

C1-16458392-9210

MAY 30 2012

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

May 20, 2012

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

Dear Administrator:

Recently I contacted the Consumer Affairs Division of Nissan North America Inc. regarding the recall notice for 1997 – 2003 model year Infiniti QX4 vehicles. I had owned a 2001 QX4, VIN JNRDR07Y21W [REDACTED]

In February of 2010 my vehicle developed a strong pull to the left. Upon inspection, the Infinity Dealership (Willis Auto Campus, Des Moines, IA) found that the LF strut tower had rusted out, separating the strut from the frame, causing the car to pull to the left and for the ABS wires to pull apart and become disconnected.

I was told that the repairs, roughly estimated, would be in excess of \$4,000.00. I chose to not make the repair, as that was close to the value of the vehicle. Since it was unsafe to drive without the repair, I instead decided to salvage it. I received \$1,000.00 for the salvage.

The representative at Nissan North America Inc. whom I spoke with said that they would not consider any compensation to me since I no longer possess the vehicle. I feel that I suffered a financial loss due to the manufactured defect outlined in the bulletin, that I had the vehicle inspected, have documents to show such, and that because the value was diminished and the vehicle was sold at a loss (as compared to market value at the time) that I am due some consideration.

To say that they are only liable for compensation of vehicles currently in operation and not for ones that have documented damage due to the defect and had to be salvaged because such defect made the vehicle unsafe seems to be unreasonable. I suffered a financial loss just as if I still owned the vehicle today and needed repair. If I had the vehicle repaired, I could have sold it for several thousand dollars more and Nissan would be compensating me for those repairs today.

Your consideration for reviewing this matter is appreciated. I have attached a copy of the repair ticket when my vehicle was inspected.

[REDACTED]
Des Moines, IA [REDACTED]
[REDACTED]

NH
053012
RW



2121 N.W. 100th Street
Des Moines, Iowa 50325-5348

515-253-9600

1-800-373-1836

www.willisautocampus.com

CELL: [REDACTED]

CUSTOMER NO. 3033	ADVISOR CHRIS MUSSELMAN 7211	TAG NO. 675	INVOICE DATE 02/12/10	INVOICE NO. INCS530858
RESIDENCE PHONE [REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 199,360	COLOR SILVER/
BUSINESS PHONE [REDACTED]	YEAR / MAKE / MODEL 01/INFINITI/QX4/4DR SUV	VEHICLE I.D. NO. J N R D R 0 7 Y 2 1 W [REDACTED]	DELIVERY DATE	DELIVERY MILES
COMMENTS	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 02/12/10	
MO: 199360				

OB# 1 CHARGES-----

ABOR-----

1 01INZ0004 G-TIRE TECH(S):7511 INTERNAL

G-TIRE

THANKS FOR CHOOSING WILLIS FOR YOUR AUTOMOTIVE NEEDS

OB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX INCS JOB# 1 TOTAL 0.00

OB# 2 CHARGES-----

ABOR-----

2 01INZ0003 MULTI POINT INSPECT TECH(S):7511 INTERNAL

MULTI POINT INSPECTION

COMPLETE MUTLI POINT INSPECTION

THANKS FOR CHOOSING WILLIS FOR YOUR AUTOMOTIVE NEEDS

OB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX INCS JOB# 2 TOTAL 0.00

OB# 3 CHARGES-----

ABOR-----

3 10INZ001 ENGINE LEAKS OIL TECH(S):7511

CUSTOMER STATES THAT ENGINE IS LEAKING OIL

OIL COOLER SEALS. EST. \$155.00 + TAX AS NOTED ON LAST RO.

DID NOT PERFORM WORK DUE TO SEVERE PROBLEMS ON JOB

4

OB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX INCS JOB# 3 TOTAL 0.00

OB# 4 CHARGES-----

ABOR-----

4 06INZ001 SUSPENSION NOISE TECH(S):7511

CUSTOMER STATES THAT FRONT SUSPENSION IS MAKING NOISE

METAL TO METAL SOUND WHEN HITTING BUMPS ETC.

CAN HEAR IT ALOT WHEN THERE IS A DROP OFF IN THE ROAD LIKE

CRACKS ETC.

L.F. STRUT TOWER IS RUSTED OUT, L.F. IS SAGGING.

THIS PULLS THE ABS WIRING APART ON THE LEFT FRONT AND

WILL CAUSE A PULL.

