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Nov 1, 2004

Dear Infinity,

I bought my third Q45 in 2002 and was notified that there was a recall for safety reasons. I went to Montclair Infinity to get work done including the recall item but they did not have the part for the defect. After I got home the "service engine soon" came on again and I went back to Infinity and was told it was for the recall but they did not have the part. I then had the same thing happen the next time I went in for service and had to go back and I got the same answer.

A few days later myself, my wife, and two friends were in the fast lane on the 15 freeway between the 60 and 10 freeways and my car suddenly lost all power. I made very dangerous lane changes to get to the side of the freeway and spent the next very hot 70 minutes waiting for the proper tow truck to get my car and occupants to Infinity Montclair. After weeks of driving the loaner they finally got the part to fix my car and I got it back. Of course, the next day the "service engine soon" light went on and I went to Montclair again. Of course it was an error and I had again wasted my time.

In short, I have been more than inconvenienced. Due to corporate disinterest I could have been killed along with my wife and friends after doing everything I could to fix the problem. How much time do you get to fix a life threatening problem? What does the NHTSA say about not repairing dangerous defects for many, many months?

Dear NHTSA

How long can they delay
fixing a Recall item?

copy to RWD
Jason
11/22/04