

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10476802
Date: Thursday, October 11, 2012 9:17:32 AM
Attachments: [EVOQ_EMAIL_RESPONSE.doc](#)
[10476802.pdf](#)
[infinitaltr.doc](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, October 10, 2012 11:32 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10476802

From: [REDACTED]
Sent: Wednesday, October 10, 2012 11:12 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Fwd: NHTSA: Follow up to ODI Complaint: 10476802

Gentlemen:

This is in response to the below e-mail from NHTSA:

As the Vehicle Owner's Questionnaire is in a PDF format, I am unable to update it. Below are the changes/additions that should be made to it:

Address: Should be [REDACTED]
Date Purchased (actually date leased): 13-SEP-2012
Dealer's Name: Infiniti of Coconut Creek
Dealer's Telephone Number: 954-861-6100
Dealer's City: Coconut Creek
Dealer's State: FL
Dealer's Zip Code: 33073
Number of Persons Injured: Should be 1

Finally, in the comments section, the words "contact owns" should be changed to "contact leases."

Please note also that I have attached a copy of my letter to Infiniti concerning this issue to this e-mail (see infinitaltr.doc above).

Please don't hesitate to contact me if I can be of any further assistance in this matter.

Sincerely,

-----Original Message-----

From: EVOQ <EVOQ@dot.gov>
To: [REDACTED]
Sent: Wed, Oct 10, 2012 8:47 am
Subject: FW: NHTSA: Follow up to ODI Complaint: 10476802

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



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

24-SEP-2012

Repository ☐Reference No.
10476802**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City FT. LAUDERDALE

State FL

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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

JN1CV6AP3CM [REDACTED]

Make

INFINITI

Model

G37

Model Year

2012

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner



Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

17-SEP-2012

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 220000 SEATS

Failure Mileage

60

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

0

Number of Deaths

0

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 2012 INFINITI G37. THE CONTACT STATED THAT DUE TO THE DESIGN OF THE SEAT PADDING HE HAS DEVELOPED PAIN IN HIS HIP THAT WORSENS EVERY TIME THE VEHICLE WAS DRIVEN. THE MANUFACTURER WAS CONTACTED. THE FAILURE MILEAGE WAS 60 AND THE CURRENT MILEAGE WAS 140.

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.

[REDACTED]
Fort Lauderdale, FL
September 26, 2012

Infiniti Consumer Affairs
P.O. Box 685003
Franklin, TN 37068

Consumer Complaint Case No.: 9477999

Gentlemen:

This letter is to document the above-referenced complaint that I lodged with your organization, by phone, on September 19, 2012.

I leased a new 2012 Infiniti G37 car on September 13, 2012. Before driving the car even 100 miles, I noticed that I was developing pain in my right hip due to pressure on my hip from raised cushioning on the side of the driver's seat. The more I drive the car, the more severe the pain becomes. My assessment of the problem is that the raised cushioning is too hard and exerts excessive pressure on the driver's right hip while driving the car. Obviously, having to keep one's right foot on the car's gas pedal makes it virtually impossible for the driver to change his position to alleviate the pain.

I advise that I am 72 years of age, of average build, weigh approximately 170 lb. and have no past history whatsoever of hip pain or disease.

On September 21, I was advised by an "Elise" of your organization that Infiniti would not be able to offer any solution or assistance with this problem. I am certainly disappointed with that response. This situation is not just a matter of discomfort, but of health. Almost undoubtedly, this situation, unless remedied, will prove damaging to my hip and I suggest to those of many others driving cars using those seats. It seems to me to be an imperative that Infiniti provide a remedy to this problem, either in the form of a modification to the existing seats or replacement of the seats altogether – at least for customers who experience the problem with the seats that I do.

I hope that Infiniti will reconsider what seemed to me to be a calloused and offhanded response to this complaint and implement a remedy on an urgent basis before further damage is done to people's health.

Thank you for your anticipated further consideration of this matter. Please don't hesitate to contact me by phone at [REDACTED] if you have any questions or would like to discuss the matter further.

Sincerely,

[REDACTED]