AIR BAGS, ELECTRICAL SYSTEM). THE MANUFACTURER AND DEALER CONFIRMED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE FAILURE MILEAGE WAS APPROXIMATELY 76,000.

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 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.

CUSTOMER #:



KEARNY MESA

INFINITI

A STEP ABOVE

4670 Convey Street

San Diego, CA 92111

Phone: 858-573-1700

Fax: 858-573-9464

www.kearnymesainfiniti.com

INVOICE

SAN DIEGO, CA

PAGE 1

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 997571 DARRYL HERN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	INFINITI G37	JNKC64E78M		77364/77364	T5707	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10FEB08 DD		10FEB2012	WAIT 16JUN17		0.00	CASH	16JUN17
R.O. OPENED	READY	OPTIONS: ENG:3.7 Liter Gasoline					

08:30 16JUN17 10:14 16JUN17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS WIPER BLADE REPLACEMENT							
NOTE INSTALLED FRONT WIPER BLADES							
	997530	C				0.00	0.00
1	B88YU-HS26JNW	26370	BLADE				
	ASSY-WINDSHIELD WIPER NO 1			24.73	24.73		24.73
1	B88YU-HS17JNW	26370	BLADE				
	ASSY-WINDSHIELD WIPER NO 1			22.25	22.25		22.25
50K 50,000 MILE CLUB DISCOUNT							
	C					-7.05	-7.05
PARTS:	46.98	LABOR:	0.00	OTHER:	-7.05	TOTAL LINE A:	39.93

B CUSTOMER REPORTS THE AIRBAG LIGHT IS FLASHING

CAUSE: CODE B1018 STORED

E0001 DIAGNOSE AIRBAG SYSTEM AND ADVISE

	997530	C				150.00	150.00
50K 50,000 MILE CLUB DISCOUNT							
	C					-22.50	-22.50
PARTS:	0.00	LABOR:	150.00	OTHER:	-22.50	TOTAL LINE B:	127.50

FOUND FAILURE WITH OCS CONTROL UNIT. CONTROL UNIT COMES COMPLETE

WITH PASSENGER FRONT CUSHION ASSEMBLY - \$4355

C CHK TIRE DEPTH and PRESSURE

CTIRE CHK TIRE DEPTH and PRESSURE

	997530	C				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D MULTI POINT INSPECTION

INSP MULTI POINT INSPECTION

	997530	C				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E** FROTN BRAKES 3MM - \$289.95

DECBP BRAKE PADS (WORN)

997530 ISP

(N/C)

QUESTIONS? COMMENTS? CALL 858-573-1700

* ALL PARTS NEW UNLESS OTHERWISE SPECIFIED *

REMANUFACTURED PARTS SPECIFIED BY R OR RE

No vehicles released after service department hours. Please return your loan car promptly after your vehicle is ready, or a rental charge of \$99 per day will be applied to your bill. Please return your loan car with the gas tank at least 1/2 full. We accept cash, Check or VISA, MasterCard, Discover and American Express credit cards. Thank

CUSTOMER SIGNATURE

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

BAR # AC 244415

EPA# CAL 000309979 / CAL 000382588



KEARNY MESA

INFINITI

A STEP ABOVE

4670 Convoy Street
San Diego, CA 92111

Phone: 858-573-1700

Fax: 858-573-9464

www.kearnymesa.infiniti.com

INVOICE

PAGE 2

SAN DIEGO, CA

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 997571 DARRYL HERN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	INFINITI G37	JNKC64E78M		77364/77364	T5707	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10FEB08 DL		10FEB2012	WAIT 16JUN17		0.00	CASH	16JUN17
R.O. OPENED		READY	OPTIONS: ENG:3.7 Liter Gasoline				

08:30 16JUN17	10:14 16JUN17							
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F** ENGINE OIL LEAK DETECTED AND TIMING CHAIN INNER CASE - \$3200

DECLK FLUID LEAK REPAIR

997530 ISP

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
--------	------	--------	------	--------	------	---------------	------

G** AIRBAG LIGHT IS ON FOR FAILURE WITH OCS CONTROL UNIT - ONLY COMES

AS COMPLETE CUSHION ASSEMBLY - \$4355

DECEL ELECTRICAL SYSTEM REPAIR

997530 ISP

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00
--------	------	--------	------	--------	------	---------------	------

H** POWER STEERING FLUID DARK - REC FLUID EXCHANGE - \$159

DECPS POWER STEERING FLUID

997530 ISP

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	0.00
--------	------	--------	------	--------	------	---------------	------

EST: 199.00 16JUN17 08:30 SA: 997571

QUESTIONS? COMMENTS? CALL 858-573-1700

* ALL PARTS NEW UNLESS OTHERWISE SPECIFIED *

REMANUFACTURED PARTS SPECIFIED BY R OR RE

No vehicles released after service department hours. Please return your loan car promptly after your vehicle is ready, or a rental charge of \$99 per day will be applied to your bill. Please return your loan car with the gas tank at least 1/2 full. We accept cash, Check or VISA, MasterCard, Discover and American Express credit cards. Thank

