

C1-10429872-4938

February 7, 2012

FEB 10 2012

Office of Defects Investigation
Safety Assurance
National Highway Traffic Safety Administration
U.S. Department of Transportation
400 Seventh Street S.W.
Washington D. C. 20590

Subject: Infinity QX4 – VIN JNRAROSY1WW [REDACTED]

Dear Madam/Dear Sir,

Please be advised that extensive repair work was performed on the above-mentioned vehicle after it was recalled by Infinity for Strut Tower repair. The car was sent to a repair shop which kept it for six weeks. Usually when a car is not repairable by Infinity mechanics, it is deemed unrepairable and Infinity buys the car back.

Please find attached copies of letters sent to Infinity explaining to them that the car would present road hazards. Under pressure from Infinity Massapequa, we reluctantly picked the car up in October 2011.

I am a retired school teacher and my husband is also retired. We dare not go out with the car as we feel that our lives and other motorists' lives will be put in danger as the car shakes on the road and it feels that its body will separate from the rest of the car. We live on Social Security benefits and this is the only car we own for local trips. We now have to rely on other people's kindness to take us shopping and to doctors' offices.

The car presents hazards on the road.

We would appreciate your doing the utmost to convince Infinity to take the car back in accordance with the requirements of the National Traffic and Motor Vehicle Act under Chapter 301 of Title 49 of the United States Code.

[REDACTED]

[REDACTED]

Uniondale, New York [REDACTED]

Enclosures: Copies of September 9, 2011 letters
Copy of Recall Letter



INFINITI.

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

Uniondale, NY

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.



INFINITI.

RETURN THIS POSTAGE
PAID CARD TO NISSAN

VEHICLE
IDENTIFICATION
NUMBER

J N R A R 0 5 Y 1 W 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:

September 9, 2011

Infinity Division/Nissan North America, Inc.
National Consumer Affairs Division
P. O. Box 685003
Franklin, Tennessee 37068-5003

VEHICLE
IDENTIFICATION NUMBER J N R A R O 5 Y 1 W W [REDACTED]

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. to the dealership 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.

Yours sincerely,

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

[REDACTED]
[REDACTED] Uniondale, New York [REDACTED]

September 9, 2011

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

VEHICLE
IDENTIFICATION
NUMBER J N R A R O 5 Y 1 W W [REDACTED]

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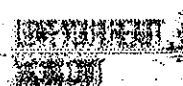
cc: Administrator
National Highway Traffic
Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

[REDACTED]
[REDACTED] Uniondale, New York [REDACTED]



MID-ISLAND NY 117

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