

December 3, 2004

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, SW
Washington, DC 20590

Reference: 2004 Infiniti Q45

Dear Sir/Madam:

Enclosed is a copy of a letter that I sent to Infiniti relative to the cruise control on my 2004 Q45. I have also attached a copy of Infiniti's response to my letter, which as you will see is non-committal.

I believe the laser-controlled cruise control could be a potential safety issue to the unwary driver.

I would only ask that you place this letter in your system should you get other complaints about the same issue.

Thank you.

Sincerely,

JBW/wq

Enclosure

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Mania
1/10/05

October 6, 2004

Nissan North America Inc.
Infiniti Division
P.O. Box 47038
Gardena, CA 90247-6838

Subject: 2004 Q-45

Gentlemen:

First, the good news. This is the second Q-45 I have owned and it is by far the nicest car I have ever owned. The maintenance problems have been non-existent and it's comfort and ride is excellent.

This is the first time I have had a warranty/maintenance issue with either of my Q-45's and after visiting with my dealer and also considering that this is a safety issue, I must point out the following:

The Intelligent Cruise Control clearly needs some improvement. I have experienced the following problems:

1. The system will not work in the rain.
2. The system will not work when driving into the sun at sunset.
3. The system activates the brakes while passing trucks.
4. There is no audible acknowledgement when the system slows down for a slower vehicle.

While driving on the interstate, I discovered that while you are passing a semi tractor/trailer, certain trucks will cause the system to activate the brakes when you are right beside the vehicle. This is a serious safety issue. It is rather shocking when for absolutely no apparent reason brakes are activated. This may cause the unsuspecting driver to swerve and possibly have an accident with the vehicle he is passing.

I would also suggest a change to the navigation system so you don't have to accept the license agreement every time you switch gears.

Again, let me state that the cruise control is a safety issue and a means of deactivating or a change in the logic is warranted.

I would also like to repeat that the Q-45 is a great car.

I would also like to commend your dealer in Omaha, Reagan Infiniti. I have purchased every car that I have purchased for the last 20 years from them. I did contact them about this problem. They suggested that I write directly to you and express my concerns.

Thank you.

Sincerely,

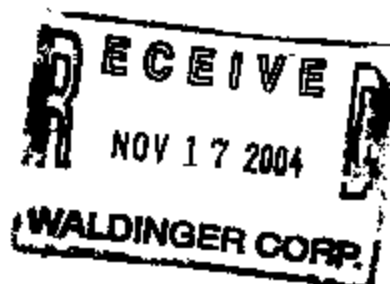
JBW/wq

Cc: Sammy Reagan, Reagan Infiniti, 6625 L Street, Omaha, NE 68117
c:\wq\eck\ack10-6.doc



**INFINITI
OF OMAHA**

6625 "L" Street
Omaha, Nebraska 68117
(402) 592-2200



Omaha, NE

Re: Letter to Infiniti

Enclosed is your letter from Infiniti. I would suggest you contact the National Highway Safety Administration. They will file this complaint and if more come in, open an investigation if it pertains to safety. They do contact a manufacturer when they get this type of letter.

The address is:

U.S. Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation,
NSA-10.01, 400 7th Street, SW,
Washington, DC 20590.

I hope you get something done. I have experienced it myself on our QX56, but I can't squawk since I am a dealer. Go figure.

Sammy



INFINITI.

Corporate Office
18501 South Figueroa Street
Gardena, CA 90248-4500
Phone: 310 532 3111

Mailing Address: P.O. Box 47098
Gardena, CA 90247-7638

A Division of Nissan North America, Inc.

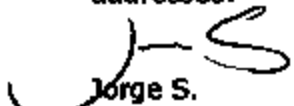
October 28, 2004

Omaha, NE

Dear

Thank you for your letter and interest in Infiniti. We appreciate customer comments and take seriously our commitment to customer satisfaction. We are sorry to hear of the concerns you have regarding the quality and design of your 2004 Infiniti Q45.

Infiniti is committed to designing and building vehicles that incorporate our customers' needs for styling, performance, quality and safety. We recommend contacting your local Infiniti dealer to review vehicle concerns which may be addressed.


Jorge S.
Consumer Affairs Specialist
Infiniti Consumer Affairs