

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10515329
Date: Tuesday, June 18, 2013 10:38:54 AM
Attachments: [EVOQ_EMAIL_RESPONSE.doc](#)
[10515329.pdf](#)
[A7124c893-561c-4255-a07c-4735c6e551f4.pdf](#)
Importance: High

EQ-10515329-9414

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, June 17, 2013 2:22 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10515329
Importance: High

the ODI # is in the subject line.

From: [REDACTED]
Sent: Friday, June 14, 2013 2:04 PM
To: DataQuality, DataQuality (NHTSA)
Cc: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10515329
Importance: High

To whom this may concern,

Please be advised this is a description of the problem/failure I encountered with my 2004 Infiniti M45 on June 3, 2013 and should be used to determine if the 2004 M45 crank/cam shaft sensors should be recalled in **addition** to the over 620,000 2003 M45 models that were recalled for the same problem and parts.

I was on my way to work on June 3, 2014 when all of a sudden my vehicle shut down. The lights illuminated on the dashboard and the car shut off. I was able to coast to a side street where I tried to start the vehicle and nothing happened. I was then towed to my home and the vehicle sat for some hours. I was able to restart the vehicle later that evening and take it to the nearest Advance Auto in which I asked if they could test the alternator and battery. The alternator checked out fine; however, I was told the battery had some dead cells but not enough for the car to just shut down like it did earlier that day. I was able to make it back to my home afterward.

I then called the Infiniti dealer on June 4th and was told by a serviceman I had to bring my vehicle to them in order for my battery to be replaced and that the charge would be \$48 for them to do so. I had just purchased a batter from them in August 2011; therefore, a battery with a seven year warranty should not have any cost associated with it. There was no way I could risk taking a chance driving my car to the dealership after what happened the previous day so I took the battery out, brought it to Infiniti, they refused it; however, another Charles Barker location replaced the battery with no hesitation.

After installing the new battery, I had assumed the problem was fixed since I was able to drive my vehicle for about an hour. I ran some errands and the 2nd occurrence took place on the interstate. The car started to stall as if I was running out of gas. The VDC, Engine light, and the seatbelt light came on and the car shut down again, I immediately cut my hazard lights on and was able to get to the shoulder of the interstate where the car had completed shut off. On June 5th, my husband and I took a chance driving the car to the Infiniti dealer in which we were blessed to make it there. Once at the dealership, they diagnosed the problem as the crank shaft sensor which was replaced. I was charged \$223.00 in which I am seeking reimbursement. For the sake of the other owners who's had the same problem with the same vehicle, this part should have been recalled in both the 2003 and 2004 M45 models, it is a very dangerous situation and can very well be a deadly one.

I had spoken with Reggie at the Infiniti dealer the morning of June 5th after researching the problem I was having with my vehicle. All of the forums suggested either the cam/crankshaft sensor which is how I found out about the recall initially. Reggie then researched his "recall" database using my VIN# and that is when I was told "my vehicle" was not part of the recall for the SAME PROBLEM, SAME PART. I then vented my frustration because I had just sought reimbursement back in September 2012 for the gas gauge that was recalled after I had taken my vehicle in and having it towed over five times due to my vehicle running out of gas. Once my vehicle was repaired on June 5th, I called consumer affairs and advised them of the problem; however the young lady told me they could not "CREATE A RECALL FOR MY VEHICLE". She also confirmed the recall they had on the 2003 M45 models and number of vehicles that were within that recall. I was then advised to contact the NHTSA.

I really appreciate the feedback and given the opportunity to voice this concern but something has to happen before there is a tragedy. Some may not be given a chance to get towed away from the scene; someone could very well run into the back of the driver on the interstate (just as I was) if their vehicle stalls of all a sudden, without warning. Luckily, I was not one of them. I would appreciate any other suggestions/feedback regarding this problem. The attached form would not allow me to make any corrections; therefore; I am faxing the form and the receipt of work performed in regards to this recall and also emailing this letter. The information that needed to be corrected on the form you sent to me is below. Thank you for your time.

