

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI Complaint 11456110
Date: Monday, July 25, 2022 9:51:23 AM
Attachments: 

From: 
Sent: Sunday, July 24, 2022 12:02 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint 11456110

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Updated form and documentation



Bommarito INFINITI

15700 Manchester Rd * Ellisville, MO 63011

Phone (636) 391-9400 * www.bommarito.com

CELL: [REDACTED]

CUSTOMER NO.	SCOTT ISBELL	124	TAG NO.	4099	INVOICE DATE	06/21/22
LABOR RATE	LICENSE NO.	MILEAGE	57,283	PLATINUM GR	STOCK NO.	
YEAR MAKE MODEL	09/INFINITI/G37X/2DR CPE AWD AT			DELIVERY DATE	02/06/10	DELIVERY MILES 98
VEHICLE ID NO.	JNKCV64F09M			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. NO.		06/21/22		
RE [REDACTED]	BUSINESS PHONE	COMMENTS		MO: [REDACTED]		

LABOR & PARTS
J# 1 10INZ03A DRIVEABILITY CONCERN TECH(S):S14 170.00

C/S: PASSENGER SIDE AIR BAG LIGHT IS ON. DIAG 170 CHECK AND ADVISE
Code b1018 present as a history code causing the air bag light to come on and flash. Code happened 39 key cycles ago or more and could be caused by a bad harness or module recommend passenger seat bottom frame and seat harness for air bag

JOB # 1 TOTAL LABOR & PARTS 170.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SDS	SECURE DATA STORAGE		1.50
JOB # A	SS	SHOP SUPPLIES-SERVICE		8.50
TOTAL - MISC				10.00

COMMENTS-----
X02DOXPM4E:null
RECOMMENDED NOT DONE/ DECLINED SERVICES-----

TOTALS-----

MAZDA AND ISUZU PARTS COVERED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. GM PARTS FROM OCT 2016 FORWARD ARE COVERED 12 MONTHS REGARDLESS OF MILEAGE, PARTS AND LABOR. WE APPRECIATE YOUR BUSINESS AT FRANK BOMMARITO AND STRIVE FOR COMPLETE CUSTOMER SATISFACTION. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CALL YOUR SERVICE ADVISOR: BUICK/GMC/636-391-7200 MAZDA 636-391-0073 INFINITI 636-391-9400	TOTAL LABOR.... 170.00 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 10.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.76
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TOTAL INVOICE \$ 180.76

[] CASH [] CREDIT CARD [] CHECK CK#
[] CHARGE

BOMMARITO COLLISION CENTER PROVIDES A NATIONWIDE LIMITED
LIFETIME WARRANTY ON ALL PAINT AND MATERIAL AND WORKMANSHIP.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR 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 THE VEHICLE.

SHOP SALES

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4000 MILES FROM DATE OF WORK

PARTS SALES

NO RETURNS ON ELECTRICAL COMPONENTS
NO RETURNS AFTER 30 DAYS
NO RETURNS ON SPECIAL ORDERS
20% HANDLING CHARGE ON ALL RETURNS

NO CLAIMS WITHOUT THIS INVOICE

Bommarito

Buick-GMC-Isuzu-Mazda-Infiniti-Audi
15736 Manchester Road * (636) 391-7200
Ellisville, Missouri 63011
ELLISVILLE

Bommarito

Cadillac-Mazda-Volkswagen
I-70 & Cave Springs
4190 North Service Road * (636) 928-2300
St. Peters, Missouri 63376
ST. PETERS

Bommarito

Chevrolet-Mazda South
6127 So. Lindbergh Blvd. * (314) 487-9800
St. Louis, Missouri 63123
SOUTH COUNTY

Bommarito

Nissan, Inc.
661 Dunn Road * (314) 731-2228
Hazelwood, Missouri 63042

Honda-Volkswagen
330 Brookes Dr. * (314) 731-9777
Hazelwood, Missouri 63042

Ford
675 Dunn Road * (314) 895-0600
Hazelwood, Missouri 63042

Nissan West
14747 Manchester Rd. * (636) 394-0330
Ballwin, Missouri 63011

TOYOTA
9095 Dunn Rd. * (314) 731-0911
Hazelwood, Missouri 63042

HAZELWOOD

www.bommarito.net

Repair Estimate

PREPARED FOR

Service Advisor
SCOTT ISBELL (124)
SISBELL@BOMMARITO.NET
6363917200

Date 06/21/2022 02:00 PM
2009 Infiniti G37x
VIN JNKCV64F09M
Mileage 57,283
RO#

Service Name	Price
[Primary]: 10INZ03A : DRIVEABILITY CONCERN C/S: PASSENGER SIDE AIR BAG LIGHT IS ON. DIAG 170 CHECK AND ADVISE	\$170.00
Air Bag - Seat Occupant Classification Module: Code b1018 present as a history code causing the air bag light to come on and flash. Code happened 39 key cycles ago or more and could be caused by a bad harness or module recommend passenger seat bottom frame and seat harness for air bag	\$5192.98
Printed on June 21, 2022	
Quote expires on July 21, 2022	

Subtotal	\$5362.98
Shop Charges	\$35.00
Tax	\$421.00
Total	\$5818.98



Bommarito Infiniti
15700 Manchester Road
Ellisville, MO 63011

[Vehicles](#) ▾[Shop](#) ▾[Retailers](#)[Owners](#) ▾[News](#)

CONTACT INFINITI USA

If you have questions about vehicle specifications, price, and availability, or wish to schedule a test drive, [click here](#) to contact your local INFINITI retailer.

If you have questions about vehicle recalls, [click here](#).

If you are shopping for an INFINITI vehicle and have questions, [click here](#).

SEND US A MESSAGE

To send us a message directly, select a topic from below and let us know how we can best respond. You can expect a response from us within 2-3 business days.

Select a topic*

My INFINITI Vehicle ▾

Select a Year*

2009 ▾

Select a Vehicle*

Other ▾

VIN

JNKC64F09M [REDACTED] ⓘ

WITH CONTACT

VERIFY YOUR RETAILER



BOMMARITO INFINITI

15700 MANCHESTER RD
ELLISVILLE, MO, 63011

(1.4mi)

CHANGE MY RETAILER

Mileage

57283

SUBMIT YOUR INFORMATION

First Name*

[REDACTED]

Last Name*

[REDACTED]

Twitter Name

@

Street Address

[REDACTED]

City

Columbia

State

IL

Zip code

[REDACTED]

AUTO-COMplete

APP MESSAGE

Phone Number

Email address*

Comments*

I have a 2009 C37. The passenger side airbag light is flashing and the dealer estimate to fix it is \$5,192. This error light seems to be a very common problem with Infiniti. I am inquiring whether there is a recall or some other form of reimbursement offered by Infiniti for this issue.

SUBMIT

CONTACT US DIRECTLY

INFINITI CONSUMER AFFAIRS

For general questions about INFINITI, INFINITI vehicles, and INFINITI Retailers:

P.O. Box 685003
Franklin, TN
37068-5003

Call: 800-662-6200

Monday through Friday:
7:00 AM to 7:00 PM, CT

Twitter contact for customer support or questions: @InfinitiUSA

ROADSIDE ASSISTANCE [*]

If you get a flat tire, run out of gas or need other assistance:

PO Box 9145
Medford, MA 02155

U.S. Phone: 800-662-6200 (Choose Option 1)

Canada Phone: 800-835-0221

24 hours a day, 365 days a year

Request Service

INFINITI OWNER SERVICES

For INFINITI InTouch Customer Support

The answer to your INFINITI InTouch question may be on the INFINITI InTouch FAQs Page.

