



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      | Repository <input type="checkbox"/> |
| 18-APR-2019        | Reference No.<br>11197207           |
| <b>JUN 12 2019</b> |                                     |

**OWNER INFORMATION (Type or Print)**

|               |            |            |                          |                |
|---------------|------------|------------|--------------------------|----------------|
| Name          | [REDACTED] |            | Daytime Telephone Number | E-mail Address |
| Address       | [REDACTED] |            | [REDACTED]               | [REDACTED]     |
| City          | State      | Zip Code   | Evening Telephone Number |                |
| STATEN ISLAND | NY         | [REDACTED] | SAME                     |                |

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<br>JN1EV7AR3HM [REDACTED] | Make<br>INFINITI  | Model<br>Q50 | Model Year<br>2017   |
| Date Purchased<br>12/15/2017  | Dealer's Name and Telephone Number<br>RAY CATENA INFINITI (732) 603-9600                                  |              | Engine: V6 TWIN TURBO<br>No: Cylinders<br>3.0              |
| Original Owner<br><input type="checkbox"/>  | Dealer's City   | State        | Fuel Type:<br>PREMIUM GASOLINE                             |
| Transmission Type   | <input checked="" type="checkbox"/> Antilock Brakes<br><input checked="" type="checkbox"/> Cruise Control | Powertrain   | Multiple Failure:<br>3 TIMES                               |
|   |   |              | Incident Date(s)<br>11-MAR-2019; 22 MAR 2019<br>5-MAY 2019 |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|   |                          |                    |
|---|--------------------------|--------------------|
| Vehicle Component Code: 010000 STEERING   | Failure Mileage<br>10276 | Failure Speed<br>0 |
| <b>POWER STEERING FAILURE/MALFUNCTION</b> |                          |                    |

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

|                                 |  |   |
|---------------------------------|--|---|
| Tire Make                       | Tire Model (Name or Number)  | Tire Size (Example P215/65R15)<br>19 INCH |
| DOT No. (Example: DOTM19ABC036) | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>- | Number of Deaths<br>- | Reported to Police<br>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 2017 INFINITI Q50. THE CONTACT STATED THAT THE POWER STEERING FAILED TWICE. THE VEHICLE WAS TAKEN TO RAY CATENA INFINITI OF EDISON (900 US-1, EDISON, NJ 08817, (732) 603-9600) WHERE IT WAS DETERMINED THAT THE VEHICLE WAS STILL UNDER WARRANTY. THE VEHICLE WAS REPAIRED, BUT THE CONTACT FELT UNEASY ABOUT DRIVING THE VEHICLE. SHE SPOKE WITH HER STATE'S ATTORNEY GENERAL'S OFFICE BEFORE CALLING NHTSA. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 10,276.

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.

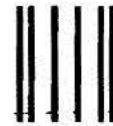
**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

THE VEHICLE WAS PARLOO IN MY DRIVEWAY WHEN THE POWER STEERING FAILED/MALFUNCTION THE FIRST 2 TIMES, THE THIRO TIME ON MAY 2ND I WAS LEAVING THE BANK PARKING LOT WHEN IT FAILED AGAIN. IT WAS TOWED 3TIMES TO THE DEALER (RAY CATENA INFINITI IN N.J.) THE CAR IS CURRENTLY AT THE DEALER. I DID CONTACT THE MANUFACTURER AND AFTER THE FIRST 2 FAILURES THE OFFERED ME AN EXTENDED WARRANTY OF TYRS /K100 MILES, I WAS ABOUT TO ACCEPT WHEN IT HAPPENED THE FOR THE 3RD TIME AGAIN. I AM VERY AFRAID TO DRIVE THIS VEHICLE THE NEXT TIME I MAY NOT BE SO LUCKY. ( I DONT HAVE THE TIRE INFO SINCE THE CAR IS IN THE DEALER'S SHOP.

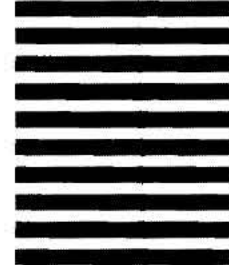
ATTACH ADDITIONAL SHEETS IF NECESSARY

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  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



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IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
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