NAME: [REDACTED]
ZIP CODE: [REDACTED]
PURCHASE DATE: October 2009
DEALER'S NAME: International Auto in Virginia Beach, VA.
INCIDENT DATE: June 3, 2013 (1st occurrence)

****PLEASE DO NOT FAX ANYTHING BACK TO THIS FAX MACHINE, IT IS A PUBLIC FAX** DO NOT EMAIL THIS EMAIL BACK****

PLEASE EMAIL ME AT [REDACTED] FOR ANY FURTHER INFORMATION**

From: [REDACTED]
Sent: Thursday, June 13, 2013 10:39 PM
To: [REDACTED]
Subject: Fwd: NHTSA: Follow up to ODI Complaint: 10515329

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

From: EVOQ <EVOQ@dot.gov>
To: [REDACTED]
Sent: Thu, Jun 13, 2013 1:54 pm
Subject: FW: NHTSA: Follow up to ODI Complaint: 10515329

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 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

05-JUN-2013

Repository ☐Reference No.
10515329**OWNER INFORMATION (Type or Print)**Name Address

City VIRGINIA BEACH

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

JNKAY41E04M

Make

INFINITI

Model

M45

Model Year

2004

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

☐ Cruise Control

Multiple Failure:

Incident Date(s)

30-MAY-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)

Failure Mileage
137523Failure Speed
60**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 2004 INFINITI M45. THE CONTACT STATED THAT WHILE DRIVING 60 MPH, THE VEHICLE STALLED AND THE VDC AND ENGINE LIGHTS ILLUMINATED. THE CONTACT RESTARTED THE VEHICLE AND CHANGED THE BATTERY A DAY LATER BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION AND THEY STATED THAT THE CRANK POSITION SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 137,523.

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

Charles Barker Infiniti, Inc.

1875 Laskin Road
Virginia Beach, VA 23454

Phone: 757-437-4014

Fax: 757-437-9369

INVOICE - SIGNATURE 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.

Page 1 Last Page

Work Order No.
43961 Reprint

Customer Information				Service and Parts hours:			
[REDACTED]				Mon - Fri- 7:30AM - 5:30PM			
Cell#: [REDACTED]				SAT - 8:00AM TILL 12:00			
Email: [REDACTED]							
Make	Model	Year	Odometer	License No.	State	Color	Trim
IN	M45	04	137,523	[REDACTED]	[REDACTED]	Blac	
Cust. No.		Contact		Day Phone No.		Extension	
MCLE17		[REDACTED]		[REDACTED]		[REDACTED]	
Service Consultant				Labor Rate			
TERRANCE AMES				[REDACTED]			
Tag	Wash	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date
10:40	No	Yes		6/05/13	6/05/13	17:00	6/05/13
01 CUST STATES CAR CUTS OFF WHILE DRIVING AT HIGHWAY SPEEDS PLE ASE CHECK AND ADVISE. Diagnosis-Engine Mech-A0010 Parts CRANK POSITION SENSO-23731-4M50B 02 REC RF TIRE PLUG \$18. BOTH TAG BULBS \$55. OIL CHANGE \$60. DR IVE BELTS \$245. TRANS FLUSH \$165. 4 TIRES AND ALIGNMET GOOD YEAR \$720. general maintenance-GM01 ***** * Totals Amount * * Labor..... 120.00 * * Parts..... 98.36 * * Tax..... 1.92 * * Total..... 220.28 Customer* *****							
BATTERY TEST RESULTS GOOD BATTERY VOLTAGE: 13.00V MEASURED: 650 CCA RATED: 800/23 TEMPERATURE: 97°F STATE OF HEALTH GOOD BATTERY PERFORM A FULL SYSTEM TEST BEFORE RETURNING TO CUSTOMER. TEST CODE: BAT 60A K10 T10 7.0X				Add-On? Tech Labor No ONGK01 120.00 Customer Parts Qty Each CRANK POSITION SENSO-23731-4M50B ASR 1 98.36 Add-On? Tech Labor Yes ONGK01 No Charge Customer			
PAID JUN 05 PAID BY: [REDACTED]							

Saved Date	
System	ENGINE
P/#	
<u>Vehicle Info</u>	
Vehicle Name : INFINITI M45	
Market : NAM	Model Year : 2004
Area : North America	
Country : U.S.A.	

Customer	
Print Date	2013/06/05 12:03:24
Worker	

SELF-DIAG RESULTS

DTC RESULTS	TIME
P0340 : CMP SEN/CIRC-B1	1



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

