

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: 11353819 ODI FOLLOW UP CONTINUED  
**Date:** Thursday, October 8, 2020 12:20:55 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Thursday, October 08, 2020 11:47 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** 11353819 ODI FOLLOW UP CONTINUED

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Here are the other repair orders done with this repair

Sent from my Verizon, Samsung Galaxy smartphone



5871 W 44th Ave  
Lakeside, CO 80212  
303-477-4336

Store: 159  
Invoice: [REDACTED]  
Salesperson: Jeremy R B

Work Order [REDACTED]

**Customer Information**

Customer ID: [REDACTED]  
Name: [REDACTED]  
Address: [REDACTED]  
City, State, ARVADA, CO [REDACTED]  
Phone: [REDACTED]

**Vehicle Information**

Vehicle: 2019 INFINITI Q50  
Color: [REDACTED]  
Mileage: 25,953  
License: [REDACTED]

**Les Schwab Invoice**

Qty	Product Code	Product Description	Price/ea	FET	Amount
4	706831	245/40ZR-19 94Y PZERO	\$360.70	\$0.00	\$1,442.80
4	13718	WHEEL SPIN BALANCE	\$14.99	\$0.00	\$59.96
1	443811	COLORADO PUBLIC IMPROVEMENT FEE	\$36.76	\$0.00	\$36.76
4	246393	7020K TIRE PRESSURE MONITORING SYSTEM SENSOR REBUILD KIT	\$6.99	\$0.00	\$27.96

Parts Subtotal: \$1,507.52  
Labor Subtotal: \$59.96  
Sales Tax: \$99.50  
Tire Tax: \$5.00

<b>Invoice</b>	<b>\$1,671.98</b>
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<b>Payment Method:</b>	CREDIT Approval# [REDACTED] Card# XXXXXXXXXXXX	\$700.00
	CREDIT Approval# [REDACTED] Card# XXXXXXXXXXXX	\$371.98
	CREDIT Approval# [REDACTED] Card# XXXXXXXXXXXX	\$600.00

DOT: Tire(s) has been electronically registered.

Wheel Position: LF, RF, LR, RR, DAMON

**Service Checklist:**

- Visual Tire Inspection | Comments: NEW.
- Tire Pressure Check | Comments: 35
- Visual Wheel Alignment | Recommended Service | Comments: YEARLY.
- Front End Component Check | Comments: FELT TIGHT.
- Visual Shock/Strut Inspection | Comments: NO VISIBLE LEAKING
- Visual Brake Inspection | Comments: FRONTS 7MM REARS 3-4MM



5871 W 44th Ave  
Lakeside, CO 80212  
303-477-4336

Store: 159  
Invoice:  
Salesperson: Jeremy R B

Work Order

**Customer Information**

Customer ID:

Name:

Address:

City, State, ARVADA, CO

Phone:

**Vehicle Information**

Vehicle: 2019 INFINITI Q50

Color:

Mileage: 25,953

License:

Remember to rotate your tires every 5,000 miles for maximum mileage - and it's free!

Les Schwab electronically registers your tire purchase with the tire manufacturer at no charge to you, in accordance with NHTSA's tire registration requirements.

Free air checks for the life of the tires.

**SAEJ2492 WARNING: THE FOLLOWING APPLIES TO VEHICLES WITH MODIFIED SUSPENSION/RIDE HEIGHT**

The suspension/ride height of this vehicle has been modified. As a result, this vehicle may handle differently than that of factory equipped vehicles. As with any vehicle, extreme care must be used to prevent loss of control or roll-over during sharp turns or abrupt maneuvers. Always wear seat belts and drive safely, recognizing that reduced speeds and specialized driving techniques may be required. Failure to drive this vehicle safely may result in serious injury or death. Do not drive this vehicle unless you are familiar with its unique handling characteristics and are confident of your ability to maintain control under all driving conditions. Some modifications (and combinations of modifications) are not recommended and may not be permitted in your state. Consult your owner's manual, the instructions accompanying this product and state laws before undertaking these modifications. You are responsible for the legality and safety of the vehicle you modify using these components.

Your car may have a tire pressure monitoring system that uses a warning light to alert the driver of low tire pressure or system failure. Pursuant to NHTSA, Les Schwab must install all tire and wheel combinations with functioning TPMS sensors; including tires and custom wheels or winter tires and wheels. The TPMS light may illuminate after routine service and require additional action. We offer and recommend monthly air checks.

**THANK YOU FOR YOUR BUSINESS**

**Authorized By:**

(111) 111-1111 09-17-20 12:12 PM \$1,671.98

(111) 111-1111 09-17-20 12:27 PM \$1,671.98

SECTION 30-20-1403, COLORADO REVISED STATUTES, REQUIRES RETAILERS TO COLLECT A WASTE TIRE FEE SET BY THE SOLID AND HAZARDOUS WASTE COMMISSION ON THE SALE OF EACH NEW MOTOR VEHICLE TIRE AND EACH NEW TRAILER TIRE.

ASSIGNMENT OF WARRANTIES - LIMITATION OF REMEDIES. SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MANUFACTURER EXPRESS AND IMPLIED WARRANTIES BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES. INCIDENTAL AND CONSEQUENTIAL DAMAGES OF ANY TYPE WHATSOEVER EXCLUDED TO EXTENT LAW ALLOWS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.

Customer Signature X



\* indicates promotional price  
For more information on our products and services, visit [www.LesSchwab.com](http://www.LesSchwab.com).  
All parts new unless specified.

Invoice Date/Time: 09-17-2020 04:46 PM

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: ODI COMPLAINT FOLLOW UP 11353819  
**Date:** Thursday, October 8, 2020 12:22:22 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Thursday, October 08, 2020 11:32 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** ODI COMPLAINT FOLLOW UP 11353819

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

i have attached all the recent orders from what has been paid to fix the car. If you need all other service records from the infiniti dealerships on this issue i can provide those as well. Thank you

Sent from my Verizon, Samsung Galaxy smartphone

# SOS Inspections - Vehicle Condition Report

Customer name	██████████
E-mail address	██████████
Phone number	██████████
Location of vehicle	██████████.
Year/Make/Model/Color	2019 Infinity Q50 Red Sport Blue
VIN number	JN1FV7AR6KM██████████
Seller Contact	n/a
Requested inspection date	8/31/20
Price Quote/Time-Date	\$210 by phone
Payment	Check # ██████████
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.

## 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](http://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](http://www.referrallist.com)

## Emissions systems inspection with Generic OBD level scan - Readiness Monitors

**On-Board Diagnostics (OBD) Emissions Monitors** – Monitors are sub-groups of software built into 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

OBD-II/EOBD		02:10PM
ID : \$		14 / 4000
✓ ID : \$	E8	↑
✓ MISFIRE	TEST COMPLETE	↑
✓ FUEL SYSTEM	TEST COMPLETE	≡
✓ COMPONENTS	TEST COMPLETE	↓
✓ CATALYST	TEST COMPLETE	
✗ HEATED CATALYST	NOT SUPPORTED	
✓ EVAPORATIVE SYSTEM	TEST COMPLETE	↓
✗ SEC. AIR SYSTEM	NOT SUPPORTED	↓

**Note: “not supported” means this car is not required to have that system/component**

## Readiness Monitors - continued

Monitor Name	Status	Completion %
HEATED CATALYST	NOT SUPPORTED	
EVAPORATIVE SYSTEM	TEST COMPLETE	88%
SEC. AIR SYSTEM	NOT SUPPORTED	
A/C SYSTEM REFRIG.	NOT SUPPORTED	
O2 SENSOR	TEST COMPLETE	
O2 SENSOR HEATER	TEST COMPLETE	
EGR SYSTEM	TEST COMPLETE	

### 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](http://aircarecolorado.com) OR [colorado.gov/emissions/contacts](http://colorado.gov/emissions/contacts) OR not sure if this car really need to be tested [colorado.gov/dmv/emissions](http://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](#)

## Generic OBD scan tool snapshots

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

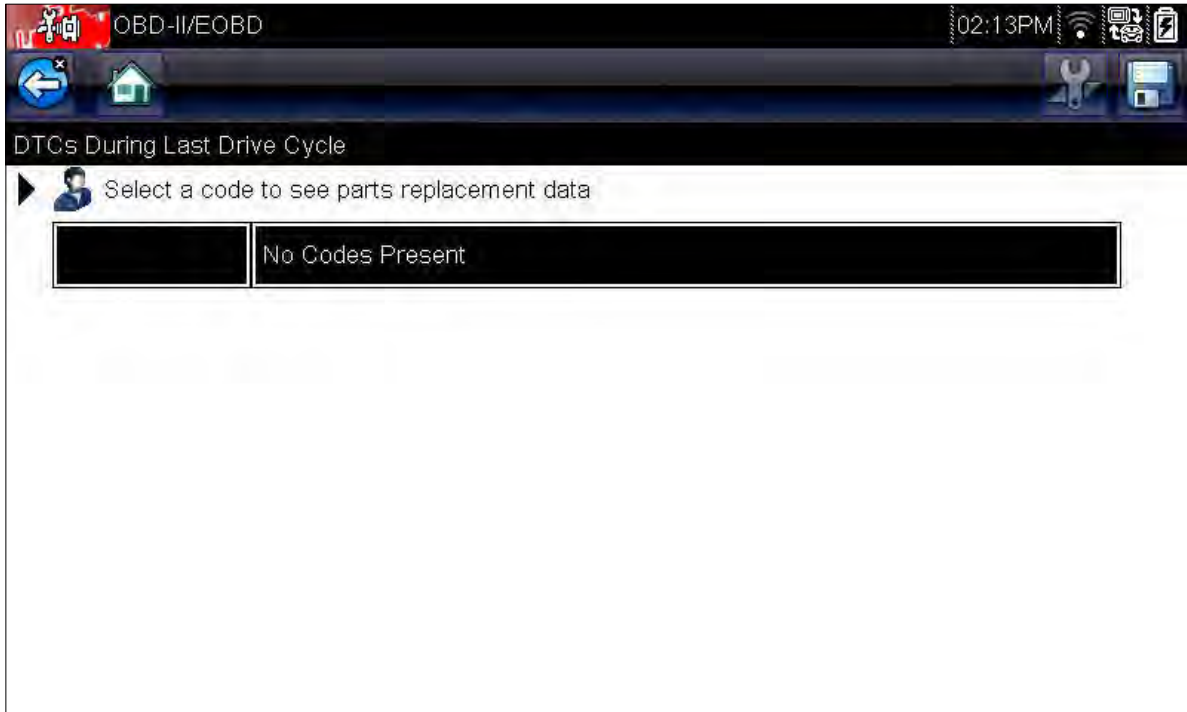
DISTANCE WHILE MIL ACTIVE (mi)		543 / 4000
ABSOLUTE LOAD VALUE(%)	18.8	↑
NR OF WARM-UPS SINCE DTCs CLEARED	73	↑
MIL STATUS	OFF	
<b>DISTANCE WHILE MIL ACTIVE (mi)</b>	<b>0</b>	
DISTANCE SINCE DTCs CLEARED (mi)	1119	
CONTROL MODULE VOLTAGE(V)	14.320	
EVAP SYSTEM VAPOR PRESSURE (Pa)	0.00	↓
OBD REQUIREMENTS	OBD-II (CARB)	↓

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

Trouble Codes	
▶ Select a code to see parts replacement data	
No Codes Present	

## 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



## 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.

## Enhanced level "deep scan" scan tool screen snapshots continued



## Enhanced level "deep scan" scan tool screen snapshots continued

2019 Infiniti Q50 3.0L Turbo Red Sport 400 (VR30DDTT) 02:09PM

Code Scan Results

Select a code to see parts replacement data

Systems detected : 24

- Intelligent Cruise Control/Advanced Driver Assistance System - Codes: 0
- Intelligent Power Distribution Module - Codes: 0
- Multi Audio Visual (AV) - Codes - Codes: 1
  - U1266 | Telematics Communication Unit Connection Error
- Meter - Codes: 0

2019 Infiniti Q50 3.0L Turbo Red Sport 400 (VR30DDTT) 02:09PM

Code Scan Results

Select a code to see parts replacement data

Systems detected : 24

- Sonar - Codes: 0
- Telematics - CODES - Codes: 1
  - U1A06 | Telematics Antenna
- All Mode AWD/4WD - Codes: 0
- Tire Pressure Monitor - Codes: 0

## Enhanced level "deep scan" scan tool screen snapshots continued



## Enhanced level "deep scan" scan tool screen snapshots continued

2019 Infiniti Q50 3.0L Turbo Red Sport 400 (VR30DDTT) 03:01PM

Main Signal - Travel After MIL On (mi) 300 / 4000

AC Evaporator Target Temperature (°F)	36.8
Generator Duty (%)	0.0
Fuel Pump Duty	64
Battery Temperature Sensor (V)	1.80
Throttle Valve Stuck Count Bank 1	0
Throttle Valve Stuck Count Bank 2	0
Engine Speed(RPM)	650
Travel After MIL On (mi)	0

OBD-II/EODB 02:12PM

IGNITION TIMING ADVANCE (°) 707 / 4000

IGNITION TIMING ADVANCE (°)	18.0
SHORT TERM FUEL TRIM BANK 1(%)	-6.1
LONG TERM FUEL TRIM BANK 1(%)	-2.2
SHORT TERM FUEL TRIM BANK 2(%)	-4.5
LONG TERM FUEL TRIM BANK 2(%)	-3.8
O2S VOLTAGE BANK 1 - SENSOR 2(V)	0.310
SHORT TERM FUEL TRIM B1-S2(%)	Not Used
O2S VOLTAGE BANK 2 - SENSOR 2(V)	0.280

## Enhanced level "deep scan" scan tool screen snapshots continued



2019 Infiniti Q50 3.0L Turbo Red Sport 400 (VR30DDTT) 02:59PM

Indicator and Signal 1 - Tire Pressure Rear Left (psi) 431 / 4000

Distance (mi)	112.2
Engine Oil Temperature (°F)	-40
Outside Temperature (°F)	168
ASCD Request Speed (mph)	158
Tire Pressure Front Right (psi)	31
Tire Pressure Front Left (psi)	31
Tire Pressure Rear Right (psi)	32
Tire Pressure Rear Left (psi)	32

**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.**

## 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

## 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.

Sample results  
(not your car)



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

**Pictures of defects**



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

**Pictures of defects**



**Right front (aft) lower control arm bushing is failing**

**Pictures of defects**



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

Pictures of defects



Heat exchanger coolant reservoir is empty



**Pictures of defects**



**High pressure fuel line fittings are leaking fuel**

**Pictures of defects**



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

**Pictures of defects**



**Cracked paint on rear bumper cover top horizontal position**

**Pictures of defects**



**Scratches on rear bumper cover vertical portion**

Pictures



Pictures



# 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 (Oil Consumption Rate)

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 accidentally 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!**



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: 08-SEP-2020  
Repository:   
Reference No.: 11353819

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: ARVADA State: CO Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JN1FV7AR6KM [Redacted]  
Make: INFINITI Model: Q50 Model Year: 2019  
Date Purchased: 12-29-18 Dealer's Name and Telephone Number: Rickenbaugh Infiniti 303-243-5585  
Engine: No. Cylinders: Fuel Type: gas 91octane  
Original Owner:  Dealer's City: Dacono State: CO Zip Code: 80514  
Transmission Type:  Antilock Brakes Powertrain: Multiple Failure: yes Incident Date(s): 29-DEC-2018  
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 BRAKES (PWS), 074000 FUEL/PROPULSION SYSTEM (PWS), 020000 SUSPENSION, 072200 FUEL SYSTEM, GASOLINE: DELIVERY HOSES, LINES/PIPING, AND FITTINGS  
Failure Mileage: 49 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Dunlop Tire Model (Name or Number): Dunlop SP Sport 5000 D55T Tire Size (Example P215/65R15): 245/40R19  
DOT No. (Example: DOTM19ABC036): U28TUTDR318  
 Original Equipment  Prior Repair Failure Location: Flat road  
Tire Component Code: Tire Failure Type: Blow out

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

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 2019 INFINITI Q50. THE CONTACT STATED WHILE DRIVING AT HIGH SPEEDS, THE REAR END BECAME VERY UNSTABLE. THE ABS WOULD NOT OPERATE PROPERLY WHILE DEPRESSING THE BRAKE PEDAL, THERE WAS NO PULSATION TO THE BRAKE PEDAL. ADDITIONALLY, THE COLLISION AVOIDANCE SYSTEM RANDOMLY ACTIVATED CAUSING THE VEHICLE TO STOP ABRUPTLY WITH NO OBJECT OR VEHICLE NEARBY. THE CONTACT ALSO STATED THAT THE HIGH-PRESSURE FUEL LINES WERE LEAKING CAUSING AN ODOR OF FUEL TO BE PRESENT. THE VEHICLE WAS TAKEN TO AN UNKNOWN DEALER WHO WAS UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 49. Lower Control Arm bushings failing and leaking having play in them. inner uneven tire wear too spec getting knocked out constantly after several alignments. Fuel rails, lower control arms, right knuckle all replaced. 3rd set of tires also replaced. old parts are all available.

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.

# GOODYEAR AUTO SERVICE CENTER

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY  
 9075 YUKON ST  
 WESTMINSTER, CO 80021  
 FEDERAL TAX ID# 340253240  
 (303)420-1226 HOURS 7-MON-FRI, 7-6SAT, 9-5SUN  
 www.GoodyearAutoService.com



## INVOICE

PAGE: 01

BILL TO: [REDACTED]  
 ARVADA, CO [REDACTED]

PHONE 1..... [REDACTED] EXT.  
 PHONE 2..... [REDACTED]  
 RETURN PARTS.. NO  
 PRIOR INVOICE.. [REDACTED]  
 DATE REQUESTED 05/14/20  
 VEHICLE ID #.. JN1FV7AR6K [REDACTED]

VEH YEAR/MAKE.. 19 INFINITI  
 VEHICLE MODEL.. Q50  
 VEHICLE COLOR.. BLUE  
 LICENSE/STATE.. [REDACTED] / CO  
 TIME REQUESTED [REDACTED]

ODOMETER IN/OUT 018529 / 18529  
 VEHICLE IN.... 05/15/20 02:03 PM  
 VEHICLE OUT.... 05/15/20 02:41 PM  
 TERR/NONSIG.... 8121/908121  
 SALESMAN..... 002 / 002

ACCOUNT # [REDACTED] COB M TC 01 CUST# [REDACTED] TYPE/STATE 0 CO AUTHORIZATION [REDACTED] CREDIT CARD NO. [REDACTED]

SLS TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	UNIT PRICE	LBR/EXCISE	LINE TOTAL
002 064	046-379	R	1	COURTESY TIRE INSPECTION	.00	.00	FREE
002 064	046-000	R	1	APP #A728157	.00	.00	FREE
002	109-077-366-0 QTY. 1- NO.	B	1-	245/40R19 94W SL EAGLE SPORT A/S VSBTL M766JY1R3418	115.49	.00	115.49
002	109-077-366-0 QTY. 1 NO.	R	1	245/40R19 94W SL EAGLE SPORT A/S VSBTL M766JY1R1519	230.99	.00	230.99
002 064	046-000	R	1	CONCESSION #A728157	.00	.00	FREE
002 064	044-268	R	1	WHEEL BALANCE WARRANTY	.00	.00	FREE
002 064	092-210	R	1	ROAD HAZARD WARRANTY DENIED	.00	.00	FREE
002 064	046-000	R	1	REPLACE RF TIRE	.00	.00	FREE

SUMMARY:

PARTS TOTAL.....	115.50
LABOR TOTAL.....	.00
STATE TIRE FEE.....	1.25
TAXABLE AMOUNT.....	116.75
SUB TOTAL.....	115.50
SALES TAX( 8.350%).....	9.75

CUSTOMER AUTHORIZATION

CHARGED AMOUNT 126.50  
**INVOICE TOTAL \$126.50**

**SECTION 30-20-1403, COLORADO REVISED STATUTES, REQUIRES RETAILERS TO COLLECT A WASTE TIRE FEE SET BY THE SOLID AND HAZARDOUS WASTE COMMISSION ON THE SALE OF EACH NEW MOTOR VEHICLE TIRE AND EACH NEW TRAILER TIRE.**

Thank you for your business! If you are not 100% satisfied, please contact the store manager, Joshua Scaff, at (303)420-1226 or contact Goodyear Customer Relations at goodyear\_cr@goodyear.com.

SALES ASSOC(S): 002 JOSHUA S. TREAD DEPTH L/F..... 7/32 R/F..... 8/32  
 TECHNICIAN(S): 064 NICHOLAS T. TREAD DEPTH L/R..... 8/32 R/R..... 10/32

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 Privacy Policy: <https://www.goodyearautoservice.com/en-US/privacy-policy>

\*\*\*ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED\*\*\*  
 SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

MIKE WARD INFINITI  
 1800 LUCENT CT  
 HIGHLANDS RAN, CO 80129  
 303-350-4300



**Mike Ward Infiniti**  
 1800 Lucent Court  
 Highlands Ranch, CO 80129  
 Phone: (303) 350-4350  
 Fax: (303) 350-4352  
 www.mikewardinfiniti.com

09/15/2020

13:19:36

CREDIT CARD  
 MC SALE

**INFINITI**

Card # XXXXXXXX [REDACTED]  
 SEQ #: 3  
 Batch #: [REDACTED]  
 Trans #: 3  
 Approval Code: 09471B  
 TRANS ID: MPLD5JDCF0915  
 Entry Method: Manual  
 Mode: Online  
 Card Code: M

<b>SHIPPED TO</b>	
[REDACTED]	[REDACTED]

SALE AMOUNT \$198.88

Y: No returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice. A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

THANK YOU

on the products sold hereby are those made by the manufacturer. The seller, MIKE WARD INFINITI, hereby expressly disclaims all warranties, either y of merchantability or fitness for a particular purpose, and MIKE WARD INFINITI, neither assumes nor authorizes any other person to assume for it any Any limitation contained herein does not apply where prohibited by law.

CUSTOMER COPY

[REDACTED]		INVOICE DATE	INVOICE NUMBER / PG.
at Due Upon Receipt		9/15/20	[REDACTED] 1

WILL CALL		SALESPERSONS NAME			
		JASON VELASQUEZ			
QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT
1	175215CA0A : PIPE ASSY-FUEL	110-E	189.42	189.42	189.42

DATE PRINTED	9/15/20	TIME	12:32:55	SERVICES OR EQUIPMENT	189.42
<b>PARTS DEPARTMENT HOURS</b> 7:00 a.m. to 6:00 p.m. Mon - Fri 8:00 a.m. to 5:00 p.m. Sat  <h1>Thank You!</h1>				SHIPPING	
				C.O.D. CHARGE	
				SALES TAX OR TAX I.D.	9.46
				DEPOSIT ON CONTRACT	
				TOTAL	198.88
				** Initial Invoice **	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.					
X					

MIKE WARD INFINITI  
 1800 LUCENT CT  
 HIGHLANDS RAN, CO 80129  
 303-350-4300



**Mike Ward Infiniti**  
 1800 Lucent Court  
 Highlands Ranch, CO 80129  
 Phone: (303) 350-4350  
 Fax: (303) 350-4352  
 www.mikewardinfiniti.com

09/15/2020 12:46:39

CREDIT CARD  
 MC SALE

**INFINITI**

Card # [REDACTED]  
 SEQ #: 2  
 Batch #: [REDACTED]  
 Trans #: 2  
 Approval Code: 00482B  
 TRANS ID: MPLN6GQBW0915  
 Entry Method: Manual  
 Mode: Online  
 Card Code: M

SHIPPED TO

SALE AMOUNT \$1273.53

NOTE: No returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice. A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

All products sold hereby are those made by the manufacturer. The seller, MIKE WARD INFINITI, hereby expressly disclaims all warranties, either written or implied, of merchantability or fitness for a particular purpose, and MIKE WARD INFINITI, neither assumes nor authorizes any other person to assume for it any liability. Any limitation contained herein does not apply where prohibited by law.

THANK YOU

CUSTOMER COPY

Amount Due Upon Receipt	INVOICE DATE 9/15/20	INVOICE NUMBER / PG [REDACTED] / 1
-------------------------	-------------------------	---------------------------------------

WILL CALL		SALESPERSONS NAME DAN KIRCHNER			
QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT
1	D4060JL00J : PAD KIT-DISC BRAKE	110-C	119.95	119.95	119.95
1	175205CA0A : TUBE ASSY FUEL	110-E	134.16	134.16	134.16
1	545004GE0B : LINK COMPL-TRANSVERS	SPORD	387.83	387.83	387.83
1	400144GA0A : SPINDLE - KNUCKLE, R	140-E	574.38	570.95	570.95

DATE PRINTED	9/15/20	TIME	12:05:07	SERVICES OR EQUIPMENT	1212.89
<b>PARTS DEPARTMENT HOURS</b> 7:00 a.m. to 6:00 p.m. Mon - Fri 8:00 a.m. to 5:00 p.m. Sat  <h1>Thank You!</h1>				SHIPPING	
				C.O.D. CHARGE	
				SALES TAX OR TAX I.D.	60.64
				DEPOSIT ON CONTRACT	
				TOTAL	1273.53
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.				I PTS VS/MC/DS 00482B	1273.53
X					



INFINITI. www.mikewardinfiniti.com

Mike Ward Infiniti
1800 Lucent Court
Highlands Ranch, CO 80129
Phone: (303) 350-4350
Fax: (303) 350-4352

SOLD TO SHIPPED TO
ARVADA, CO

RETURN POLICY: No returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice. A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, MIKE WARD INFINITI, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and MIKE WARD INFINITI, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

YOUR PURCHASE ORDER TERMS INVOICE DATE INVOICE NUMBER / PG.
SHIP VIA SALES PERSONS NAME
QTY. DESCRIPTION SOURCE LIST NET AMOUNT
DATE PRINTED 9/15/20 TIME 12:30:49 SERVICES OR EQUIPMENT
PARTS DEPARTMENT HOURS
Thank You!
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

MIKE WARD INFINITI  
 1800 LUCENT CT  
 HIGHLANDS RAN, CO 80129  
 303-350-4300

09/25/2020

11:36:44



**Mike Ward Infiniti**  
 1800 Lucent Court  
 Highlands Ranch, CO 80129  
 Phone: (303) 350-4350  
 Fax: (303) 350-4352  
 www.mikewardinfiniti.com

DEBIT CARD  
 DEBIT SALE

**INFINITI**

Card #  
 Network:  
 Chip Card:  
 AID:  
 ATC:  
 TC:  
 SEQ #:  
 Batch #:  
 Trans #:  
 Approval Code:  
 TRANS ID:  
 Entry Method:  
 Mode:

XXXXXXXXXX  
 VISA  
 US DEBIT  
 A0000000980840  
 005A  
 11516F1DE27AA1AC  
 3  
 3  
 095312  
 460269608191412  
 Chip Read  
 Issuer - PIN Bypassed

SHIPPED TO

Returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice. A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

All products sold hereby are those made by the manufacturer. The seller, MIKE WARD INFINITI, hereby expressly disclaims all warranties, either implied warranty of merchantability or fitness for a particular purpose, and MIKE WARD INFINITI, neither assumes nor authorizes any other person to assume for it any liability with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PO
	Payment Due Upon Receipt	9/25/20	

SHIP VIA	SALESPERSONS NAME
WILL CALL	JASON VELASQUEZ

QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT
1	545014GE0B : LINK COMPL-TRANSVERS JN1FV7AR6KM	SPORD	387.83	387.83	387.83

DATE PRINTED	9/25/20	TIME	10:50:10	SERVICES OR EQUIPMENT	387.83
<b>PARTS DEPARTMENT HOURS</b> 7:00 a.m. to 6:00 p.m. Mon - Fri 8:00 a.m. to 5:00 p.m. Sat  <b>Thank You!</b>				SHIPPING	
				C.O.D. CHARGE	
				SALES TAX OR TAX I.D.	19.40
				DEPOSIT ON CONTRACT	
				<b>TOTAL</b>	<b>407.23</b>

\*\* Initial Invoice \*\*

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

**RAPID CAR CARE & PERFORMANCE, LLC**  
720-345-7832

ADDRESS		PHONE	DSS	ISJ	LABOR CHARGE
2ND AUTHORIZED NAME		PHONE	LUBRICATION	<input type="checkbox"/>	
MAKE	TYPE OR MODEL	YEAR	CHANGE OIL	<input type="checkbox"/>	
RECEIVED (DATE & TIME)	A.M.		CHANGE OIL FILTER CART.	<input type="checkbox"/>	
PROMISED (DATE & TIME)	A.M.		CHANGE TRANS.	<input type="checkbox"/>	
PROMISED (DATE & TIME)	P.M.		CHANGE DIFF.	<input type="checkbox"/>	
ODOMETER	LICENSE NO.	TERMS	PACK FRONT WHEEL BRGS	<input type="checkbox"/>	
PHONE WHEN READY	<input type="checkbox"/> YES <input type="checkbox"/> NO		ADJUST BRAKES	<input type="checkbox"/>	
CUSTOMER'S ORDER NO.			ROTATE TIRES	<input type="checkbox"/>	
			WASH POLISH	<input type="checkbox"/>	
			STATE INSPECTION	<input type="checkbox"/>	

