

 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 MAR 21 2011 14-FEB-2011	Repository ☐ Reference No. 10382622
OWNER INFORMATION (Type or Print)			
Name			Daytime Telephone Number
Address			E-mail Address
City	LAKEVILLE	State	PA
Zip Code			
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 JNRDR09Y53W		Make INFINITI	Model Year 2003
Date Purchased 12-05-02	Dealer's Name and Telephone Number Ray Catena Infinity 732-603-9600		Engine: No: Cylinders 6
Original Owner ☒	Dealer's City Edison	State NJ	Fuel Type: Gas
Transmission Type 4 Speed Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain All mode 4WD 240HP 3.5 liter	Multiple Failure: Structural Frame
		Incident Date(s) 07-JAN-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 021000 SUSPENSION: FRONT		Failure Mileage 149000	Failure Speed 40
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 2003 INFINITI QX4. WHILE DRIVING APPROXIMATELY 40 MPH, THE CONTACT HEARD A LOUD BANGING NOISE OUTSIDE THE VEHICLE AND SUDDENLY THE VEHICLE BEGAN TO LEAN TOWARDS THE DRIVER'S SIDE. THE CONTACT MANEUVERED TO THE SIDE OF THE ROAD TO INSPECT THE VEHICLE AND THEN RESUMED WITH CAUTION. THE VEHICLE WAS TAKEN TO A REPAIR SHOP WHERE THEY INFORMED THAT THE FRAME WAS SEVERELY RUSTED; AND THE FRONT DRIVER SIDE STRUT TOWER FRACTURED DUE TO EXCESSIVE CORROSION. THE TECHNICIAN ALSO STATED THAT THE FAILURE WOULD EVENTUALLY AFFECT THE STEERING. THE CONTACT PLANNED TO HAVE THE VEHICLE REPAIRED. THERE WAS AN OPEN INVESTIGATION ASSOCIATED WITH NHTSA ACTION NUMBER PE11004 (SUSPENSION: FRONT: SHOCK ABSORBER). THE FAILURE MILEAGE WAS 149,000. The corrosion has left an open gash in its place. Photos are enclosed. An important point. Dealing with Mr. Gabriel Allah customer relations at Nissan my only Nissan contact. He told me that since I live in the Northeast where road salt is used, this is why the corrosion occurred. So am I to believe that all Nissans in the Northeast are doomed to corrode?			
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.			

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

I have had vehicles much older than my Qx4 (15 y, 20 yrs) that had no corrosion structure or other! Pictures were taken at Ray Catina of the inside, underside and outside of my Qx4. It is impeccable, very well maintained. Please read all enclosed papers.

The welder charged \$500 for the weld.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
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UNITED STATES

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



10/5

Lakeville, PA

March 7, 2011

Case# INF1112707

NHTSA REF# 329268

VIN# JNRDR09Y53W

To Whom It May Concern,

This letter is information in addition to the BBB Auto Line customer Claim Form.

We purchased a new Infiniti QX4 in 2003. It was serviced by Infiniti, Ray Catena until warrenly was up. After that all service was done by licensed service station in our area. All Oil changes every 2-3000 miles (documented). All fluids, drive train, brakes, plugs, belts etc. changed and serviced. Our QX4 now has 140,000 plus miles. It has never been in an accident and until now we were satisfied with the safety and performance. This is our 5th Nissan. We have a major safety concern on the structure of the vehicle. While driving a noticeable creaking bang noise was heard. The truck was leaning, clipping to one side. It was suspected the struts were the cause. When the driverside strut was removed it was discovered that a major corrosion had

2/5

and

Lakeville, PA

March 7, 2011

CASE #INF112707

NHTSA Ref # 329268

VIN# JNRDROA53

occurred on the strut tower frame where it
attaches to the sub frame. There is approximately
a 2"x 10" section of rusted metal. Rust has eaten away metal
and an open gash in its place. There is metal fatigue
(pictures have been taken). The vehicle is not driveable
in this unsafe condition, it is unstable and the
steering is affected. The right side strut was then
removed to inspect for corrosion. Only minor corrosion
damage was found. Why major safety damage on one
side?

We called Nissan on February 11, 12 and 14 leaving
messages with answer machine. On February 16, 2011

I () was finally able to speak with
a Tammy. She was very robotic with her response and
not understanding to our situation. She refused to
give me a supervisor's number or Nissan's corporate phone
number. Tammy gave me no avenue to follow to
correct this dangerous condition with our QX4.

