



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: 10-JAN-2019
APR 29 2019
Repository
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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WINTER HAVEN State: FL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: JN1BV7AP9FM [REDACTED] Make: INFINITI Model: Q50 Model Year: 2015
Date Purchased: 5/19/2016 Dealer's Name and Telephone Number: Offlease Only (407) 270-0599 Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: Orlando State: FL Zip Code: 32822
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 15-OCT-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: 48000 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 2015 INFINITI Q50. THE CONTACT STATED THAT THE AIR BAG WARNING INDICATOR ILLUMINATED AND REMAINED LT. THE VEHICLE WAS SERVICED AT ORLANDO INFINITI (4237 MILLENIA BLVD, ORLANDO, FL 32839, 321-594-4014), BUT THE REMEDY FAILED TO REPAIR THE VEHICLE AS THE AIR BAG INDICATOR REMAINED ILLUMINATED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 48,000.

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 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.



INFINITI.

Orlando Infiniti
4237 Millenia Blvd.
Orlando, FL 32839
Phone: 407-660-0077
Web: www.orlandoinfiniti.com
State of Florida Registration # MV-39636

Customer information form including fields for CUSTOMER NO., ADVISOR (SARA), TAG NO. (36719 F483), INVOICE DATE (10/20/16), LABOR RATE, LICENSE NO., MILEAGE (25,335), COLOR, STOCK NO., YEAR/MAKE/MODEL (15/INFINITI/Q50/4DR SDN RWD), DELIVERY DATE, DELIVERY MILES, VEHICLE I.D. NO. (JN1BV7AP9FM), SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.O. NO., R.O. DATE (10/20/16), BUSINESS PHONE, and COMMENTS.

MO: 2533

Table with columns: JOB#, CHARGES, LABOR, PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE, TOTAL - PARTS, and WARRANTY. Includes Job 1 (Replace ODS ECU) and Job 2 (Multi Point Inspection).

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [s.559.904(4)]
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 battery sold in the state. [s.403.7185].
ALL PARTS NEW UNLESS OTHERWISE INDICATED

Handwritten number: 3149.00

Summary table with columns: ESTIMATE, TOTALS, and WARRANTY. Includes 'NEXT RECOMMENDED SERVICE' (11/03/2016 / 26250 MI) and a list of payment options (CASH, CHECK, VISA, MASTERCARD, DISCOVER, AMER XPRESS, OTHER, CHARGE).

THANK YOU FOR YOUR BUSINESS!!
CUSTOMER SIGNATURE