



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

Repository ☐

28-NOV-2017

Reference No.
11050995

JAN 12 2018

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City FINDALY

State OH

Zip Code

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
JN1AZ36A85M

Make
NISSAN

Model
350Z

Model Year
2005

Date Purchased

9-5-2009

Dealer's Name and Telephone Number

JEFFS MOTOR CARS INC. 330-498-9228

Engine:

No: Cylinders

6

Fuel Type:

Premium

90 OCT

Original Owner

☐

Dealer's City

NORTH CANTON

State

OH

Zip Code

44720

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

AIR BAGS
PASSENGER
DRIVER

Incident Date(s)

24-SEP-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage
45270

Failure Speed
ON START
UP

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

N/A

Number of Deaths

N/A

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 2005 NISSAN 350Z. THE CONTACT STATED THAT THE AIR BAG WARNING INDICATOR WAS ILLUMINATED. THE CONTACT TOOK THE VEHICLE TO WARNER NISSAN (1070 BRIGHT RD, FINDLAY, OH 45840 (419) 423-7162) WHERE IT WAS DIAGNOSED THAT BOTH FRONTAL AIR BAGS NEEDED REPLACEMENT. THE VEHICLE WAS NOT REPAIRED DUE TO COST. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND INFORMED HIM THAT THE FAILURE WAS RELATED TO THE SEAT BELT. NO OTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 45,270.

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.

12/26/17

CUSTOMER #:

INVOICE

W **AUTOMOTIVE**
WARNER

BMC

1060 BRIGHT ROAD * FINDLAY, OHIO 45840
1-800-624-3663 (419) 423-7161

FAX: (419) 422-6149

FINDLAY OH

PAGE 1

HOME:

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 656 DAVID BUDKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	NISSAN 350Z	JN1AZ36A85M		48864/48864		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN05 DE			17:00 24SEP12			CASH	24SEP12
R.O. OPENED		READY	OPTIONS: ENG:3.5 Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES AIRBAG LIGHT IS ON

SC SCAN COMPUTER/CONSULT TEST - CLEARED CODES

477 HEISER, ALEX J LIC#: 8861

CPN

39.50 39.50

SCAN TEST - CODE B1054/DRIVER'S AIR BAG MODULE. CLEARED CODE

SHOP SUPPLIES 1.98

THANK YOU FOR USING OUR SERVICE DEPARTMENT.

WE STRIVE TO EXCEED YOUR EXPECTATIONS.

IF FOR ANY REASON YOU ARE NOT COMPLETELY

SATISFIED; PLEASE FEEL FREE TO CONTACT ME

AT 419-423-7161 OR 1-800-624-3663.

SERVICE MANAGER

DIAGNOSTIC SENSOR UNIT 734.38
 DRIVER AIR BAG MODULE 743.35
 LABOR — 679.00

TOTAL

\$2308.21

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

The factory warranty constitutes all of the warranties with respect to the sale of this item. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	39.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.98
TOTAL CHARGES	41.48
LESS INSURANCE	0.00
SALES TAX	2.70
PLEASE PAY THIS AMOUNT	44.18

X

X

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

NISSAN NORTH America

983 NISSAN DR
SMYRNA, TN 37167

MARCH 2013

I'm writing this letter to express my dissatisfaction with the customer service for my 2005 Nissan 350Z. The first problem arose when the "supplemental air bag" warning came on in Aug. 2011 while driving the car. I made an appointment at Warner Nissan here in Findlay to correct the problem. They turned the light off and said it was caused by the passenger side air bag and to correct the problem would cost \$1560.00 which I declined because the light did not come back on and I thought the problem was a car computer issue. Then in 2012 the light came back on again in September. I returned the car to the same dealership and was informed that the code came back as an issue with the drivers side air bag and to correct the problem would cost \$2308.21 which I declined. In order for the problem to be corrected would have cost \$3868.21. I feel there is another issue with the cars computer which is causing the error messages. I called customer service to express my dissatisfaction with both issues. Customer service assigned a reference code for my issue [REDACTED] and when they called back they said they would not take any action on the issue which was disappointing to me. I then did a satisfaction survey on line and expressed my dissatisfaction with No action by Nissan engineering staff at Nissan.

They called me again and I expressed my concern with "No Response" and concern of my safety and the safety of my family in the event of a front end collision.

They did assign a new case No. [REDACTED] and they called back again and said there would be No action taken by Nissan.

I have purchased 5 Nissans; the latest being a new 2012 Murano. I have been satisfied until this situation arose. The 350Z only had 45,000 miles on it when the first problem happened. The car is not driven that many miles per year and is very well taken care of with scheduled maintenance.

The car is a lot of fun to drive and the performance is outstanding!

We have given great reviews for Nissan to our friends, family and neighbors which has resulted in many car sales at Warner Nissan.

Any assistance you could give me with this computer problem would be much appreciated.

Thanks,
[REDACTED]

Findlay, OH [REDACTED]

Email [REDACTED]