3 of 5

and

Lakeville PA

Case # INF 1112707
NHTSA REF # 329268
March 7, 2011

We live in Pennsylvania. There is no Infinity service dealer in our area (or within 100 mile radius). The Nissan dealer here will not service my Infinity. This is a very unnerving feeling to know our QX4 sustained such heavy corrosion on one side, which will cause my vehicle to fail at any given moment. The other side with minimal corrosion. My trust in this vehicle and Nissan are in question. The structural integrity of our QX4 are in question. As I have said I have purchased five Nissan vehicles over the years. What does this do to my resale value? I am notifying you that there is structural defect in my QX4. You can see how well maintained I kept my vehicle. It still looks like new inside and out. Pictures were taken by me and pictures were taken at Ray Catena Mond Feb 28, 2011. The manager of Infinity's service area could not believe my QX4 was a 2003. The only mark on the vehicle was to the rear wheel. There is a scratch on the rim.

[redacted] and [redacted]
[redacted]
Lakeville, PA [redacted]
[redacted]

March 7, 2011

Case # INF 1112707

NHTSA Ref # 329268

Do I have a comfortable relationship with Nissan addressing this situation? I am grateful it didn't cause an accident which could have injured my family, myself, or others.

In order to fix the strut tower frame so the vehicle could be driven safely (Ray Catena wanted me to bring my QX4 to them so trained mechanics could inspect the damage and to inspect the overall condition of my vehicle), I had to find a welder who would even work on the damaged area. No service station would be responsible for the repairs, or get involved with Nissan and my situation. The only way to repair it is to weld it. No one would get involved. After a seven day search, I found a licensed welder who would help me. The repairs were done on February 23, 2011.

In closing, where does this leave me and my family? The vehicle is not roadworthy, Safety is the highest priority.

Lakeville, PA

March 7, 2011

Case# INF 1112707

NH+SA REF# 329261

VIN# JNRDR09Y58W

Is Nissan going to give us another vehicle? I am disabled and on a fixed income. The repairs costs including parts is around \$1,000.00. I didn't have use of my vehicle from Friday February 11, 2011 to

Thursday February 24, 2011. My hands are up in the air. I loose. I am astonished by the corrosion to only one side. This is not a cosmetic problem it is a safety problem. It is a disconcerting issue that while driving I could have lost control at any time. Can this still be the case?

Thank you for reading my letter I had to vent my frustration and situation. Please contact me A.S.A.P as to what avenue to take to have confidence in this QX4 and in Nissan. Can I recoup my financial loss? My resale loss? What arrangement can we make?

Sincerely

000001
SPECIAL ACCOUNT

TIME: 11:56

INV#: 307653
TYPE: CASH
DATE: 02/07/11
CTMN: 3 PAGE: 1

03 INFINITI QX4 V6-3498CC 3.5L F/I VIN VQ35DE ID#299				
1 MON 71441	SENSA-TRAC STRU	129.56	77.53	77.53 T
1 MON 71442	SENSA-TRAC STRU	129.56	77.53	77.53 T
2 MON 903954	STRUT-MATE TM M	48.65	29.11	58.22 T

3	0.00	0.00	0.00	0.00
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356.42	0.00	213.28	18.93
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232.21

vin# JNRDR09Y53W

CASE#INF 1112707

NHTSA Ref# 329268

C & C Equipment Rental

120 Bellemonte Avenue (Rt. 6) • Hawley, PA 18428 • (570) 226-1766

C & C EQUIPMENT RENTAL CO. ("Lessor") does hereby lease to the Customer, subject to the terms and conditions listed on the reverse side, the following equipment: ("The Equipment").

REMEDIES ON DEFAULT. If Customer (1) does not return the Equipment by the end of the rental period, (2) fails to make a payment due under this Rental Agreement, or (3) otherwise violated this Rental Agreement, then Lessor may go to court and enter judgment against Customer for immediate possession of the Equipment and for any pay-

ment due. Customer authorizes the prothonotary to enter judgment against Customer in any lawsuit for possession and in any lawsuit for rent or other payments, together with costs and attorney's fees of 20% of the amount due. Customer waives any rights to claim errors or to appeal from a judgment in any such lawsuit and consents to immediate issuance of a writ of execution. Customer authorizes such prothonotary, clerk, or attorney (1) to waive on Customer's behalf any such rights to claim errors or to appeal and (2) to consent in writing to immediate issuance of a writ of execution.

