

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

118

Date Received

24-AUG-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

868557

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JNKCP11A4YT311770	INFINITI	G20	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inert Inert <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Utility Truck Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12220000	Part Name(s) INTERIOR SYSTEMS;SEAT BELTS;LAP;REAR	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 07-JUL-2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) _____		
	Vehicle Speed at Failure(s) _____		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BOTH REAR SEAT BELTS LOCK AROUND THE OCCUPANTS EXTREMELY TIGHT WITHIN 0-10 MINUTES, TRAPPING OCCUPANT IN THE SEAT. THIS HAPPENS WHILE THE VEHICLE IS MOVING AND WHEN THE VEHICLE IS NOT MOVING. DEALERSHIP/MANUFACTURER HAVE BEEN TOLD ABOUT THE SEAT BELT PROBLEM NUMEROUS TIMES. SOLUTION GIVEN DEFEATS THE PURPOSE OF THE SEAT BELT. PLEASE DESCRIBE SOLUTION GIVEN.*AK

CONTINUE ON BACK IF NEEDED

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.



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RECALL
DEFECTS INVESTIGATION
OFFICE 24 AUG 2000

FOR AGENCY USE ONLY 118

Date Received
AM 8:30
Od_or
ri_dt
od_rt
up_itr

Reference No.

868557

OWNER INFORMATION (Type or Print)

630138

Work Number
Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.
Signature of Owner _____ Date 10/2/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) JNKCP11A4YT311770	Vehicle Make INFINITI	Vehicle Model G20t	Vehicle Year 2000	Current Odometer Reading 1920.0
Purchase Date Jun 26, 2000	Dealers Name Rosenthal Infiniti		Engine Size (CID/CC/L) 4	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City Vienna State VA Zip Code 22182	No Cylinders 4		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12230000	Part Name(s) INTERIOR SYSTEMS: SHOULDER BELTS	Location (Left/Right) <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures many - repeatedly	Date(s) of Failure(s) 07-JUL-2000 Mileage at Failure(s) Vehicle Speed at Failure(s) any speed, including 0 mph	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured none	Number of Fatalities none	Estimated Property Damage none	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BOTH REAR SEAT BELTS LOCK AROUND THE OCCUPANTS EXTREMELY TIGHT WITHIN 0-10 MINTUES, TRAPPING OCCUPANTS IN THE SEATS. THIS HAPPENS WHILE VEHICLE IS MOVING, AND WHEN THE VEHICLE IS NOT MOVING. DEALERSHIP/MANUFACTURER HAVE BEEN TOLD ABOUT THE SEAT BELT PROBLEM NUMEROUS TIMES. SOLUTION GIVEN DEFEATS THE PURPOSE OF THE SEAT BELT. PLEASE DESCRIBE SOLUTION GIVEN.*AK

See attached history & supporting documentation

CONTINUE ON BACK IF NEEDED

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Ever since we bought the car new on June 26, 2000, we've had the problem of both rear seat belts locking with very little movement and "trapping" the rear occupants--the "fix" provided by the car dealership is to physically unlatch the seat belts, letting them retract all the way, and then refastening them. The rear seat belts often lock up--sometimes as soon as the occupant fastens them or within 10 minutes (whether the car is in motion or not) and often with very little movement by the occupants triggering the lock up. Having the occupants unhooking the seat belts several times an hour to release the lock up means that the "fix" provided by the car dealership caused the rear passengers to be riding without a fastened seat belt for a significant amount of time--definitely defeating the purpose of having seat belts and, consequently, is a safety hazard. The car dealership states the rear seat belts are in compliance with "Federal regulations" and refuses to correct the problem. I'm submitting this auto safety defect report because either (1) the seat belts in actuality do not comply with Federal regulations--in which case the car dealership should fix the problem, or (2) the Federal regulations need to be changed to ensure that seat belts in compliance do *not* lock up with very little movement, "trapping" the occupants and requiring them to physically unlatch the belts.

The following is the history of actions we've taken to try to remedy the problem by going through the car dealership. We bought the 2000 Infiniti Q20t (VIN JNKCP11A4YT311770) on June 26, 2000, from Rosenthal Infiniti, 8527 Leesburg Pike, Vienna, VA 22182 (phone: 703-827-2132, fax: 703-749-6598) from salesman George Kahlil, with service consultant John Schmied.

- July 12: I called John Schmied and told him both rear seat belts sometimes "trap" the passengers (don't let them bend forward). Made appointment for my wife Mija to bring car in for repair at 11:00 on Monday, July 17. He said they would either fix the car on the spot or provide a loaner car.

- July 17: John Schmied called me at work and said both rear seat belts are functioning normally and that the car can be picked up. I asked if the seat belts can be adjusted; he said no. I asked if he'd submit a problem report to the Infiniti engineers as I've never had that problem with any other car. He ignored my question and said the car could be picked up before 7:00 p.m. I regard this as such a serious safety problem that I said I'd never buy another Infiniti. The service ticket (Work Order No. 83191) is attached, stating "DESIGNED FOR CHILD SEAT PROTECTION." (What about adult passenger protection???)

- July 18: I called the salesman, George Kahlil, 703-556-6900, and told him about John Schmied's saying he couldn't fix the seat belts as they "met specs." George said he would check with the man in charge of service and see if anything can be done.

- July 23: George Kahlil said he talked with John Schmied and with "Stewart." (John is just a service writer; Stewart is actually in charge of service.) George will call me back with the response on whether the rear seat belts can be adjusted or not.

- July 29: George said that Stewart said that if the rear passenger first pulls the rear seat belt all the way out and slowly lets it retract before fastening it, it won't lock up. We tried this suggested solution--it didn't work: same problem continued.

- August 8: I called George and left voicemail telling him that Mija tried Stewart's suggestion and that both rear seat belts trapped her within 10 minutes.

- August 10: I called George and we made arrangements for Mija to bring the G20t in to him on August 16, Wednesday.

- August 16: Mija took the G20t to Rosenthal Infiniti for repair of the rear seat belts. Both John Schmied and another man tested the rear seat belts and immediately got trapped when the seat belts locked right away. They said the seat belts are supposed to be that way. They told Mija that they would repair the car with another new G20t if she would sign a paper releasing them from responsibility for fixing the problem. She refused and brought the G20t home.

- August 17: I called Infiniti Consumer Affairs, 800-622-6200x7, and reported the problem to Norma Jean. She said it's "not good" to have the rear seat belts trap you in the car and that it "definitely" should not be like this. She assigned the problem a File Reference Number of 3232308 and said she would refer it to the Regional Follow-up Specialist, Deborah, within 4 duty days. I told her the car mileage was about 1100 miles (a later check showed it was actually 1192miles). I gave her the entire history (as stated above). She said thanks for calling her.

- August 17: I called George Kahlil and informed him I had contacted Infiniti Consumer Affairs, who'll be contacting Rosenthal Infiniti. He stated he had contacted Bob Glen, head of Regional Niesan/Infiniti, as he handles stuff like this. I gave George the File Reference number and he said he would call Bob Glen and give him the number.-
-Later that day: George called back and said Bob Glen will look at the G20t with a master technician at 10:00 a.m. on August 24.

- August 24: Mija took the G20t to Rosenthal Infiniti to have Bob Glen and the master technician fix the rear seat belts. They examined them and said they are supposed to be that way. They told her that when the seat belts lock, unhook the seat belts and hook them again. Mija told them you have to do this several times while riding--you could have an accident while the seat belts are unhooked. They said it's supposed to be that way. They wouldn't fix the problem so she brought the car home.

- August 24: George Kahlil said that Bob Glen had contacted the Infiniti Customer Relations and informed that that "Seat belts are working the way they're supposed to do" and that they are complying with Federal regulations on rear seat belts.

- August 24: I called Infiniti Customer Relations, 800-662-6200x7, talked with Marie, and gave her my File Reference Number of 3232308. She referred me to the National Safety Hot Line, 800-424-9393. She then transferred me to Deborah, the Regional Follow-up Specialist, 310-662-6200x3817. Deborah said she talked with the Rosenthal dealership this morning and said she was told that "body weight causes it to lock." I told her that just slowly leaning a little forward causes the seat belts to lock--it shouldn't be that way. It's a safety hazard to keep unhooking the seat belts to get untrapped. She said that if I have any concerns, I should call the National Safety Hot Line. If the National Safety Hot Line informs me that the seat belts are not in compliance with Federal regulations, I should call her back. She will close my file but can put a note in it of possible follow-up.

- August 24: I called the DOT Auto Safety Hot Line, 800-424-9393x1, and reported the problem to Christine: both rear seat belts will lock around occupants within 10 minutes (even when vehicle is not in motion) and trap the occupants; dealer solution defeats the purpose of having a seat belt (i.e., unhooking the seat belts, slowly letting them retract, and rehooking them). I have Christine the VIN and she registered my

complaint. She said I should receive the complaint in the mail and I should then review, complete, sign and return it.

- October 2: I am completing the DOT Auto Safety Hotline "Vehicle Owner's Questionnaire" and will mail it today.

-- END OF HISTORY --



Oct 2, 2000

Rosenthal Infiniti
 8527 Leesburg Pike
 Vienna, VA 22182

Phone: 703-827-2132
 Fax: 703-748-6898

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.
 Page 1 Last Page

83181

[Redacted]		ROSENTHAL INFINITI	
		8527 LEESBURG PIKE VIENNA, (703) 827 - 2132	
		WE ARE STRIVING FOR 100% CUSTOM WE HOPE YOU HAD A "EXCELLENT SE	

IN	G20	00	888	Silver	J	JNKCP11A4YT	311770	6/26/00	DX982
WIL126		#DX982		202-366-4628		703-822-2618			
JOHN P SCHMIED				\$70.00					
386	No	Yes		7/17/00	7/17/00	18:00	7/17/00		

01 C/S REAR SEAT BELTS WHEN LOCKED UP WILL NOT ALLOW PERSON TO LEAN FORWARD. NO PLAY AT ALL. REAR SEAT BELTS ARE FUNCTIONING AS DESIGNED. IF BELTS ARE PULLED OUT ALL THE WAY THEY WILL NOT RELEASE.

Misc-Body-10001

Add-On? No Tech HUNT12

Labor No Charge Dealer

Expenses SHOPSUPP-SHO

SHOPSUPP-SHO

Expense No Charge Dealer

DESIGNED FOR CHILD SEAT PROTECTION.

 * Totals Amount *
 * Total: No Charge Customer *


Page 1 Last Page

Original Estimate	Total Revised Estimate
\$	\$
I acknowledge receipt and approval of an increase in the original estimated price.	
CUSTOMER SIGNATURE x	

I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or manufacturer. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE x

Sheet 20 Oct 00 Atch 1

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 118 Date Received: RECEIVED 7/26/2000 Reference No. 248567 Work Number Home Number		
OWNER INFORMATION (Type or Print)				630138		
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? to the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.				<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Date 10/2/00		
Signature of Owner _____						
VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) - (Locate in bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
JNKCP11A4YT311770	INFINITI	G20t	2000	1920.0		
Purchase Date	Dealer's Name		Engine Size (CID/CYL)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
Jun 26, 2000	Rosenthal Infiniti		No. Cylinders	4		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City Vienna State VA Zip Code 22182					
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport LM Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION						
Component	Part Name(s)	Location(s)		Failed Part(s)		
12230000	INTERIOR SYSTEMS: SHOULDER BELTS	<input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear		<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement		
No of Failures and/or repeatedly	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?	
repeatedly	07-JUL-2000		any speed, including 0 mph	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
APPLICATION/INCIDENT INFORMATION						
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)						
Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	none	none	none	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)						
BOTH REAR SEAT BELTS LOCK AROUND THE OCCUPANTS EXTREMELY TIGHT WITHIN 0-10 MINUTES, TRAPPING OCCUPANTS IN THE SEATS. THIS HAPPENS WHILE VEHICLE IS MOVING, AND WHEN THE VEHICLE IS NOT MOVING. DEALERSHIP/MANUFACTURER HAVE BEEN TOLD ABOUT THE SEAT BELT PROBLEM NUMEROUS TIMES. SOLUTION GIVEN DEFEATS THE PURPOSE OF THE SEAT BELT. PLEASE DESCRIBE SOLUTION GIVEN.*AK See attached history & supporting documentation						
CONTINUE ON BACK IF NEEDED						
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March 6, 2001

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

Dear Sir/Ma'am:

On Oct 2, 2000, I submitted a safety report (copy of first page is attached) to you concerning unsafe rear seat belts in the Infiniti G20t I purchased new on June 26, 2000. I would appreciate your sending me the status of your investigation into this hazard.

Please do not hesitate to contact me if you require any additional information.

Sincerely,

