



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 100083

Date Received

2003 SEP -2 AM 10
25-JUL-2003

Repository ☐

Reference No.
10030195

OWNER INFORMATION (Type or Print)

Name

Address

City

ESCONDIDO

State CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date: 1 / 1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JUKNG01DPRM25632P

Make

INFINITI

Model

Q45

Model Year

1994

Date Purchased

1997

Dealer's Name and Telephone Number

DISCOVER INFINITI (760) 796-5506

Engine

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

140000 AIR BAGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

7/19/03

Failure Mileage

Failure Speed

SEAT BELTS EXPLODED WITH A LOUD NOISE
+ WEBS LIP - AIR BAGS DID NOT ENGAGE
CAR WAS STOPPED AT THE TIME.

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: DOTM15ABC036)

☐ 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 (e.g., parts repaired or replaced (and if old part is available)).

CONSUMER CALLED COMPLAINING ABOUT HAVING PROBLEMS WITH AIR BAGS. VEHICLE MADE A LOUD NOISE, AND THE AIR BAGS DEPLOYED. ALSO, SMOKE STARTED COMING OUT OF THE VEHICLE. DEALER WAS CONTACTED, AND STATED THAT THE VEHICLE WAS OUT OF WARRANTY. *AK

← Air bags never deployed - Seat belts tightened after blast and knocked the wind out of my daughter in passenger seat - Dealer refused to correct safety hazards - told me the cost of repairing the seat belts was \$700 (approx) + they were not liable in any way - out of warranty.

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.

July 29, 2003

Escondido, CA, [REDACTED]

To whom it may concern:

On July 19, 2003, my wife was driving our '94 Infinity Q45 with our daughter & her children.....all secured in seat belts. My wife suddenly noticed the air bag light blinking, followed by the blinking of the seat belt light. Before she could pull over, there was an AWFULLY LOUD NOISE that startled her and frightened everyone in the car. The housing for the seat belt on the passenger side began to SMOKE. The security guard at the gate of our community entrance where this incident occurred, said that he assumed that the loud noise from our car was that of a SONIC BOOM. My daughter thought she must have been SHOT and was most upset for quite awhile, as were the grandchildren and my wife.

I had the car towed by AAA to the dealership in Escondido. (Discovery Infinity, 855 La Terraza Blvd., Esc., CA, 92025)

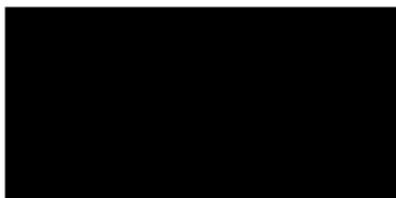
The air bag never engaged they said, but no one seemed to know what had happened. Even the service consultant was puzzled for the first two days. Later, I was informed that the car was "OUT OF WARRANTY." I called a number given to me by the service consultant (1-800-662-6200) and was given a RUDE response by a manager (?), Deborah Frederick. The reply was, "It is your responsibility to check the air bags and the car in out of warranty." WHAT???? SAFETY EQUIPMENT FUNCTIONS ONLY DURING THE WARRANTY PERIOD? If my wife had have experienced this phenomenon minutes earlier on the freeway, my entire family could have been KILLED or severely injured!!!!!!!!!!

I have discovered online, under NHTSA, that this seat belt and air bag malfunction has happened before.....SEVERAL times! Surprisingly enough, there has yet to be a RECALL. Shouldn't steps be taken to protect Infinity drivers from possible serious accidents and/or DEATH?

One other matter I have to complain about; The service consultant told me that I need a brake job which would cost \$250. (see attached invoice) I took the car to my 76 station where I have my small jobs taken care of. This mechanic assured me that this job was completely unwarranted. (see attached invoice)

Please consider this complaint and take appropriate action.

Sincerely,



cc; BAR
cc; NHTSA
cc; BBB

**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).**