RENTED/ SOLD TO

DELIVERY INFORMATION

CONTRACT INFORMATION

3268495 () Cnt. Date: 02/11/11

STATEN ISLAND NY *Lakeville PA*

Authorized By: *473-470-019*

P.O. No:

Drv. Lic. #:

Delivery Date:

Pick Up Date:

Job Location:

Contr. No. *85690* Inv. No.

Date/Time Out: *FR 02/11/11 02:55 PM*

Date/Time Due: *FR 02/11/11 02:55 PM*

Date/Time In:

Written By: *JHC* Checked in By:

ITEMS RENTED AND/OR SOLD

OPEN CONTRACT

Qty	Unit Number	Detail	Price/Rate	Minimum	Daily	Weekly	4 Weeks	Amount
1	R 100	AJ0013001 COMPRESSOR MACPH STRUT #001	20.00	10.00/4 Hr	12.00	30.00	45.00	30.00

DAMAGE WAIVER CHARGE (DWC) 5% OF RENTAL CHARGE. RENTER MAY, BY INITIALS HEREON, DECLINE BENEFITS OF PARAGRAPH 15 DAMAGE WAIVER ON REVERSE SIDE OF THIS CONTRACT.

DWC IS NOT INSURANCE.

DECLINES
X
(INITIALS)

1% PER MONTH INTEREST
(18% PER YEAR)
CHARGED ON INVOICES
30 DAYS OR MORE
PAST DUE.

5% DAMAGE WAIVER is automatically charged on total rental.

Rental	30.00
Damage Waiver	1.50
Sub Total	31.50
8.000% Sales Tax	1.80
Total Amount	33.30
Advance Payment	0.00
Change/Credit Due	33.30

I acknowledge that I am familiar with the operation to lease equipment and that the equipment will only be used for qualified operators. The terms and conditions set forth on both the front page and back page of this contract are incorporated herein and form an integral part of the agreement between customer and C & C. I have read, understands and agrees with the terms and conditions stated on the front and back of this contract.

COLLECTION COSTS. Customer agrees to pay all collection of any amounts due and unpaid, and other expenses involved in collection.

WARRANTIES: There are no warranties of any kind which extend beyond that which is set forth herein. ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED. INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE OR COMMERCIAL LOSS ARE NOT WARRANTED BY C & C EQUIPMENT RENTAL CO. There is no warranty that the equipment is suited for customer's intended use, that it is free from defects or that it meets OSHA standards.

Adv. Payment **PAY ON RETURN**
FINAL AMT. TOTALED ON RETURN

02/11/11 02:57:04 PM

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: MAY 31, 2011 VALID: 05/19/10

PLATE: [REDACTED]

TITLE: [REDACTED] CL

VIN: JNRDR09Y53W [REDACTED]

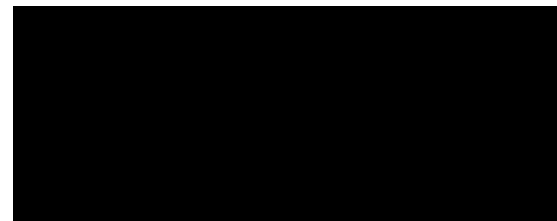
YR/MAKE: 2003 INFINITI

TYPE: SDN

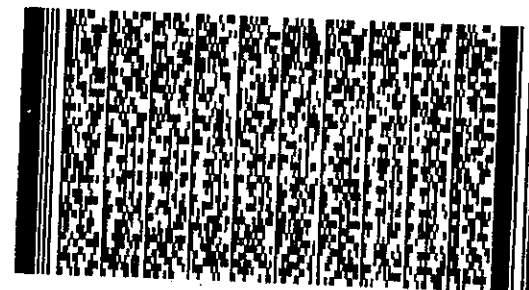
WID: 10139 3903 391436-001

LAKEVILLE PA

[REDACTED]



✓ hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.



4086

Vin# JNRDR09Y53W [REDACTED]

Case# INF 1112707

NHTSA Ref# 329268

**BBB AUTO LINE
Customer Claim Form**

Case number: INF1112707
Contact Date: 02/14/11
Start Date: -

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Lakeville	State: PA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Infiniti	Model: QX4	Year: 2003	Current mileage: 149000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Ray Catena Infiniti, Edison, NJ			
Primary Servicing dealer/city/state: RAY CATENA INFINITI, INC.,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 12/05/02		Mileage at purchase/lease: 04 miles	
First repair attempt date:		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

He would like the manufacturer to take responsibility for the issue and repair it. ② Guarantee the safety, reliability of the frame, suspension, the truck as a whole. ③ I have lost any resale value for a vehicle that is meticulously kept. Infinitys' service dept. will verify the condition of my Qx4. I want to be compensated for this, I want to be reimbursed for the work done to repair my Qx4 so I am able to drive it if my family needs to feel safe in this vehicle.
Also sending five page letter. Strut receipt & Tool rental

Please complete the missing information in the box below and on page 2.

