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EQ-11320913-9517

From: [redacted]
To: EVOQ (NHTSA); [redacted])
Cc: NHTSA ODI CRD; [redacted]
Subject: ODI# 11320913
Date: Thursday, September 17, 2020 5:40:28 PM
Attachments: [redacted]

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Here is the inspection done also pertaining to the complaint. Thankyou

Sent from my Verizon, Samsung Galaxy smartphone

[redacted]

[redacted]
Quality Control Analyst
telesis
8300 Greensboro Drive, Suite 600, McLean, VA 22102
240-247-8812 (Desk) | 240-241-5625 (Fax) | www.telesishq.com
Contracting Vehicles: GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3
Certifications: CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001
Partnerships: MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner
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Sent from Mail for Windows 10

SOS Inspections - Vehicle Condition Report

Customer name	[redacted]
E-mail address	[redacted]
Phone number	[redacted]
Location of vehicle	[redacted]
Year/Make/Model/Color	**2019 Infinity Q50 Red Sport Blue**
VIN number	**JN1FV7AR6KM**[redacted]
Seller Contact	**n/a**
Requested inspection date	**8/31/20**
Price Quote/Time-Date	**$210 by phone**
Payment	**Check #**[redacted]
Vehicle Mileage	**Beginning: 25623 Ending: 25625**

Underlined words are "hot links" to SOS-inspections or other trusted web sites which contain useful information about this inspection, emissions testing and proper vehicle care.

All descriptions of locations on the vehicle, like LF (Left Front) or RR (Right Rear) are standardized, and are always from the "seated drivers" perspective. You may want to print or save this report so that it can be used by a technician to aid in future diagnostic testing, or to simply add value to the car as part of the service records.

Your verbal or e-mail agreement with S.O.S. Inc. is authorization to the last stated price quote, as provided for in Colorado Vehicle Repair Laws.

Pre-Purchase Inspections and Diagnostic Testing are by nature "professional opinions" and carry no warranty of any type. SOS Inspections is not responsible for part failure or breakdowns during or after an inspection of any kind.

Because wear and tear is normal, and not synonymous with mileage or age of vehicle, breakdowns can occur at any time, even in NEW vehicles. The (generally accepted) legal definition of "vehicle lifespan" is roughly 120,000 miles, however many cars far exceed that with timely repair and maintenance investment.

NOTICE: The information contained in this report is the property of the person who paid for the inspection service.

SOS Inc. does not make suggestions to buy or not buy any particular vehicle. This is a condition report only, our opinions on the safety and condition of any vehicle are based on best industry practices and Colorado law.

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Comments and prioritized maintenance recommendations:

1. **Top off engine oil (currently 1/2 qt low)**
2. **Top off heat exchanger coolant reservoir and monitor/top-off weekly until it can be determined if there is a chronic leak or the empty reservoir is a temporary anomaly (heat exchanger coolant reservoir is empty, low coolant level will cause reduced engine power)**
3. **Replace right (aft) lower control arm bushing (worn, leaking hydraulic fill oil and is likely affecting the alignment when driving at speed)**
4. **Replace all 4 tires (there is currently 4/32" of tread depth variation from front to rear on the right side, this can cause a wide variety of steering, handling and ABS issues)**
5. **4 wheel alignment is needed to correct for tire wear (an alignment will also improve handling and possibly even the gas mileage)(RF tire has excessive inner edge wear, inner edge is very low on tread and may not be safe on wet or snowy roads)(a "camber kit" installation may be needed to bring the alignment into spec)**
6. **Replace windshield with OEM glass (currently installed aftermarket glass is installed incorrectly and covering a portion of the upper sensor shade port)**
7. **Recalibrate and reinitialize all systems after repairs are completed (including forward and rear facing sensors, g-force sensor, yaw rate sensor, steering angle sensor)**
8. **Rear brake pads are worn 20% usable thickness and need to be replaced soon (brake rotors look ok and could possibly be reused)(these cars have a well known and normal brake balance design that results in rapid rear pad wear)(15 to 20,000 mile replacement is common)**
9. **Rear bumper damage is caused by low speed "bumper tap" (scratches are present on the vertical portion that indicate normal damage, unfortunately the structural bumper beam beneath the painted bumper cover has a sharp square shape which makes for an easily damaged bumper cover)**

