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

September 9, 2011

CL-10429872-1937

Infinity Division/Nissan North America, Inc.
National Consumer Affairs Division
P. O. Box 4417
Bridgeton. MO 63044-9730

SEP 19 2011

VEHICLE
IDENTIFICATION
NUMBER

J N R A R O 5 Y 1 W W

The first week of August 2011, when we received your second recall letter, I immediately called Infinity of Massapequa to schedule an appointment. Our appointment was on August 24, 2011. We brought the car before 9 a.m. thinking we would pick it up in the afternoon. The retailer never told us that the repair of the strut tower will take a long time. We left all our belongings in the car and it has been three weeks now, we still have not covered them as our SUV has been taken to a repair shop far away.

During the hurricane Irene, there was no communication with the retailer as the telephone lines were down. Finally the first week of September, we were told that the corrosion in the strut tower housing is so significant that it not only needed sealant and resin patches and additional work, that the repair could not be effected by the mechanics at Infinity Massapequa. My son and I told the manager of the repair shop, Mr. Navarra that Infinity should reimburse us for the car instead of incurring all the prohibitive expenses related to the services of another shop in addition to providing us with a rental car.

I am a teacher, a grandmother of children under 10 and a provider for a handicapped husband and used the car for school, for doctors' appointments as well as different activities related to my grandchildren. I just cannot afford to drive a car which is deemed so dangerous. The liabilities that would be incurred by Infinity/Nissan in case of an accident, pale in case of serious injuries that could happen particularly when both *Infinity/Nissan* and our family know the hazardous risks associated with driving this QX4 which has already been recalled three times, and that some cars are deemed irreparable.

Besides being apprised by different mechanics of the dangers we face driving the car, our research undertaken proved the veracity of the threat the strut tower situation poses.

We would appreciate that Infinity/Nissan compensate us for the car in the most immediate future.

[REDACTED]
cc: Administrator
National Highway Traffic
Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

[REDACTED]
Uniondale, New York [REDACTED]

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National Highway Traffic Safety Administration,
1200 New Jersey Avenue, SE
Washington, DC 20590

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