

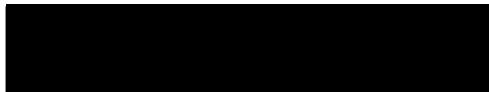
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

November 9, 2011



Voorheesville, NY [REDACTED]

NVS-216 et
Ref. No. 10424912

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1999 Infiniti QX4 vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that if you had known of a recall earlier, you would not have donated your MY 1999 Infiniti QX4. As a result, you are requesting that the manufacturer assist you with a replacement vehicle or reimburse you for repairs you made to the vehicle.

NHTSA Safety Recall Campaign No. 11V-244 addresses a corrosion problem at the left front strut tower housing in certain MY 1997 through MY 2003 Infiniti QX4 vehicles. Your mechanic inspected the vehicle and because of the severity of the strut housing corrosion, he could not make a repair. You state that he deemed your vehicle inoperable and not safe to drive. Therefore, you donated your vehicle and it was disassembled.

We regret that you decided to donate your vehicle before receiving the recall notification. Furthermore, you should have had your vehicle inspected by a manufacturer's authorized dealer. Your requests to have your vehicle replaced and to be reimbursed for repairs you paid for do not fall under our jurisdiction. We recommend that you work with Infiniti to resolve your problem.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fails to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or

noncompliance without charge. Our statute does not require manufacturers to reimburse owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.).

If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement