

From the Desk of...

[REDACTED]
Hazelwood, MO
[REDACTED]

Copy

10

June 20, 2011

National Consumer Affairs Department
Infiniti Division
Nissan North America, Inc.
PO Box 685003
Franklin, TN 37068-5003

JUN 28 2011

EXECUTIVE SECRETARIAT
2011 JUN 27 A 11:40
RECEIVED - NHTSA

RE: Recall notification - corrosion in front under carriage. VIN: JNRAR07Y6XW [REDACTED]

To whom it may concern:

I received the notice for the recall of our 1999 QX4. I am writing to provide you with additional information regarding recent repairs to our vehicle due to corrosion that could have been catastrophic. In addition, I am requesting reimbursement for the corrosion repairs already completed, as well as some form of compensation due to the additional repairs due to even more corrosion found under the front end of the vehicle.

I do not feel the corrosion issue is isolated to the front driver's side strut tower housing in the front wheel area. The corrosion on our vehicle was extremely bad in the inner fender panel which housed the engine mounts. This was discovered when I took the vehicle in to have the struts replaced due to the front end of the vehicle "bouncing" all of the sudden. The mechanic called and informed me that he was not even able to put the car up on the rack due to the severity of the corrosion and that the engine was hanging on by a few bolts on one side of the vehicle. He went on to say that he would not even release the vehicle back to me to be driven due to the safety issue. Further, he indicated that my son was lucky he wasn't killed; as the engine could have easily fallen out while he was driving.

We discussed the options and he referred us to a body shop to have the repairs done. While this is an older vehicle, it runs excellent and has been maintained on a regular basis. Due to this we felt it was worth the repairs. However, it has now been brought to our attention that there is additional corrosion under the front end of the car causing more problems that are likely going to be costly to repair. The mechanic indicated it was not as severe as the previous corrosion but did need to be fixed. Until receiving this notice, we were at the point where we were not sure if the cost to repair even more corrosion was financially worth fixing. The biggest concern is that this would leave us with a vehicle that could/should not be resold and the potential loss of anywhere between \$3,000 - \$5,000. I would be comfortable selling/trading in a vehicle that is potentially a death trap!

I have always felt Infinity/Nissan SUVs were solid reliable vehicles, but having been faced with an out of pocket expense of 2,800+ already and the potential of being out a vehicle that should still be drivable has me questioning that reliability. As a family we pass our cars among our family members - kids/nieces/nephews/

MC
071111
TGW

grandkids - because we know the cars have been maintained. This is a huge driving factor among all of my family when purchasing a new vehicle.

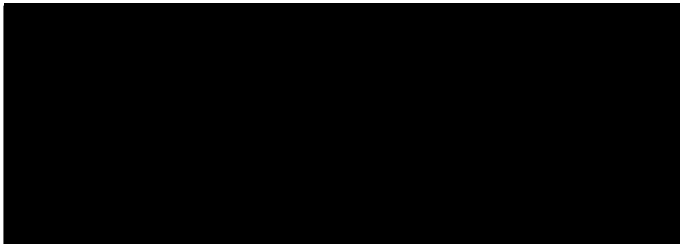
Just as a side note, I recently (6/16/2011) purchased a new SUV, knowing that one of my nieces would likely inherit it when it is paid off/turning 16, just as my sister did for my son and the QX4. My decision came down to a Nissan Pathfinder, QX 56 or GMC Denali. They all had everything we needed/wanted. The determining factor was purely due to the engine and corrosion warranty on the Denali and the issues we are had been faced with due to the corrosion on the QX4. It wasn't until I received this notice that I felt you actually cared or stood behind your vehicles since I got no when reporting the rusted out inner fender panel back in the winter.