MATERIAL USED				
ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED				
QTY.	PART NO.	DESCRIPTION	PRICE	WARRANTY YR
OUTSIDE REPAIRS				
BROUGHT FORWARD				
TOTAL PARTS				
QTY.	ACCESSORY NO.	ACCESSORIES	PRICE	
TOTAL ACCESSORIES				

OPER. NO.	INSTRUCTIONS
	<b>CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*</b>
	Replaced both fuel rails
	Replaced RF lower control arms
	Replaced RF steering knuckle
	Replaced rear brake pads
	customer supplied parts

Estimated cost \$ \_\_\_\_\_ Estimate Charge \_\_\_\_\_  
Basis for Charge \_\_\_\_\_

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in Maryland)

I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: \_\_\_\_\_ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I authorize the above repairs, along with any necessary materials, I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear-down and reassembly fee of \$ \_\_\_\_\_ will be applied.

\*Checked lines apply (Preparer must check at least one):

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

This amount includes a charge of \$ \_\_\_\_\_, which is required under \_\_\_\_\_ law.

METHOD OF PAYMENT:	GAS, OIL, & GREASE	PRICE
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE	GALS. GAS @	
LABOR	QTS. OIL @	
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY <input type="checkbox"/> BOTH	LBS. GREASE @	
<input checked="" type="checkbox"/> RETAIN PARTS <input type="checkbox"/> DESTROY PARTS	TOTAL GAS, OIL, & GREASE	

DATE	TOTAL LABOR	750.00
	TOTAL PARTS	
	ACCESSORIES	
	GAS, OIL, & GREASE	
	OUTSIDE REPAIRS	
	STORAGE FEE (if applies)	
	TAX	
	TOTAL AMOUNT	750.00

Guaranteed (Items): \_\_\_\_\_  
Guarantee Effective Until: \_\_\_\_\_  
Time: \_\_\_\_\_  
Mileage: \_\_\_\_\_

Invoice # [REDACTED]

Account : Michelle Parker (#A914216)

# brakes plus

Complete Auto Service

Account # [REDACTED]

ARVADA, CO [REDACTED]

Ph# [REDACTED]

Date: 09-21-2020

INV # [REDACTED]

Qty.	Part Number	Description	Tech	Each	Core	Total
<b>Inspection</b>						
1	INS-050001	Steering/Suspension Inspection		\$ 0.00	\$ 0.00	\$ 0.00
1	INS-052991	All Inspections		\$ 0.00	\$ 0.00	\$ 0.00
<b>Inspection: Subtotal</b>						<b>\$ 0.00</b>
<b>Alignment</b>						
-	LAB-04005	Four Wheel Alignment	14571	-	-	\$ 67.00
<b>Alignment: Subtotal</b>						<b>\$ 67.00</b>

NOTES : Email: [REDACTED]

**Your Brakes Plus General Manager is: Todd Williamson @ 303-467-2500 5465 Wadsworth Bypass Arvada CO 80002**

Warranty and Satisfaction Policy available at:

<http://www.brakesplus.com/warranty/>

Vehicle Information

2019, INFINITI, Q50, V6-2997

Vehicle : 3.0L

DOHC, JN1FV7AR6KM [REDACTED]

License # [REDACTED]

Miles : 26088

V.I.N. : JN1FV7AR6KM [REDACTED]

Unit # : [REDACTED]

<u>DEPARTMENT</u>	<u>SALE</u>
Labor	\$ 67.00
Disposal Labor	\$ 2.00
Parts	\$ 0.00
<b>SUB TOTAL</b>	<b>\$ 69.00</b>
<b>SALES TAX</b>	<b>\$ 0.00</b>
<b>TOTAL</b>	<b>\$ 69.00</b>

Purchase Order #

[REDACTED]

**Payments**

\$ 69.00 - Credit Card (VISA) (\*) [REDACTED]

Approval [REDACTED]

Signed By : [REDACTED]

**TOTAL \$ 69.00 PAID**