OB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX INCS JOB# 4 TOTAL 0.00

OB# 5 CHARGES-----

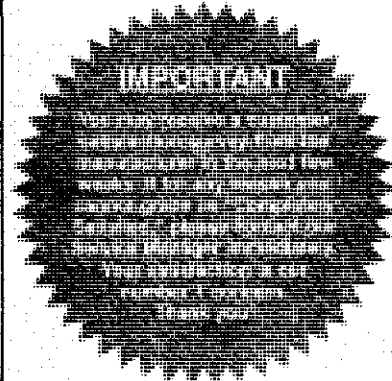
ABOR-----

5 04INZ003 CHECK WHEEL ALIGN TECH(S):179 0.00

CUSTOMER REQUEST TO CHECK WHEEL ALIGNMENT

DO IT IF NEEDED SEEMS TO PULL LEFT.

SEE JOB 4



Thank You

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.



2121 N.W. 100th Street
Des Moines, Iowa 50325-5348

515-253-9600
1-800-373-1836

www.willisautocampus.com

CELL: [REDACTED]

CUSTOMER NO. 3033	ADVISOR CHRIS MUSSELMAN	7211	TAG NO. 675	INVOICE DATE 02/12/10	INVOICE NO. INCS530858
[REDACTED] DES MOINES, IA [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 199,360	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 01/INFINITI/QX4/4DR SUV			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. J N R D R 0 7 Y 2 1 W [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/12/10
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 199360

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX INCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----

J# 6 09INZ001 ABS WARNING LIGHT ON TECH(S):7511

CUSTOMER STATES THAT ABS WARNING LIGHT IS ON
JUST CAME ON THIS WEEK.
WIRES ARE PULLED OUT OF L.F. WHEEL SENSOR
FROM RUSTED STRUT TOWER.

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX INCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----

LABOR-----

J# 7 99INZ003 *** RENTAL *** TECH(S):179

CUSTOMER REQUEST RENTAL CAR
DATE OUT 2-12-10
DATE IN 2-12-10
LOANER #181V

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

MF-INF RENTAL MAINTENANCE FEE - INFINITI 10.00

TOTAL - MISC 10.00

JOB# 7 TOTALS-----

MISC 10.00

JOB# 7 JOURNAL PREFIX INCS JOB# 7 TOTAL 10.00

COMMENTS-----

RENTAL
37594

TOTALS-----

REPAIRS CARRY A 12 MONTH / 12,000 MILE WARRANTY.
EXCEPTIONS: * GOODWRENCH LIFETIME GUARANTEE, LEXUS,
12 MONTH - UNLIMITED MILEAGE GUARANTEE

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 10.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 10.00



Thank You

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

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

Wesenberg, J.D.
P.O. Box 7625
Des Moines, IA 50323-7625

FOLLOW-UP OWNER NOTIFICATION (salt states)

Dear Infiniti owner:

This second 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 printed below.

Reason for Recall

Infiniti recently discovered that, in certain instances, in states where heavy concentrations of road salt are used in the winter, the front driver's side strut tower housing can develop corrosion that may cause strut tower housing damage. In certain cases this may allow the strut tower housing to contact the steering column. This would create noise and a noticeable difference in steering effort. If not addressed, this may lead to steering system damage and possibly brake line damage, which could result in a crash.

In the states listed below where there is heavy use of road salt in the winter and corrosion is likely to occur, the retailers will inspect the strut housing and determine the appropriate remedy outlined below.

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

In the states shown in the table above, where there is heavy use of road salt in the winter and corrosion is likely to occur, the retailer will inspect the strut housing and perform the following:

- If no corrosion or only minor surface corrosion is present, an anti-corrosion sealant will be applied.
- If moderate corrosion is present, resin patches will be applied in addition to the sealant.
- If there is evidence of more significant corrosion, a metal reinforcement plate will be used to reinforce the strut housing assembly.

The repair will vary based upon the remedy required. In rare instances where it is impossible to repair the vehicle, Infiniti will provide an appropriate remedy.

What You Should Do

Contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have your vehicle inspected. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

If you have paid to have your strut housing sheet metal 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>.

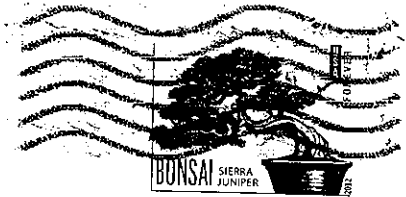
Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

Des Moines IA
Dorminy LA

DES MOINES IA 503

21 MAY 2012 PM 4 L



Administrators

NHTSA

1200 New Jersey Avenue, SE.

Washington DC 20590

20590

