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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

AUG 23 2011

12 August 2011

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.
West Building
Washington, DC 20590

Dear Administrator

Re: Safety recall notice for VIN JNRAR05Y8XW [REDACTED]

On 16 July 2011 I received an important safety recall notice regarding a recent discovery that the front driver's strut tower housing on some Infinity QX4 models can develop corrosion that could cause strut tower housing damage which in turn would allow the strut tower to contact the steering column. The recall notice states that this 'may lead to steering system damage, which could increase the likelihood of a crash'.

Upon receiving this recall notice I was incredibly disappointed and infuriated. Prior to receiving this interim notice I was given no option but to disencumber the vehicle, which was my own as well as my family's main method of transportation. The strut tower was not only contacting the steering column; it was aggressively rasping the entire steering system. I was advised that I would not survive if I continued driving the vehicle because the damage to the driver's strut tower housing was so severe it led to complete and total steering system damage. My number one asset was now a ticking time bomb on wheels. The only reason that my car had to be taken off of the road and donated to be disassembled is because of this defect in the manufacturing of the vehicle. I have put upwards of forty-five hundred dollars of work and maintenance into this vehicle to make it drivable- not including the brand new eight hundred dollar tires that were placed on the vehicle only weeks before it was deemed inoperable by my auto technician.

To be made aware that only a short while after my vehicle was deemed inoperable I could have had the vehicle serviced by an Infinity retailer for an immediate inspection and been accommodated with no cost to me has caused me to lose money that I need to use to pay for school and assist my mother with the cost of living. I cannot stress the hardship that has been implemented upon myself as well as my family. I am requesting that as the responsible manufacturer of a faulty product, the company assist me with assistance with a replacement vehicle or at the very least, a reimbursement for all of the funds that were put into this vehicle as well as how much hardship had been introduced to an already difficult living situation.

My Infinity QX4 was my pride and joy and losing it due to faulty mechanics was extremely stressful and put a huge damper on my life. I loved everything about the vehicle and was proud to call myself an owner which is why I was so devastated when I discovered the vehicle was a danger to the safety of not only myself but my family as well. I support my single mother by assisting with parental responsibilities of my younger brother and sister because of the unfortunate suicide of my stepfather in November of 2009. In operating condition, this was the best vehicle I could have asked for in my circumstances. Since the vehicle was taken off

I look forward to your correspondence and a resolution to my problem as presented above.

Email:

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2011 AUG 22 P 3:05
EXECUTIVE SECRETARIAT

ALBANY NY 122

17 AUG 2011 PM 3 L



Voorheesville, NY

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