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Maitland, FL [REDACTED]
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CI-10442977-5585

NVS-200

JAN 8 2012

December 17, 2011

✓ NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Infiniti Consumer Affairs
P.O. Box 685003
Franklin TN 37068-5003

AAA Auto Club South
1000 AAA Dr
Lake Mary, FL 32746

Re: Defective gas gauge, 2003 Infiniti M45, # JNKAY4 [REDACTED]

Ladies & Gentlemen/To Whom It May Concern:

I bought the above referenced vehicle new in January 2003. I have maintained it according to the service schedule recommended by Infiniti and, until recently, almost exclusively at Orlando Infiniti. Approximately three years later, with no warning by the gas gauge or the low fuel indicator light, I ran out of gas. Apparently there was a service bulletin about faulty indicators and the car was repaired at no cost to me.

About 16 months ago, I noticed the gas gauge was once again providing erratic readings. Both the Orlando and Melbourne Florida Infiniti dealers advised me that since the gauge was previously repaired under the service bulletin/warranty, I would *not* be eligible for such a complimentary repair again. I was also informed that the cost of such repair is in the \$500 range. **FIVE HUNDRED DOLLARS FOR AN OPERABLE GAS GAUGE!!!! Outrageous!**

Despite diligence on my part, last night I found that I had run out of gas once again. I called AAA and they immediately dispatched assistance with high priority. Although I was on a main highway, fortunately I was in the left turn lane and not in the main travel lanes. In short, I was not in a place that could be considered safe, particularly as it was dark outside and street lighting was poor.

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I have approximately 15 owned vehicles, some as old as 35 years old. I have always kept my cars well-maintained and other than with this vehicle, I have *never* encountered a faulty fuel gauge.

A fuel gauge is more than an indicator. Much like a speedometer, it informs and advises the driver of important information. It is critical to safety and if inaccurate, can easily lead to deadly consequences. I shudder to think what may have happened had I been in the middle lane of an Interstate-type highway. It could easily have been fatal to me and other motorists.

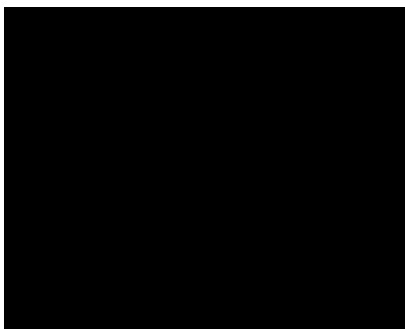
This all brings me to the point of this letter. Obviously, the gas gauge is defective and well-known to Infiniti as evidenced by the service bulletin and a complimentary replacement. One would believe that the replacement would be free of the identical defect.

Given that it is a known issue and a reasonably safety concern, I am appalled, offended and outraged to be required to pay \$500 to have an operable gas gauge. Such practices, if left unchecked, may encourage engineering practices that may result in poor quality, enhance sales of critical items for the sake of profits and/or compromise the safety of the innocent motoring public.

With this letter:

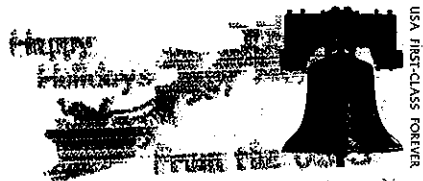
- I appeal to Infiniti to effect the repairs at no cost
- I appeal to NHTSA to assure that this and similar circumstances are resolved as a safety recall the effects a permanent repair
- I request that AAA lobby to effect legislation to protect the motoring public in this and similar circumstances.

Thank you in advance for a response and action in this mater.



Maitland, Florida

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