Warranty repair note:
Both high pressure fuel rails need to be replaced for safety reasons (left bank rail fitting is actively leaking gas, right side rail fitting is slowly seeping gas)(it is my understanding that high pressure gas leaks in GDI systems cannot be corrected by simply tightening the fitting)(this may be covered under a safety recall or regular vehicle warranty)

Note:
Please begin the task of regularly checking the engine oil level in order to discover the OCR (Oil Consumption Rate). (see last page for instructions)

- **Please call with any questions you might have about the car or this report.**
  Inspector Norris 720-940-4752
- **Visit www.sos-inspections.com and recommend our service to family, friends and co-workers, Thank you for supporting local business, drive safe!**

Feedback and reviews are welcome and can be made at www.referrallist.com

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Emissions systems inspection with Generic OBD level scan - Readiness Monitors

On-Board Diagnostics (OBD) Emissions Monitors – **Monitors are sub-groups of software built into in the engine computer that regularly test components and circuits responsible for controlling tailpipe emissions or that could affect emissions.**

Incomplete monitors can mean that someone has recently "cleared" the computer memory in an attempt to conceal a defect, or the car has a failing/dead battery causing memory loss, or an electrical problem exists that requires further diagnosis.

An incomplete monitor means there is a possibility that the "check engine light" will come on in the near future, with a fault code stored in memory related to that monitor. OBD monitors or "readiness" will be part of the state required emissions test. More info here AirCareColorado

To complete the monitors and be confident of healthy systems the car must be driven in very precise and specific ways. This is called a drive cycle and monitor completion is the goal, as hidden defects are revealed only after its successful completion.

OBD Readiness Monitors	All Completed	~~One or More Incomplete~~

Note: "not supported" means this car is not required to have that system/component

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Readiness Monitors - continued

The emissions test, who's responsibility is it? Is the car being sold in a "test area"?
In Colorado as of 2016 all **gasoline** cars are exempt from testing for the first 7 years (will be tested if there is a transfer of ownership during the 7th year). For cars 8 years old and older ALL CARS MUST BE TESTED AND PASS in order to complete the registration process! aircarecolorado OR colorado.gov/emissions contacts OR not sure if this car really need to be tested colorado.gov/dmv/emissions

During a private party purchase Per C.R.S. 42-4-340 (d) (2016) that takes place in an emissions test area it is always the sellers responsibility to get it done before the sale, and hand it over with the title!
No e-test report? Drive to the nearest test center and pay the $25 for a new test before completing the purchase!

During a dealer purchase of a **gasoline** vehicle the dealer is required by law to provide a passing e-test report or supply a voucher for an emissions test, AND they CAN BE HELD RESPONSIBLE for cars that fail. You have **3 business days (beginning the day after purchase) to get the vehicle tested**, after that time if the car fails, you are stuck, you will be unable to register the vehicle, and the repairs are on you!

Diesel vehicles (GVWR 14,000lb or less) that are 3 years old or older. Per C.R.S. 42-4-406 **must be tested and pass** prior to any sale or transfer by a **dealer** or **private party**. If the check engine light stays on at idle it is an automatic failure. **Do not take possession** if a CEC (certificate of emissions compliance) is missing, as there are no exceptions, no vouchers, and no 3 day return law. diesel emissions test stations OR here

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Generic OBD scan tool snapshots

Mode 1 - live data; number of warm-up cycles and distance since a reset took place

Mode 3 - current fault codes or DTC's (detected trouble codes)

