

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10483343
Date: Monday, December 10, 2012 10:30:33 AM
Attachments: [REDACTED] - DOT car safety complaint.pdf

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, December 10, 2012 10:18 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10483343

From: [REDACTED]
Sent: Friday, December 07, 2012 4:09 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Fwd: NHTSA: Follow up to ODI Complaint: 10483343

Please find attached a pdf which contains the edited car safety complaint as well as an invoice from the car dealer regarding the repairs which were made.

Thank you,
[REDACTED]

----- Forwarded message -----


From: [REDACTED]
Date: Tue, Nov 27, 2012 at 1:26 PM
Subject: Fwd: NHTSA: Follow up to ODI Complaint: 10483343
To: [REDACTED]

Begin forwarded message:

From: <EVOQ@dot.gov>
Date: November 27, 2012 1:18:49 PM EST
To: <[REDACTED]>
Subject: FW: NHTSA: Follow up to ODI Complaint: 10483343

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	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 05-NOV-2012		Repository <input type="checkbox"/> Reference No. 10483343	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	Zip Code		
MIAMI	FL			
<i>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).</i>				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
JNKCV64E98M		INFINITI	G37	2008
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
9/7/11	Luxury Motors 234-288-4690		No: Cylinders	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
	Ft. Myers	FL	33408	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control			04-NOV-2012
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL			Failure Mileage	Failure Speed
			26000	0-5mph idling
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)	<input type="checkbox"/> Original Equipment	Failure Location:		
	<input type="checkbox"/> Prior Repair			
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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>				
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).				
TL* THE CONTACT OWNS A 2008 INFINITI G37. THE CONTACT STATED THAT WHILE PARKED SHE DEPRESSED THE ACCELERATOR PEDAL BUT NOTICED THE VEHICLE WOULD NOT ACCELERATE. THE VEHICLE ROLLED SLIGHTLY AND UPON DEPRESSING THE BRAKE PEDAL THE PEDAL WAS LOCKED AND WOULD NOT RESPOND. AFTER RESTARTING THE VEHICLE THREE DIFFERENT TIMES THE VEHICLE RESUMED ACCELERATION AND BRAKING CAPABILITY. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 26,000. I took the car to South Motors Infiniti on 11/5/12. Diagnostic tests by the dealer indicated a problem with the relay system. A part was replaced. Attached is the invoice detailing the service completed.				
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.				

I N F I N I T I

South Motors Infiniti
 16915 South Dixie Highway
 Miami, FL 33157
 305-256-2000

Dade County Registration #MVR-94103657
 Dade County Registration #MVR-55621
 State of Florida Registration #MV-18139
 State of Florida Registration #MV-80357

INVOICE - CUSTOMER COPY

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

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Work Order No.
17554

<p>Customer Information</p> <p>MIAMI FL Email: [REDACTED]</p>	<p>THANK YOU FROM ALL OF US AT SOUTH MOTORS INFINITI</p> <p>Your Next Service Will Be Due:</p> <p>Date: _____ or _____ Miles</p>
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Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In Serv. Date	Stock No.
IN	G37	08	26,663			Red	G	JNKCV64E98M	3/19/08	C8225
Cust. No.		Contact			Day Phone No.		Extension		Evening Phone No.	
202081		[REDACTED]			[REDACTED]		[REDACTED]		[REDACTED]	
Service Consultant						Labor Rate			Alternate Phone No.	
DANIEL ZAMBRANO						\$140.00/Flat			[REDACTED]	
Tag	Wait	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date		
827	No	Yes		11/05/12	11/05/12	18:00	11/05/12			

P.O.:#

01 Multi-Point Veh service
 Multi-Point Veh service-INSP
 Add-On? No Tech 162915 Labor No Charge Customer

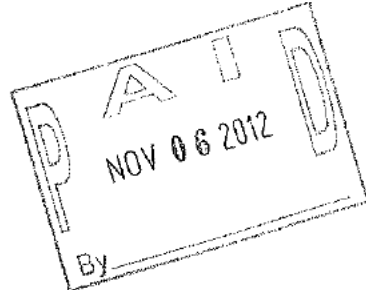
02 CUSTOMER STATES SERVICE ENGINE SOON LIGHT STAYS ON
 AND VEH WILL NOT ACCELERATE
 RUN CONSULT TESTED AND FOUND CODE P1090 P1093
 R R VVEL ACTUATOR RELAY CHECK OKAY
 mile service engine-A0001
 Add-On? No Tech 162915 Labor 140.00 Customer

Parts Qty Each Parts Customer
 RELAY-25230-9F915 ASR 1 38.42 38.42 Customer

COMPLIMENTARY CAR WASH THANK YOU FROM ALL OF US AT SOUTH MOTORS INFINITI

* Totals	Amount *
* Labor.....:	140.00 *
* Parts.....:	38.42 *
* Tax.....:	12.49 *
* Total.....:	190.91 Customer*

Page 1 Last Page



ALL REPLACEMENT PARTS ARE NEW UNLESS OTHERWISE NOTED

Original Estimate	Total Revised Estimate	<p>Authorization: I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</p>
\$	\$	
I acknowledge notice and oral approval of an increase in the original estimated price.		SIGNATURE x _____