



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 ☐

08-JUL-2019

SEP 13 2019

Reference No.

11230208

OWNER INFORMATION (Type or Print)

Name

Address

City

EAST SOUND

State

WA

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

JN1CV6AR1CM

Make

INFINITI

Model

G37

Model Year

2012

Date Purchased

Jan 19, 2019

Dealer's Name and Telephone Number

Lynnwood Infiniti 877, 248-3310

Engine:

No: Cylinders

6

Fuel Type:

gas

Original Owner

☐

Dealer's City

Lynnwood, WA

State

WA

Zip Code

Transmission Type

auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

05-MAY-2019

05 July 2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 180000 VEHICLE SPEED CONTROL

Failure Mileage

83000

Failure Speed

5

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: East Sound, WA

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

Number of Deaths

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 OWNED A 2012 INFINITI G37. ON MAY 23, 2019, WHILE DRIVING 5 MPH, THE CONTACT PULLED INTO A PARKING SPACE AT THE POST OFFICE. SUDDENLY, THE VEHICLE ACCELERATED, DROVE OVER A CEMENT BARRIER, AND CRASHED INTO THE BUILDING. ON JULY 3, 2019, WHILE DRIVING 10 MPH, THE CONTACT SLOWED DOWN TO PARK. ONCE AGAIN, THE VEHICLE ACCELERATED, DROVE OVER A CURB, AND CRASHED INTO THE SIDE OF A BUILDING. DURING BOTH FAILURES, THE AIR BAGS DID NOT DEPLOY AND THERE WERE NO INJURIES. POLICE REPORTS WERE NOT FILED. THE VEHICLE WAS TOWED TO THE CONTACT'S HOME AND DEEMED TOALED BY THE CONTACT'S INSURANCE COMPANY AFTER THE LAST CRASH. THE CONTACT CALLED INFINITI OF LYNNWOOD (17305 HWY 99, LYNNWOOD, WA 98037, (425) 409-6274) AND WAS ADVISED TO HAVE THE VEHICLE TOWED TO THEM FOR INSPECTION. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 83,000.

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)

In the July 3 incident, the posted speed was 10 mph - is a pocket. I had slowed down to 5 mph or less to come to a stop at the curb - at that point the car accelerated & jumped the curb, tore through sidewalk, trees & bushes before coming to a stop after hitting a building - I was fearful the car would not stop soon after hitting the building. I was lucky I was stopping to park rather than being a crosswalk or stop sign.

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

SEATTLE WA 98101

19 AUG 2019 PM 3:11

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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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

safercar.gov