I have enclosed the information from the body shop for the cost of the repairs (\$2,800+) to the inner fender panel as well as the Kelly Blue Book trade-in/private sale (\$3,675 - \$5,035). I would very much appreciate your consideration in reimbursing me for the \$2,800+ already spent on corrosion repairs and your further consider repairing the remaining corrosion damage or providing compensation for the current value of the vehicle, as I do not believe it should be resold without having it repaired; it is too much of a risk to someone's life if they are unaware of the potential consequences. The QX4 has resided in either Wisconsin or Missouri during its lifetime. I am sure the registration trail can provide you with this information as well. VIN:

JNRAR07Y6XW [REDACTED]

Thank you for your time and consideration. I can be reached via phone, email or USPS at [REDACTED]

[REDACTED] Hazelwood, MO [REDACTED]



cc: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue
Washington, DC 20590



Consumer Affairs
P.O. Box 685003
Franklin, Tennessee 37068-5003
A Division of Nissan North America, Inc.

Hazelwood, MO

INTERIM OWNER NOTIFICATION

Dear Infiniti QX4 Owner:

This interim notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect that relates to motor vehicle safety exists in some 1997-2003 model year Infiniti QX4 vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN on the cover of this notice.

REASON FOR RECALL

Infiniti recently discovered that, in certain rare instances, in states where heavy concentrations of road salt are used in the winter (listed below), the front driver's side strut tower housing on certain vehicles can develop corrosion that may cause strut tower housing damage. This may allow the strut tower housing to contact the steering column. We expect this would create noise and a noticeable difference in steering effort. In an extreme case, this may lead to steering system damage, which could increase the likelihood of a crash.

Connecticut	Indiana	Massachusetts	New Hampshire	Pennsylvania	Wisconsin
Delaware	Iowa	Michigan	New Jersey	Rhode Island	
District of Columbia	Maine	Minnesota	New York	Vermont	
Illinois	Maryland	Missouri	Ohio	West Virginia	

According to our records, your vehicle is currently registered in one of the states listed above.

WHAT INFINITI WILL DO

Infiniti is currently developing the remedy for this condition. When the remedy is available, Infiniti will send you a second letter asking you to bring your vehicle to an Infiniti retailer for an inspection and a remedy (free of charge for parts and labor). In the meantime, if you have concerns about corrosion in the front driver's side strut tower housing in the front wheel well area of your vehicle or you have noticed an unusual noise coming from that area of the vehicle, or a change in the steering effort, we urge you to bring your vehicle into the nearest Infiniti retailer for an immediate inspection.

WHAT YOU SHOULD DO

- If your vehicle is operating normally and there is no noticeable corrosion in the driver's side strut tower housing in the front wheel well area, you do not need to take any immediate action until you receive a second notification from Infiniti with further instructions.
- If you have concerns about corrosion in the front driver's side strut tower housing in the front wheel well area of your vehicle or you have noticed unusual noise coming from that area of the vehicle, or a change in the steering effort, please contact your Infiniti retailer for an immediate inspection.

If you have paid to have your strut housing repaired due to corrosion prior to this campaign, you may be eligible for reimbursement of the related expense. If you have additional questions you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.



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PAID CARD TO NISSAN
IF ANY INFORMATION
(NAME OR ADDRESS)
HAS CHANGED.
DETACH CARD AT
PERFORATIONS.

VEHICLE
IDENTIFICATION
NUMBER J N R A R 0 7 Y 6 X W

If you have moved or no longer own this vehicle, please check the appropriate box.

- 1) ☐ Name or address has changed 2) ☐ Never owned this vehicle
- I no longer own this vehicle. It was:
- 3) ☐ Sold (print name and address of new owner below, if known) 4) ☐ Destroyed 5) ☐ Stolen

7238 3000377

Hazelwood, MO

LAST NAME	FIRST NAME	MIDDLE
ADDRESS		
CITY		
STATE	ZIP	




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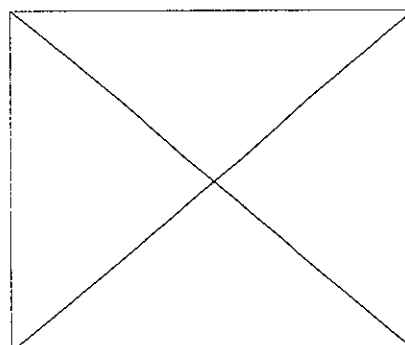
Excellent
\$5,510

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\$5,035
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\$4,075**Good**
\$3,675
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Infiniti



QX

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WHITE AUTO BODY, INC.

Serving Our Customers Since 1986

8300 N. LINDBERGH

Florissant, MO 63031

Tel: 314 839-1114 Fax: 314 839-1258

Repair Order # 46098

99 INFINITI QX4 6CYL GASOLINE 3.

Shop Writer KENNY SMIT

HAZELWOOD, MO

Home Ph

Work Ph

License

VIN #

JNRAR07Y6KX

Mileage 1

Pt/Style Silver

WAGON

Remarks //// FINAL BILL ////

Ins Co. CUSTOMER PAY

Claim #

Adjuster

Ins. Adrs

Ins. City,

Ins Phone

Appraiser

Policy #

Deductbl 0.00

Date Est. 06/01/10

Date In 06/01/10

Target 07/08/10

Completed / /

Estimate# 33348

System # S0034078

Insured ,

Claimant ,

A/R #

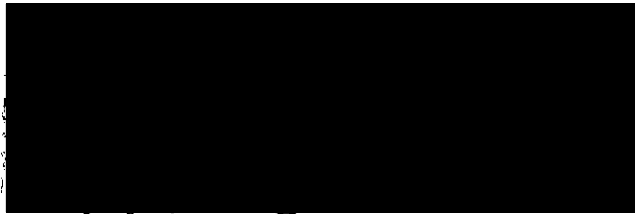
\$ Hours Labor Paint

1	R&I	FRONT BUMPER COVER R&I			
2	R&I	GRILLE ASSEMBLY			
3	R&I	HEADLAMP ASSY, HALOGEN LT		0.3	
4	REPL	OEM PNL ASSEMBLY, INR FNDR LT	361.87	11.2	
5	REFN	PNL ASSEMBLY, INR FNDR LT			1.4
6	R&I	FRONT FENDER R & I LT		1.2	
7	REPL	OEM SIDE MEMBER ASSEMBLY LT	548.02	6.6	
8	REFN	SIDE MEMBER ASSEMBLY LT			0.6
9	R&I	NEEDED PARTS TO MAKE REPAIRS		7.5	
10	SET-UP &	MEASURE		1.5	
11	R&I	JOINT, STRG COLUMN LWR-M		0.4	
12	SUBL	HAZARDOUS WASTE-H	3.00		
13	REPL	A/M CORROSION PROTECTION-PANE-N	3.00	0.2	
14	SUBL	2 WHEEL ALIGNMENT-S	69.95		

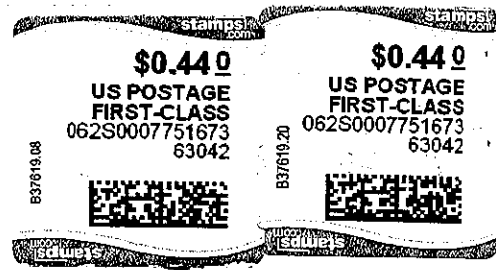
LABOR	Units	Rate	Labor \$	Item	\$	Totals
Paint	2.0 @	57.00	114.00	Parts	909.89	
Body	28.5 @	57.00	1624.50	PaintMat	60.00	
Mech	0.4 @	57.00	22.80	Body Mat	0.00	
Frame	0.0 @	57.00	0.00	HazWaste	3.00	
GLASS	0.0 @	57.00	0.00	Sublet	69.95	
Detail	0.0 @	57.00	0.00	Used	0.00	
	0.0 @	55.00	0.00	Towing	0.00	
				AM/PART	3.00	
				STORAGE	0.00	
				MANUAL	0.00	
				MISC/WT	0.00	
				MISC/WO	0.00	
Total	30.9			Total Items		1045.84
				Total Labor		1761.30
				Subtotal		2807.14
				Tax	7.4258	72.24
				Grand Total		2879.38

Insurance	2879.38	Customer	0.00	Deposits	1000.00	Supplement	-222.30
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X



Hazelwood, mo



Administration
National Highway Traffic Safety
Administration
1200 New Jersey Ave.
Washington, DC.
20590