Phone: 855-444-7244

Monday through Friday:
8:00 AM to 7:00 PM, CT

Chat Now with an INFINITI InTouch Specialist

INFINITI SHOPPER ASSISTANCE

Phone: 800-713-3181

Monday through Friday:
8:00 AM to 7:00 PM CST

Chat Now with a Product Specialist

END-OF-LEASE QUESTIONS ONLY

For inquiries concerning your lease:

Phone: 800-778-4211

Monday through Friday:
7:00 AM to 6:00 PM, CT

INFINITI CYBERSECURITY

To report a cybersecurity related issue with our vehicles or websites

Phone: 866-503-3431

Monday through Friday:
8:00 AM to 5:00 PM, CT

LEASING CUSTOMER SERVICE

For inquiries concerning your lease:

Phone: 800-887-5155

Monday through Friday:
7:00 AM to 7:00 PM, CT

IFS CUSTOMER SERVICE

For inquiries concerning your IFS account:

P.O. Box 660360
Dallas, TX 75266-0360

Phone: 800-627-4437

Monday through Friday:
7:00 AM to 7:00 PM, CT

DO NOT SELL MY INFO

Phone: 1-877-647-CCPA

Monday through Friday:
9:00 AM – 5:00 PM PST

[Click to Data Privacy page](#)

Roadside Assistance available for unlimited miles and for the first four years from the vehicle's in-service date. See Warranty Information Booklet for details.

From: "InfinitiConsumerAffairs@my-infiniti.com" <infiniticonsumeraffairs@my-infiniti.com>

Sent: Thursday, July 7, 2022 4:40 PM

To: [REDACTED]

Subject: Your inquiry to INFINITI [ref [REDACTED]



7/7/2022

Case # [REDACTED]

VIN # JNKCV64FO9M [REDACTED]

Dear [REDACTED]

Thank you for contacting INFINITI regarding the passenger side airbag light with your Infiniti. We apologize for any inconvenience this situation may have caused you.

INFINITI relies on its authorized retailers to provide technical support to our valued clients. Please contact or visit your local INFINITI retailer, as they are in the best position to address your vehicle concern.

If you would like more information about retailers in your area, you may visit www.infinitiusa.com/locate-infiniti-retailer.

Case# [REDACTED] has been created to document your inquiry. If you have any further questions or comments, feel free to call **1-800-662-6200 (Option 7)** and reference your Case Number.

Thank you again for contacting us and allowing us the opportunity to be of assistance.

Sincerely,

INFINITI

Isaac

Client Affairs
INFINITI USA

ref



U.S. Department
of TransportationNational 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-MAR-2022

Repository ☐Reference No.
11455110**OWNER INFORMATION (Type or Print)**

Name

Address

City

Columbia

State

IL

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

JNKCV64R9N

MAKE

INFINITI

Model

G37

Model Year

2009

Date Purchased

2010

Dealer's Name and Telephone Number

BOMMARITO INFINITI

636-391-9400

Engine:

No. Cylinders

6

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City TAMPA

ELLISVILLE

STATE

MO

ZIP Code

63011

Transmission Type

AUTOMATIC

☒ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-AUG-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 140000 AIR BAGS

PASSENGER AIR BAG SENSOR

Failure Mileage

53000.0

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: DOTM1 9ABC036)

☐ Original Requirement☐ 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), 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), 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).

The contact owns a 2009 Infiniti G37. The contact stated that the passenger's side air bag warning light was illuminated. The vehicle was taken to an independent mechanic who informed the contact that the seat needed to be replaced. The passenger's side seat wiring and sensor were faulty. The local dealer was not contacted. The vehicle was not diagnosed or repaired. The manufacturer was not contacted. The failure mileage was approximately 53,000.

UPDATE

I took my G37 to the dealer see attached documents, "AB" and spent an additional \$180. They informed me there was nothing they could do without Infiniti's direction and that I needed to take my complaint to Infiniti. I filed a complaint with Infiniti (see document "C"). Infiniti replied (see document "D") and told me that I needed to see my retail dealer for a solution. My dealer had already told me there was nothing they could do for my situation, and that I needed to contact Infiniti.

I have talked to and read on the internet that many Infiniti customers have had the same problem, passenger air bag warning light caused by a bad passenger seat sensor. Generally, nothing has been done by Infiniti or a dealer. Infiniti knows of the problem and has no intention of fixing this safety equipment issue. It seems to me that most customers have had this problem after the warranty expires.

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.