DESCRIPTION	TOTALS
LABOR AMOUNT	150.00
PARTS AMOUNT	46.98
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	196.98
LESS INSURANCE	29.55
SALES TAX	3.09
PLEASE PAY THIS AMOUNT	170.52

CUSTOMER SIGNATURE

BAR # AC 244415

EPA# CAL 000309979 / CAL 000382588

Work Order #:

Customer Name:

VIN:

Year/Model:

Technician:

530

Service Consultant:

CHECKED AND OKAY

MAY NEED FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

INTERIOR / EXTERIOR

1	1	1	Head Lights / Tail Lights / Turn Signals / Brake Lights Hazard Warning Lights / Exterior Lamps
2	2	2	Windshield Washer Spray / Wiper Blades
3	3	3	Windshield Condition (Inspect for Cracks, Chips, or Fitting)
4	4	4	Upholstery / Carpet / Floor Mats / Mirrors / Glass
5	5	5	Emergency Brake Adjustment
6	6	6	Horn Operation
7	7	7	Fuel Tank Cap Gasket
8	8	8	In-Cabin Microfilter (if equipped)
9	9	9	Clutch Operation (if equipped)

UNDER VEHICLE

10	10	10	Shock Absorbers / Suspension
11	11	11	Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
12	12	12	Muffler / Exhaust Pipes / Mountings
13	13	13	Engine Oil and/or Fluid Leaks
14	14	14	Brake Lines / Hoses / Parking Brake Cable
15	15	15	Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
16	16	16	Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
17	17	17	Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses

UNDER HOOD

18	18	18	Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake / Washer / Automatic Transmission
19	19	19	Engine Air Filter
20	20	20	Drive Belts (condition and adjustment)

CHECKED AND OKAY

MAY NEED FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

UNDER HOOD CONT

21	21	21	Engine Coolant System
22	22	22	Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connection
23	23	23	Radiator Core and Cap

BATTERY PERFORMANCE

24	24	24	Battery Terminals / Cables / Mountings
25	25	25	Check Condition of Battery (Storage Capacity Test)
<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Recharge Retest <input type="checkbox"/> Fail Date Code _____			

BRAKE ☐ Brake Inspection Not Performed This Visit

26	26	26	Left Front Brake Lining <u>3</u> mm
26	26	26	Left Rear Brake Lining <u>6</u> mm
26	26	26	Right Front Brake Lining <u>3</u> mm
26	26	26	Right Rear Brake Lining <u>6</u> mm

TIRE

NITROGEN Y/N

Left Front			Right Front		
27	27	27	27	27	27
Tire Tread	<u>2</u> 32nds		Tire Tread	<u>2</u> 32nds	
Wear Pattern			Wear Pattern		
Tire Pressure	<u>35</u> psi		Tire Pressure	<u>35</u> psi	
Left Rear			Right Rear		
27	27	27	27	27	27
Tire Tread	<u>2</u> 32nds		Tire Tread	<u>2</u> 32nds	
Wear Pattern			Wear Pattern		
Tire Pressure	<u>35</u> psi		Tire Pressure	<u>35</u> psi	

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. SAYE

AUTH	RECOMMENDATION	LABOR TIME	QTY	PART #	PRICE	VOR	STK	TOTAL
	Front pads + resurface	2.0			\$289			
	replace rear timing cover & resal engine			16.0 leaking	\$3200			\$5280
	power steering fluid exchange	1.0		\$159 / \$139				
	passenger seat cushion	4.0		61018 OCS control unit				
					\$4355			\$4355
								\$3702

CUSTOMER SERVICE REQUEST

- ☐ OIL/FILTER CHANGE (LUBE CHASSIS AS NEEDED) \$44.95
☐ ROTATE AND BALANCE TIRES \$64.50
☐ _____
☐ _____

START TIME

COMPLETE TIME

ESTIMATE

DATE

X I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN THE VEHICLE, IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS OR HIGHWAYS FOR INSPECTION. AN EXPRESS TECHNICIAN'S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. CUSTOMER IS AWARE OF DAMAGE NOTED ON DIAGRAM AND AGREES THAT THEY OCCURRED PREVIOUS TO ACCEPTANCE BY THIS NISSAN DEALER ON THIS DATE.

CUSTOMER COPY

CAL 000309979 / CAL 000382588

Home > Car Recalls > Infiniti Recalls > Infiniti G37 Recalls > 2008 Infiniti G37 Recalls

2008 Infiniti G37 Recalls


Make: [Infiniti](#) Change ▼ Model: [G37](#) Change ▼ Year: [2008](#) Change ▼

2008 INFINITI G37

Report Date: October 07, 2008

Campaign Number: 08V521000

Component: AIR BAGS

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.

2008 INFINITI G37

Report Date: October 07, 2008

Campaign Number: 08V521000

Component: ELECTRICAL SYSTEM: SOFTWARE

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).

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Go Further

2017
FUSION

SEFWD LSL Equipped w/ Tech Pkg. & SYNC & Sound

\$219 / MONTH | 36 MONTH RED CARPET LEASE

\$2,719 CASH DUE AT SIGNING*

BUILD & PRICE
VIEW OFFERS

San Diego County Ford Dealers

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