

 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 30-OCT-2019 MAR 02 2020	Repository ☐ Reference No. 11277068
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		Home Address
Address		Evening Telephone Number		
City	State	Zip Code		
WILLIAMSVILLE	MO			
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 JN8AZ2NE3D9		Make INFINITI	Model QX56	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number Joe Machens Nissan 877-305-1660		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Columbia MO	State MO	Zip Code 65203	
Transmission Type	☐ Antilock Brakes	Powertrain	Incident Date(s) 01-JUL-2019	
	☐ Cruise Control		Multiple Failure Issues multiple from 7/19 until fixed	
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)			Failure Mileage 120000	Failure Speed
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	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 OWNS A 2013 INFINITI QX56. THE CONTACT HEARD A SQUEAKING NOISE WHEN SHE DEPRESSED THE ACCELERATOR PEDAL. ALSO, THE VEHICLE SHOOK WHEN STOPPING AND HESITATED WHEN ATTEMPTING TO ACCELERATE TO HIGHWAY SPEEDS. AN INDEPENDENT MECHANIC CHECKED THE VEHICLE, BUT FOUND NO FAILURES. THE CONTACT WAS INFORMED TO BRING THE VEHICLE BACK IN IF THE FAILURE RECURRED. THE CONTACT STATED THAT THE FAILURE RECURRED AND MADE A LOUDER NOISE. JOE MACHENS NISSAN (201 NEBRASKA AVE, COLUMBIA, MO 65203, (573) 503-4550) STATED THAT THEY DID NOT PERFORM RECALL REPAIRS AT THEIR FACILITY AND REFERRED THE CONTACT TO THE MANUFACTURER. THE MANUFACTURER STATED THAT THERE WERE NO RECALLS AND REFERENCED TECHNICAL SERVICE BULLETIN: 16-015; HOWEVER, IT EXPIRED IN FEBRUARY OF 2018. THE FAILURE MILEAGE WAS 120,000.				
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 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.				

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

Starting around July 1, 2019 my Infiniti was making a loud squeaking noise that got louder when I accelerated. The vehicle was also slow to accelerate and would sometimes shake and act as though it was going to lose power. There were multiple occasions that I pulled out onto the highway with plenty of time but my vehicle would hesitate and I was left in the middle of the highway, moving very slowly. As the months past, the noise got louder and the stalling got worse, until I got the timing chain repaired.

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

ST LOUIS
MO 63103
17 JUN 20
PM 51



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

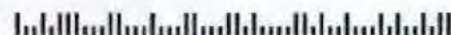
FIRST CLASS MAIL

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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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





Joe Machens Nissan

201 Nebraska Ave. • Columbia, MO 65203
Phone 573-443-1660 Toll Free 877-305-1660

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR TARA	359	TAG NO. 5335	INVOICE DATE 11/21/19	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 122,801	COLOR /	STOCK NO.
WILLIAMSVILLE, MO [REDACTED]	YEAR / MAKE / MODEL 13/INFINITI/QX56/4DR 4WD			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. J N 8 A Z 2 N E 3 D 9 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 11/13/19		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 122801

JOB# 1 CHARGES

LABOR
 J# 1 02N1Z01AG BASIC DIAG HOURS: TECH(S): 326 2409.00

CUST STS THAT THE VEHICLE IS VERY NOISY SUSPECTS TIMING
 CHAIN MAKING NOISE ADVISE
 TIMMING ISSUES
 REPLACED TIMING CHAINS, GUIDES, TENSIONERS, AND OILERS
 CONFIRMED REPAIR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	6		13042-3HD0A	SEAL-OIL,CAMSHAF		8.13
	2		22131-EN205	SEAL-O RING		6.13
	1		16618-1LA0D	SEAL-O RING		6.83
	1		A3028-1LA4A	TIMING CHAIN KIT		93.98
	1		A3028-1CA4A	TIMING CHAIN KIT		93.98
	1		17520-1LA0B	TUBE ASSY FUEL		103.28
	1		11026-JA00A	WASHER DRAIN		0.23
	8		14035-1LA0A	GASKET-MANIFOLD		7.53
	1		15066-ZL80A	SEAL O RING (6.8		6.22
	1		16175-1LA0A	GASKET-ADAPTER		4.22
	1		16175-1LA0A	GASKET-ADAPTER		4.22
	2		15066-3TA2A	RING-O		6.62
	1		15208-9E01A	OIL FILTER		7.77
	1		13231-1MC5E	LIFTER-VALVE		25.05
	1		11026-EA20A	GASKET		2.48
	1		13510-1LA0A	SEAL-OIL CRANKSH		15.83
	1		15066-1LA0A	SEAL O-RING		2.58
	1		15066-6N204	SEAL-O RING		4.72
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
	1		15066-7S010	SEAL-O RING		2.45
	1		15066-7S020	SEAL-OIL LEVEL G		8.55
	1		15066-AR010	SEAL-O RING		11.12
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
	2		15066-AR020	SEAL-O RING		13.92
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
	1		46237-1LA0A	GASKET		14.53
	3		08918-6461A	STANDARD HARDWAR		4.43
	2		37120-5X05A	BOLT		1.85
PART ON SPECIAL ORDER						
** QUANTITY 6 IS SPECIAL ORDERED **						
	2		08921-3252A	PIN-COTTER		0.93
	2		40073-0L700	PIN-COTTER		0.80
	2		37171-AL60A	NUT-FIX PROPELLE		1.62
PART ON SPECIAL ORDER						
** QUANTITY 6 IS SPECIAL ORDERED **						
	1		13021-1CA0A	SPROCKET-CRANKSH		71.85
	1		13021-1LA1A	SPROCKET-CRANKSH		56.62
	1		21440-1LA0A	VALVE - DRAIN		11.87
	2		PLZA-13081-1LA0A	OIL JET		20.00
	1		999MP-1217FPP	THREEBOND 1217F		14.98
	1		PK9E7S	OIL FILTER/OIL	****	****