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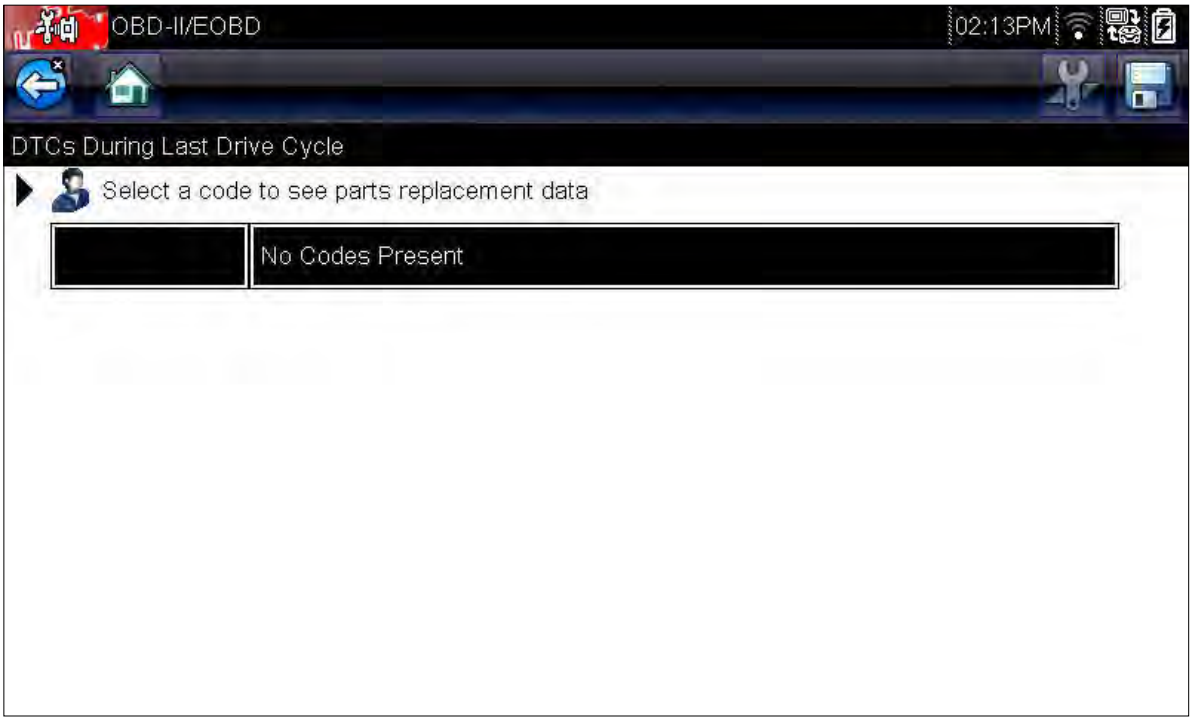
Generic OBD scan tool snapshots

Mode 7 - DTC's or fault codes detected during last drive cycle



Mode 10 - permanent fault codes or DTC's (detected trouble codes), that cannot be erased by any mechanic or scan tool, only the engine computer can control this data

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Enhanced level "deep scan" checks all available on-board systems

The following snap shots are taken directly from our scan tool

Analyzing and interpreting this depth of data requires years of experience and a never-ending quest for more knowledge, opinions will vary! When communicating with the on-board systems we can retrieve stored fault codes from the memory of as few as 4 computers or ECU's (electronic control units) to as many as 36 ECU's.

Fault codes can be "current" or "history". Current fault codes are a sign of a problem that is happening now and can cause a warning light to come on. History codes are sometimes useful, but are often incidental to normal driving, emissions testing treadmill, lazy service/repair efforts, or often a weak battery and the resulting low voltage which can cause false codes.

For detailed information about a specific fault code and what it could mean, ask the inspector or your regular mechanic.

Note: S.O.S. uses a sophisticated (enhanced level) scan tool, and while this usually gives us the ability to talk to all of the systems, many cars have special security features that can only be contacted with OEM level tooling and special permission.

Snap-on Diagnostic & Equipment

Retrieved vehicle I.D. and internal VIN verification.

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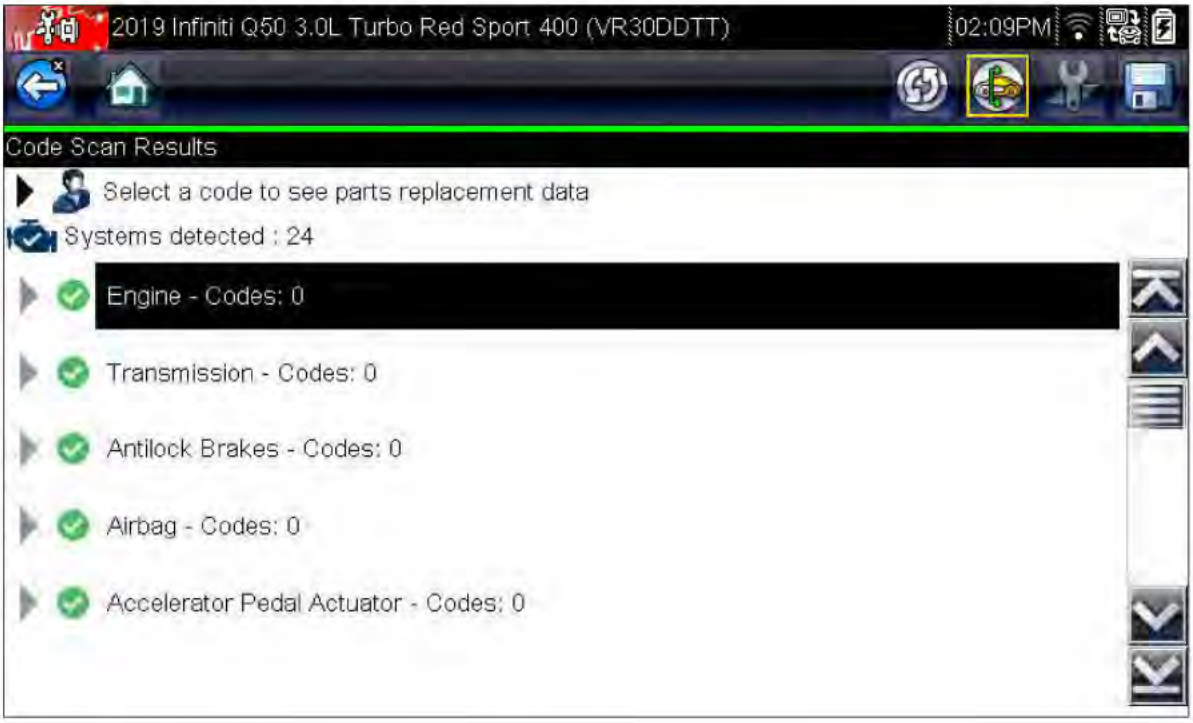
Enhanced level “deep scan” scan tool screen snapshots continued



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Enhanced level “deep scan” scan tool screen snapshots continued

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Enhanced level “deep scan” scan tool screen snapshots continued

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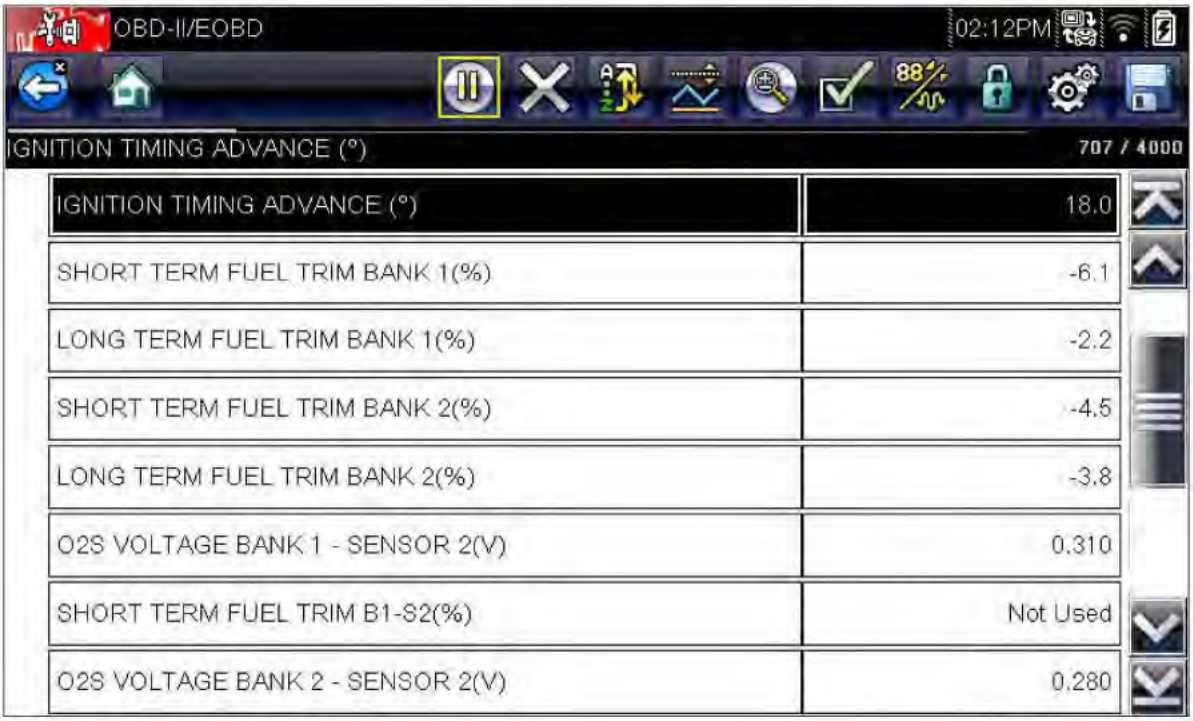
Enhanced level “deep scan” scan tool screen snapshots continued



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Enhanced level “deep scan” scan tool screen snapshots continued

Engine oil temperature data retrieved from the “meter” ECU, appears to show –40deg which would normally indicate an open circuit or failed sensor

This retrieved live data could also be caused by an unsupported data PID showing false info on the scan tool. Dealer level research would be needed to confirm.

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Engine oil test photo

The oil is tested using the "field blotter spot method". While this method is not perfect, it is still very good at quickly checking for gross malfunctions like: metal shavings, soot, ash, hard carbon, sludge, atmospheric moisture, antifreeze contamination and non-metallic debris.

Sample results (not your car)

Oil test example with poor results is shown here. The engine oil in this example has soot rings and sludge debris that indicate severe neglect.

The blotter card is 1.5" wide and 2.5" tall. The photos of your oil test below are enlarged to show more detail.

Back-lit photo shows normal engine oil

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Transmission oil test photo

The oil is tested using the "field blotter spot method". While this method is not perfect, it is still very good at quickly checking for gross malfunctions like: metal shavings, soot, ash, hard carbon, sludge, atmospheric moisture, antifreeze contamination and non-metallic debris.

Oil test example with poor results is shown here. The transmission oil has debris and metal shavings.

The blotter card is 1.5" wide and 2.5" tall. The photos of your oil test (s) are enlarged to show more detail.

Transmission oil is not accessible due to no dipstick (sealed system)

Recommend having the transmission oil checked and/or serviced if there is no recent service record available to prove that it has been maintained

Back-lit photo shows normal transmission oil

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Pictures of defects

Rapid excessive inner edge wear on RF tire
Tire will be unsafe soon

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Pictures of defects

Right front (aft) lower control arm bushing is failing

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Pictures of defects

Currently installed aftermarket glass is installed incorrectly and covering a portion of the upper sensor shade port

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Pictures of defects

Heat exchanger coolant reservoir is empty

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Pictures of defects

High pressure fuel line fittings are leaking fuel

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Pictures of defects

Split on old tire (original tire) appears to be a common “snake-bite” or “rim-pinch”