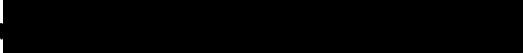
VEHICLE IDENTIFICATION NUMBER JNRDR09Y53W [REDACTED]	
Lienholder/Leasing Company Paid in Full Loan	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
left front strut tower rotted off		—	2-13-11 149280	yes
driver's side seatbelt will not retract	Bay Catera	1	3-1-11 replaced	yes

Total days out of service for all problems: 14 days

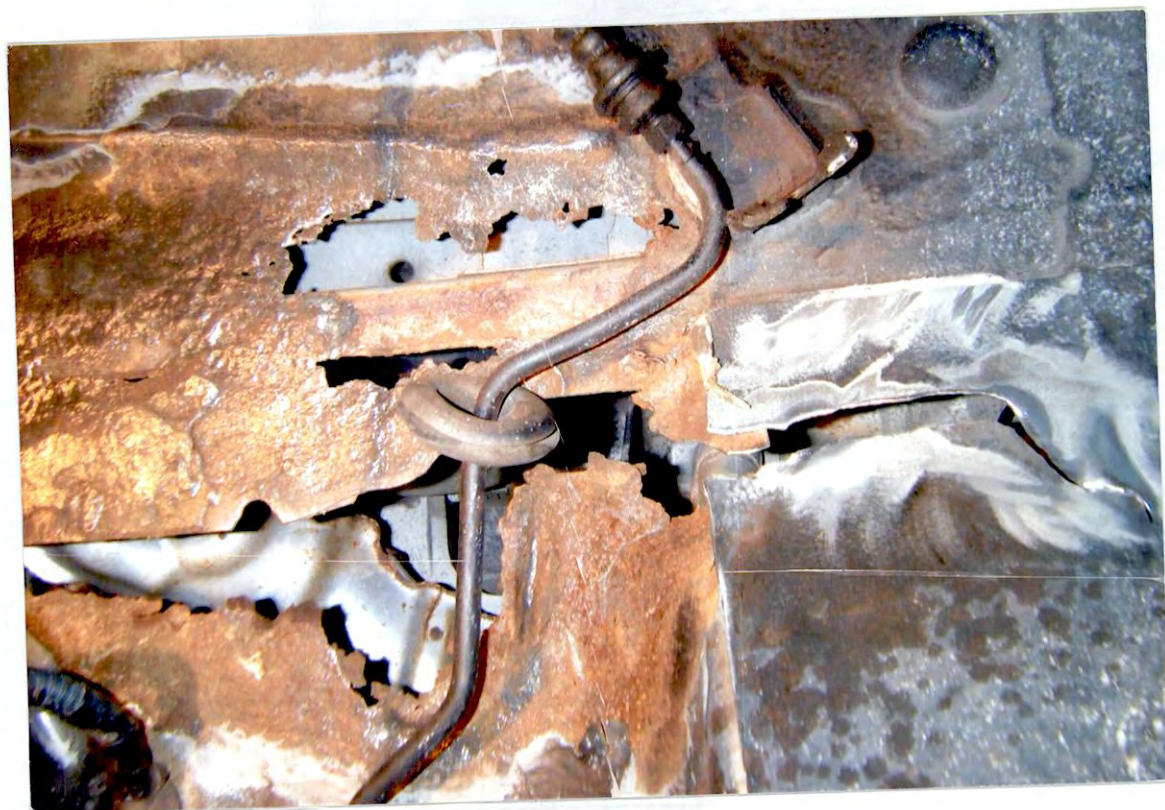
Signature of Titled Owner(s)  Date March 7, 2011