Joe Machens Nissan

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[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/13/19		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 122801

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	15208-9E01A	OIL FILTER	7.77
	7	999BK-0W20NW	GEN NISSAN 0W-20	3.50
	3	999MP-L25500P	NISSAN LONG LIFE	20.99
	1	999MP-AG000P	POWER STEERING F	4.99
TOTAL - PARTS				889.64

JOB# 1 TOTALS	LABOR	2409.00
	PARTS	889.64
JOB# 1 JOURNAL PREFIX NICS	JOB# 1 TOTAL	3298.64

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	HW	HAZARDOUS WASTE DISPOSAL	1.50
JOB # A	SS	SHOP SUPPLIES	27.00
TOTAL - MISC			28.50

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$69.99 (+TAX)

TOTALS	TOTAL LABOR...	2409.00
!!! THANK YOU FOR YOUR BUSINESS !!!	TOTAL PARTS...	889.64
	TOTAL SUBLET...	0.00
	TOTAL G.O.G...	0.00
	TOTAL MISC CHG.	28.50
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	73.22
	TOTAL INVOICE \$	3400.36

CUSTOMER SIGNATURE

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT NO. [REDACTED] DATE 06/10/2014		SELLE JOE MACHENS 1710 INTERSTATE 70 DRIVE SW COLUMBIA MO 65203 "We" and "us" hereafter refers to the Seller above, its successors and assigns	[REDACTED] POPLAR BLUFF MO [REDACTED] "You" and "your" hereafter refers to each Buyer above, jointly and individually.
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SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this Contract, the Motor Vehicle (hereinafter "Vehicle") and services described below. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Vehicle Year: 2013 Make: INFINITI Model: QX56	VIN: JN8AZ2NE3D9 [REDACTED] Lic. No./Year ☐ New ☒ Used	Other: SEP 08 2014 Mileage: 22818 JEFFERSON BANK OF MISSOURI Jefferson City, MO
Description of Trade-In 2008 GMC YUKON 1GKFK13068R [REDACTED]		

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, accessions, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$ 20098.50, plus finance charges accruing on the unpaid balance at the rate of 3.99 % per year from today's date until paid in full. Finance charges accrue on a 365 day basis. You agree to pay this Contract according to the payment schedule and late charge provisions shown in TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

☒ **MINIMUM FINANCE CHARGE:** You agree to pay a minimum finance charge of \$ N/A N/A if you pay this Contract in before we have earned that much in finance charges.

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. ☐ You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

RETURNED CHECK CHARGE: If you make any payment required by this Contract with a check or negotiable instrument that is returned or dishonored, you agree to pay the actual charges for processing the check or negotiable instrument, plus a fee of \$ 25.00

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase credit, including down payment
3.99 %	\$ 2570.70	\$ 20098.50	\$ 22669.20	\$ 36000.00 \$ 58669.20

Payment Schedule: Your payment schedule will be		
Number of Payments	Amount of Payments	When Payments Are Due
72	314.85	MONTHLY BEGINNING: 07/25/2014

Security: You are giving a security interest in the Motor Vehicle purchased.

☒ **Late Charge:** If all or any portion of a payment is not paid within 15 days of its due date, you will be charged a late charge of 5% of the payment due, or 5% of the minimum payment due, or \$25, whichever is less, minimum \$10. When the installment due is \$25 or less, you will be charged \$5.

Prepayment: If you pay off this Contract early, you ☐ may ☒ will not have to pay a Minimum Finance Charge.

Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

CREDIT INSURANCE: Credit life, credit disability (accident and health), and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

Credit Life: Insured N/A
☐ Single ☐ Joint Premium \$ N/A Term N/A

Credit Disability: Insured N/A
☐ Single ☐ Joint Premium \$ N/A Term N/A

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

Buyer [REDACTED] d/o/b [REDACTED]
 Buyer [REDACTED] d/o/b [REDACTED]

ITEMIZATION OF AMOUNT FINANCED
 Vehicle Price (incl. sales tax of \$ N/A) \$ 55997.00
 Service Contract, Paid to: N/A * \$ N/A
 Cash Price \$ 55997.00
 Manufacturer's Rebate \$ N/A
 Cash Down Payment \$ 16000.00
 Deferred Down Payment \$ N/A
 a. Total Cash/Rebate Down \$ 16000.00
 b. Trade-In Allowance \$ 20000.00
 c. Less: Amount owing \$ N/A
 Paid to: N/A
 d. Net Trade-In (b. minus c.) \$ 20000.00
 e. Net Cash/Trade-In (a. plus d.) \$ 36000.00
 Down Payment (e.; disclose as \$0 if negative) \$ 36000.00
 Unpaid Balance of Cash Price \$ 19997.00
 Paid to Public Officials - Filing Fees \$ 2.50
 Insurance Premiums* \$ N/A
 Amount to Finance line a (if a is negative) \$ N/A

AN ADMINISTRATIVE FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW BUT MAY BE CHARGED BY A DEALER. THIS ADMINISTRATIVE FEE MAY RESULT IN A PROFIT TO DEALER. NO PORTION OF THIS ADMINISTRATIVE FEE IS FOR THE DRAFTING, PREPARATION, OR COMPLETION OF DOCUMENTS OR THE PROVIDING OF LEGAL ADVICE. THIS NOTICE IS REQUIRED BY LAW.
 MY/OUR INITIALS BELOW INDICATE I/WE HAVE BEEN INFORMED OF, AND UNDERSTAND FULLY, THE ABOVE REFERENCED ADMINISTRATIVE FEE.