



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 1368

Date Received

Repository

31-JAN-2005

Reference No.
10109240

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ATKINSON State NH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of [REDACTED] provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) JNKCF [REDACTED]
Make: INFINITI Model: G20 Model Year: 1999
Date Purchased: Dealer's Name and Telephone Number: KELLY INFINITY 800-927-4634
Original Owner: Dealer's City: State: Zip Code: 4
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: Vehicle Component Code: 116000 ELECTRICAL SYSTEM:IGNITION
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 04-OCT-2004 Failure Mileage: 37000 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).

INTERMITTENTLY IGNITION WOULD NOT START. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

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.

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

I am reporting an ignition cylinder failure on my 1999
4-30 Infiniti that happened on 2 occasions, before I
replaced it.

On Nov. 2, 2004 I was unable to start my car. My neighbor
came over to help. He sprayed WD-40 on the key & then
wiped it off. After doing this, the car started. On 12/29/04
I was 35 miles from home when it happened again. I had
a passenger with me. We were in my son's neighborhood.
When I stopped the vehicle to leave something off, I could
not restart it. I remembered the WD-40 & we stopped at
several homes to borrow a car. After a long walk in freezing
cold weather, we found someone's home who had the
key.

ATTACH ADDITIONAL SHEETS IF NECESSARY



National Highway
Traffic Safety
Administration

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

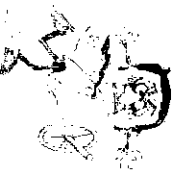
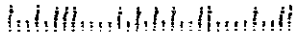
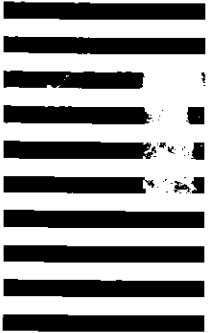
Official Business
Penalty for Private Use \$300

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**

OR

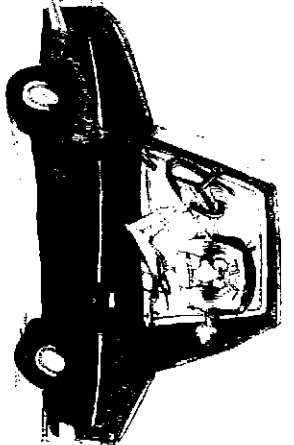
DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
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lubricant + offered to give us a ride back to the car + waited to see if it worked. It worked again.

When I got home I called the mfg. Someone named Marianne took down the information + tried to make me believe it was a common problem. She made this remark. "Do you realize how many times you turn the key on?" Then when I told her it has 37,000 miles on it, she tried to blame it on that. When she called the dealer, she was told it was "wear + tear". The dealer + the Co. are falling all over themselves trying to convince me this is common.

I don't believe this is an isolated problem. I have heard of one other "Nissan" vehicle (not sure which one) that had the same problem, resulting in the same frustration that I went through.

I would like to find out how many of these ignitions they have replaced on the 1999 L-20 Infiniti + other Nissan makes. It's possible a lot were replaced when the vehicles were under warranty. In that event there would probably be no complaints.

A safety problem exists in that this failure could happen without warning, with bad weather conditions, in isolated areas. In my case, I don't know what I would have done if I hadn't found someone to help me.

This was a defective part + it should have been replaced without charge (regardless of warranty). The lubricant dried up prematurely.



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).