Printed Name of Titled Owner  _____

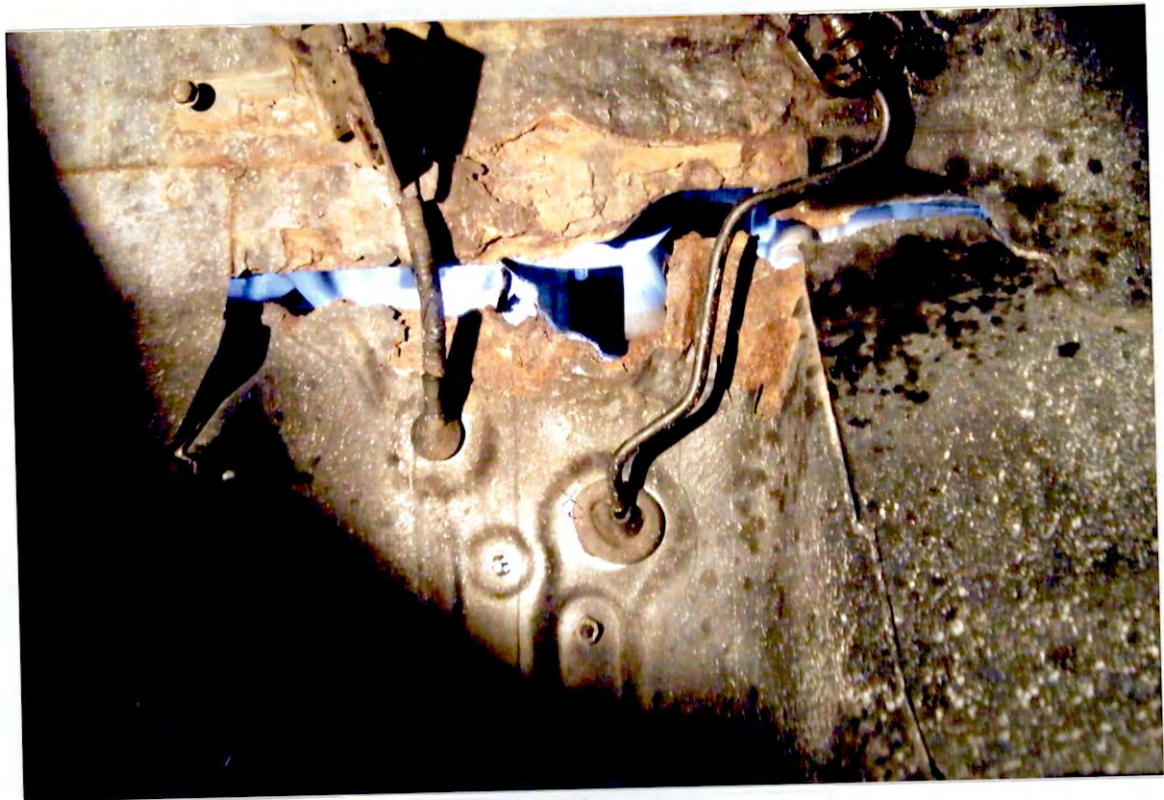
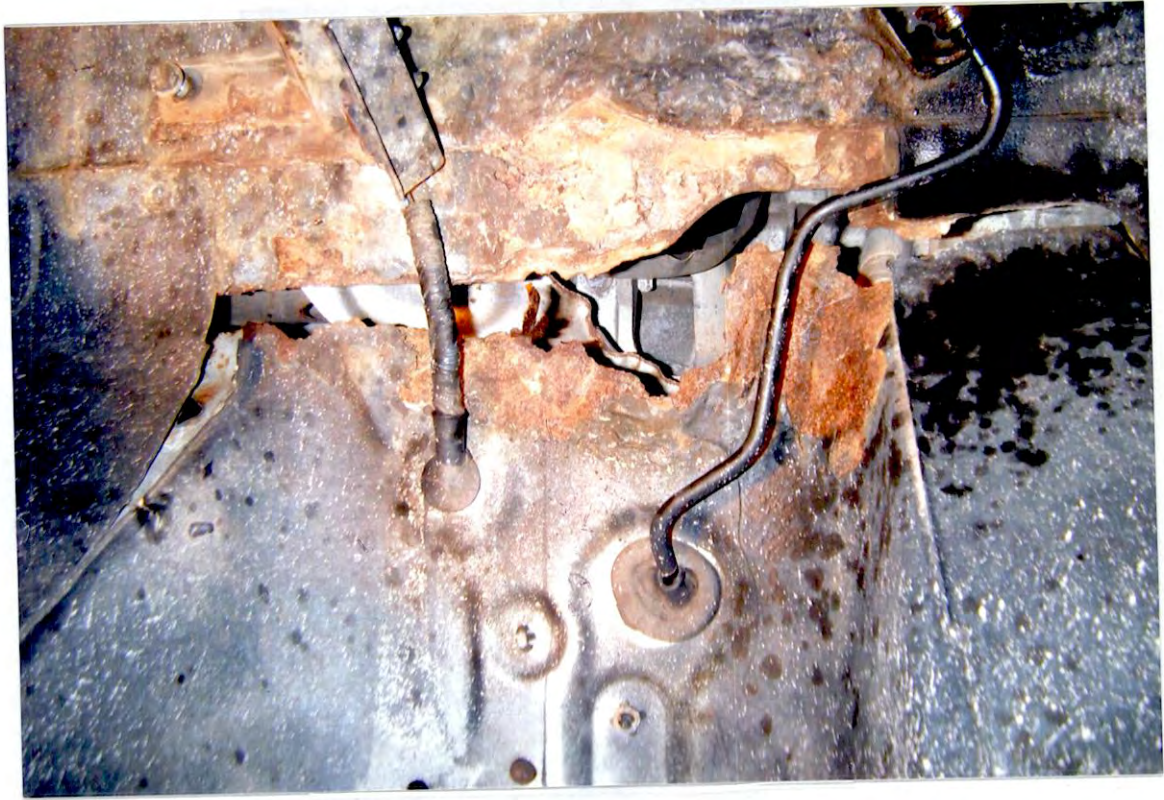
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

