



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 252

Date Received

2003 JUN 17 AM
29-APR-2003

Repository ☐

Reference No.
10017797

OWNER INFORMATION (Type or Print)

Name

Address

City ALBION

State RI

Zip Code

Daytime Telephone Number

Email Address

Evening Telephone Number

Do you authorize this
In the absence of an
Signature of Owner

Signature of your vehicle's
or address to the vehicle manufacturer.
Date 5/28/2003

VEHICLE INFORMATION

Vehicle Identification Number (VIN)

Make
INFINITI

Model
I35

Model Year
2002

Date Purchased
04/14/2002

Dealer's Name and Telephone Number
INBRIE AUTO CENTER 401-821-1500

Engine:
No. Cylinders
Y6

Fuel Type:
GASOLINE

Original Owner
☒

Dealer's City
WARWICK

State
RI

Zip Code
02886

Transmission Type
AUTO

☒ Antilock Brakes
☒ Cruise Control

Powertrain FWD

Vehicle Component Code
036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure: SEVEN (7) INCIDENTS

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
29-APR-2003

Failure Mileage
SEE
ATTACHED

Failure Speed
SEE
ATTACHED

FOUR WHEEL ABS DISKS

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: DOTM1SABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

WHILE APPLYING THE BRAKES THE PEDAL WENT TO THE FLOOR AND THE ABS LIGHT ILLUMINATED. -NLM

SEE ATTACHED COPIES OF REPAIR ORDERS AND EXHIBITS MADE PART
OF THIS COMPLAINT. (ATTACHED)

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 an administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE ATTACHED REPAIR WORK ORDERS AND EXHIBITS FOR DETAILS.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov/questionnaire>

NHTSA DOT Auto Safety Hotline

2002 Infiniti I-35 (Nissan) VIN: JNKDA31AX2T018609

First incident of brake problem prior to 7/23/02 @ less than 2,263 miles. During "hard stop" on Interstate @ 65 mph experienced violent and excessive vibration and chatter. Taken in to dealer service dept on 7/23/02, road tested and no problem detected. No additional inspection or testing noted.

Second incident of violent and excessive vibration and chatter at "hard stop" from approximately 40 mph. Date and mileage not recorded.

At least 5 additional incidents occurred, all at under 20 mph, typically pulling into or out of a shopping mall or gas station. Each time when brakes were applied normally, there was a 2-3 second delay before the brakes engaged during which time the vehicle continued to advance estimated 1 or 2 car lengths before slowing.

Each of the above incidents were reported to the dealer. On 12/17/02 the car was road tested with the Service Manager driving and no abnormal conditions noted.

Vehicle was taken in for correction of brake problems on at least 5 occasions and I have no record of any additional testing or inspection done to the braking system.

Dealer never reported any brake peddle pulsations and I never experienced any pulsations to indicate warped disks.

I have inspected my disks and have found evidence of scouring, grooves, pitting and rusting on one or more of the wheels. If dealer had inspected pads and disks at any time they never reported this condition to me.

Problems occur only sporadically every 1,200 to 1,500 miles so the dealer could not replicate the situation. Although they have never experienced the violent chatter and vibration and since the dash BRAKE warning light never came on, they claim, "That's just the way ABS disk brakes are supposed to work, and there is nothing wrong with them". (I previously drove a 1996 Buick Gran Sport with 4-wheel ABS disk brakes for over 70,000 miles and that is not the way ABS disk brakes are supposed to work!). *I asked if they would give me a written certification that there is nothing wrong with the brakes. They refused to do this.*

I contacted the Infiniti (Nissan) headquarters (1-800-662-6200) - Their File # [REDACTED] on May 6, 2003 and spoke with their Customer Service representative, "Norma Jean" and asked if they knew of similar problems with the Infiniti I-35 or the Nissan Maxima (which is virtually the same design) and she claimed there was no record of brake problems with either model. I therefore asked that Nissan provide me with written certification that there was nothing wrong, she also refused to do so.

NHTSA DOT Auto Safety Hotline [REDACTED]
2002 Infiniti I-35 (Nissan) VIN: JNKDA31AX2TO18609

At one time I was told to leave my car with them for "a few days" so they could have someone drive it around. Since the problem only shows up every 1,200 to 1,500 mile (4-6 weeks) I was not about to have my \$33,000 investment driven around by some stranger till it happened. Besides, they insisted there is nothing wrong with the brakes, so what's the purpose?

I reviewed my warrantee documents to determine what recourse I have at this time and it advises that I contact the local BBB office. Since Inskip Auto Center is a BBB member and since BBB has no regulatory or enforcement powers this seems like a complete waste of my time and efforts. (Like the police dept. investigating a police scandal?)

I also contacted the Rhode Island A/G and they were of no help, I was told to go to court.

If NHTSA is unable to help me with this safety related problem, where do I go from here?

DATE:	WORK ORDER	ODOMETER READING
7/23/02	57872	2,263
ITEM 01	CUSTOMER STATES WHEN BRAKES APPLIED A BAD CHATTER IS EVIDENT	
	ACTION TAKEN: ROAD TESTED, NO PROBLEM DETECTED	

10/21/02	59681	4,206
ITEM 01	CUST STATES AT SLOW SPEEDS UNDER 20 MPH WHEN BRAKES APPLIED IT TOOK 2-3 SECONDS FOR BRAKES TO CATCH	
	ACTION TAKEN: NOT STATED	

12/17/02	60759	45,000 (WRONG)
ITEM 01	CUST STATES BRAKE PEDAL TRAVEL IS NORMAL ALTHOUGH WHEN BRAKE IS APPLIED AT TIMES, CUST STATES A 2 - 3 SECOND DELAY BEFORE.....	
ITEM 02	BRAKES WILL CATCH	
	ACTION TAKEN: NOT SPECIFIED	

12/17/02	NO WORK ORDER NUMBER	5,085
ITEM 01	CUSTOMER STATES BRAKE PEDAL IS NORMAL.....STATES 2 - 3 SECOND DELAY	
ITEM 02	BRAKES WILL CATCH	
	ACTION TAKEN: ROAD TESTED WITH SERVICE DIRECTOR AND NO ABNORMAL COONDITIONS FOUND	

3/20/03

62427

6,507

ITEM 03

C/S ABS WORKING IMPROPERLY
ACTION TAKEN: NOT REPORTED

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**