

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				Date Received JAN 23 2013 28-NOV-2012	Repository ☐ Reference No. 10486342
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City LAKE WORTH	State FL	Zip Code [REDACTED]			
<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 JN1CV6FE3BM [REDACTED]		Make INFINITI	Model G37	Model Year 2011	
Date Purchased 2-28-2011	Dealer's Name and Telephone Number Infinity of Palm Beach 561-615-3380		Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: yes Seatbelt		Incident Date(s) 14-OCT-2011 ONGOING	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 150000 SEAT BELTS			Failure Mileage 25000	Failure Speed 20	
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: DOTM9ABC036)	☐ 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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>					
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 2011 INFINITI G37 CONVERTIBLE. THE CONTACT STATED WHILE DRIVING 20 MPH ATTEMPTING TO AVOID A SQUIRREL, THE DRIVER SLAMMED ON THE BRAKES AND THE SEAT BELT FAILED TO RETRACT. THE CONTACT ATTEMPTED TO DUPLICATE THE FAILURE BY SLAMMING ON THE BRAKES AFTER ACCELERATING AND THE SEAT BELT DID NOT CATCH AT ANY POINT. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND WAS INFORMED THAT THE SEAT BELTS WERE OPERATING AS DESIGNED AND THAT SHE SHOULD NOT BE WORRIED SINCE THE AIR BAG WAS WHAT WOULD SAVE HER IN THE EVENT OF A CRASH. THE CONTACT WAS NOT SATISFIED WITH THAT ANSWER. THE MANUFACTURER WAS NOTIFIED BUT OFFERED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGE WAS 25,000.					
In my attempt to Duplicate Seatbelt Not Locking on Driver (me) I Drove the Vehicle in an Empty Lot at 30, 40, 50 mph. hitting the Brakes Each time and Seat belt Never Locked					
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.					

You can see by the Enclosed Service Report ON 10/14/11
 AND 12/23/11 Reported to Dealer Seatbelt Issue

ON
 Driver
 (me)

Customer	ID#	VIN	Mak Mdl	Yr Color	Sold	Sold By Dealer
[REDACTED]	OVES01	JN1CV6FE3BM	[REDACTED] ING37	11 White	2/28/11	71050-INFINITI OF PALM BEACHES WEST-PALM BEACH

Date	Odometer	Dealer	W/O#	Ln LC	TechID	Act Hrs	Job	Description/Comments
12/23/11	14,171	71050	20533	01 FW	970146	1.8	I0001	Misc-Body CUSTOMER STATES WATER LEAKING L/H A PILLAR, DRIPS FROM ABOUT 2/3 UP MD TO HVY RAIN FOUND SILICONE PEELED FROM WEATHERSTRIP REMOVED, CLEANED OLD SILICONE FROM BODY, INSTALLED NEW WEATH
				02 IG	970146		I0001	Misc-Body CUSTOMER STATES DRIVERS SEATBELT WILL NOT LOCK UNDER HEAVY BRAKING ADVISE NO FAULT FOUND
				03 IG	970146		BRAKE	BRAKE SYSTEM REPAIR DIAGN CUSTOMER STATES BRAKE SQUEAK NOTICEABLE AT TIMES ADVISE NORMAL SEMI-METALLIC OPERATION
				04 FW	970146	1.4	I0001	Misc-Body CUSTOMER STATES SQUEAKING IN REAR OF VEHICLE, WILL ROAD TEST WITH TECH SEE ITB11-035B REPLACE GROMMETS, ADJUST BRACKETS CLEAN AND LUBE WEATHERSTRIP
				05 IG	970146		INSP	Multi Point Inspection
				06 IG	970146		GTIRE	6/32nds of tread or more
				07 IG	97365		WASH8	Service Car Wash QX56
								** Tech Remarks ** ERSTRIP AND RESEALED WITH PERMATEX SILICONE TO RESOLVE S
10/14/11	10,757	71050	17456	01 FW	970146		I0001	Misc-Body CUSTOMER STATES WATER LEAKING AT UPPER HEADER ABOVE STEERING WHEEL POOR SEALING RESEAL WINDSHIELD HEADER
				02 IG	970146		I0001	Misc-Body CUSTOMER STATES DRIVERS SEATBELT DOES NOT EXTEND/RETRACT PROPERLY AND HAS DAMAGED DOOR FINISHER ADVISE NO FAULT FOUND, OPERATION AS DESIGNED
				03 IG	970146		I0001	Misc-Body CUSTOMER STATES PASSENGER SEATBELT DOES NOT RETRACT FULLY AT TIMES, PASSENGER DOOR FINISHER DAMAGED. ADVISE NO FAULT FOUND, OPERATION AS DESIGNED
				04 IG	970146		I0001	Misc-Body CUSTOMER REQUEST FRIDGE FRESH A/C FRIDGE FRESH A/C AS PER CUSTOMER REQUEST
				05 IG	970146		I0001	Misc-Body CUSTOMER STATES FUEL DOOR WILL NOT OPEN AT TIMES, REQUEST DISABLE FUEL DOOR LOCK. DISABLE FUEL DOOR LOCK AT CUSTOMER REQUEST