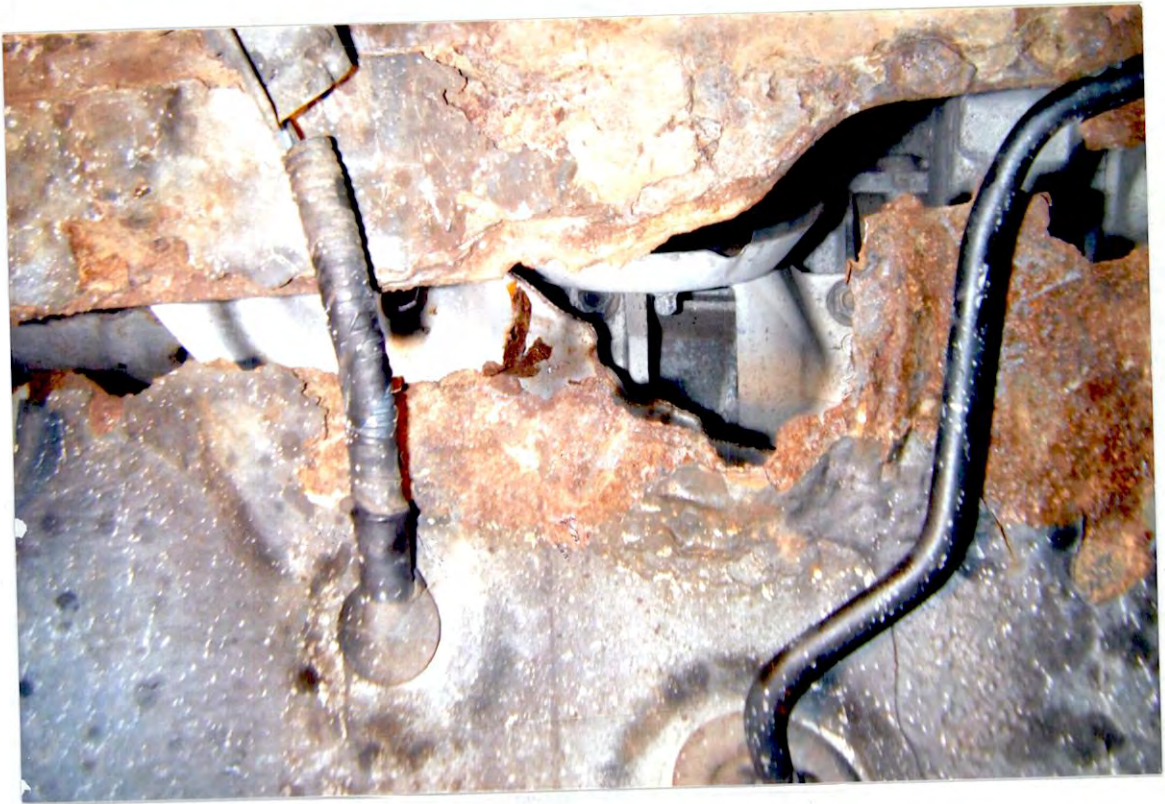
BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700











PA
[Redacted]
[Redacted]

U.S. Department
of Transportation

**National Highway
Traffic Safety
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