



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 14-034
Date Opened: 11/04/2014
Investigator: Paul Simmons **Reviewer:** Jeff Quandt
Approver: Frank Borris
Subject: Steering shaft failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Nissan North America, Inc.
Products: 2008 Infiniti EX35
Population: 17,000 (Estimated)
Problem Description: The steering shaft may separate while operating the vehicle, resulting in a loss of steering control.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	2	TBD	2
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation has been opened.

Summary:

The Office of Defects Investigations (ODI) has received two complaints (VOQs) alleging steering wheel shaft separations in model year 2008 Infiniti EX35 vehicles. The first complaint (VOQ 10350255) reported a failure that occurred at 19,087 miles of service. The driver alleged experiencing play in the steering while driving 40 miles per hour. After slowing to a stop, the driver reported a complete loss of steering with the steering wheel rotating 360 degrees without turning the wheels. The vehicle was towed to a dealer and repaired, but the owner was not able to provide copies of repair records. The second complaint (VOQ 10605536) reported a failure that occurred at 75,312 miles. The driver reported that the steering became loose while driving home and completely separated after stopping in his driveway. A service invoice provided by the owner indicates that the dealer replaced the steering column and shaft assembly after finding a failed steering shaft bearing.

A Preliminary Evaluation has been opened to assess the scope and frequency of the alleged defect.

The VOQs associated with this investigation are: 10350255 and 10605536.