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Pictures of defects

Cracked paint on rear bumper cover top horizontal position

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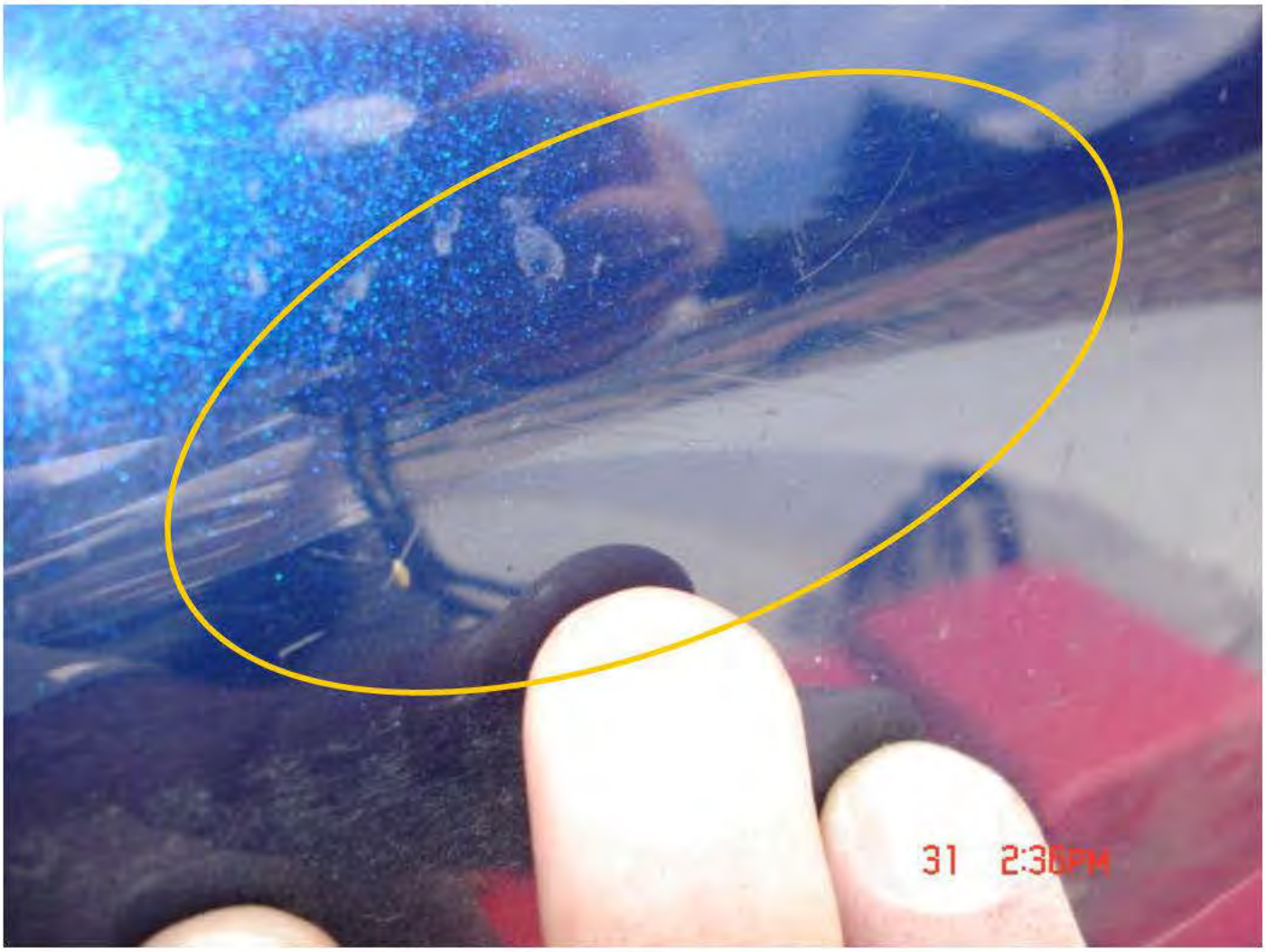
Pictures of defects



Scratches on rear bumper cover vertical portion

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Helpful tips from SOS Inspections

We really hate to hear stories about high repair bills that crush family budgets. It is estimated that 80% of all premature engine wear, and 50% of all catastrophic engine failures were preventable, and directly related to low engine oil level, incorrect oil specs, and neglected oil change intervals.

Discover your OCR (**O**il **C**onsumption **R**ate)

Why do you need to know the OCR? Because every engine, over time, will settle-in and become a unique individual. That's right, your engine has it's own personality, no 2 are alike and it can change over time. Some cars "burn" or consume oil faster than others and some will hardly consume any at all. Sometimes they burn more oil when driving through the mountains or towing. **This is all normal**, and very important for proper care and long term savings.

If this car is new to you **discovering your OCR is your first priority**, so you don't accidently run out of oil (ouch!). **Start by checking the oil weekly**, then monthly, adding oil only when it becomes close to 1 qt low and document the mileage so you can go back later and do the math.

Lets say the engine consumes 1 qt in 2000 miles, that would be an OCR of 1/2 qt per 1,000 miles. That's a good OCR and falls well within the normal range. So if you drive 4,000 miles before your next oil change visit, you will need to add 2 qt of oil to get you safely there.

If your engine is still under warranty, keeping good records and informing the dealer about an unacceptable OCR, could get you a new engine for free.

If not under warranty, informing your mechanic of the OCR will aid in the analysis of possible problems.

At the very least, **knowing your OCR and adding make-up oil**, will keep you from being "one of those customers" that mechanics make fun of when the engine blows up and/or warranty coverage is denied for no other reason than "it was low on oil"! After all, that seems fair doesn't it? If you were a dealer, would you install a free engine after finding only 1 qt of the incorrect oil in the engine and no records? I didn't think so. **Go pull the dipstick now and get in the habit!**

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