

NEF-D10
CL-10913418-8273

Washington, DC

Telephone:

September 21, 2016

Mr. Mark Rosekind, Administrator
NHTSA
1200 New Jersey Ave. SE
Washington, DC 20590

SEP 23 2016

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

Dear Mr. Rosekind:

This is to officially file a formal complaint against Infinity and Sheehy Infinity of Tysons in Vienna, VA for fraud and selling a lemon car, then refusing to repair it.

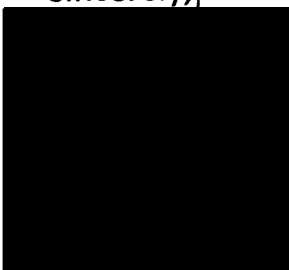
I bought a 2016 Infinity QX60 on April 19, 2016, and soon discovered that driving directions could not be downloaded from the Infinity Personal Assistant because of a known flaw.

I was told that the car had an old AT&T 2GB Navigation system, and they would be upgrading to a 4GB system to make it work. Well, it still doesn't work in mid-September despite my having written repeated letters of complaint, hereby enclosed.

I was finally told that the corrective parts would be coming in soon, but there would be a charge of about \$150 or so make the modification. This is outrageous. Infinity and Sheehy sold a car with a known flaw, and did not tell me about it until it was too late. Now they want to charge me for repairing their flagrant defect.

I ask that they be made to make the repairs without cost to me, and they suffer any appropriate penalties for their deception and scam.

Sincerely,



when you WRITE it – you want it RIGHT ®

NAM
9/29/16
SMD



May 10, 2016

Mr. Carlos Ghosn
President and CEO
Infinity Motors
1 Nissan Way
Franklin, TN 37067

Dear Mr. Ghosn:

It is a marvel to me how you can engineer a car with such amazing, Space-Age safety features—yet is grotesquely marred in such a Stone-Age dinosaur navigation system.

After owning my 2016 Infinity QX-60 for one month, I still cannot download driving instructions, nor can the Infinity Personal Assistant on the Navigation system.

When I press the earphone log on the Navigation system, I get a “No Service” sign, so I cannot get through to the Infinity Personal Assistant. When I call the IPA on my own phone, they say they cannot download it because I called on my phone. So it’s the pot calling the kettle black.

I’ve taken it to the dealer, who blames it on AT&T, for not having it up to date.

But it’s irresponsible for Infinity to sell such a flawed car—which no one has any idea when it will be corrected. You’ve got some real clowns fouling up your system.

This is sloppiness beyond belief—and it certainly lowers my opinion of Infinity’s engineering greatness. Two kids with tin cans and a wire could do better than this!

Disappointedly,



Cell: [REDACTED]

July 9, 2016

Mr. Carlos Ghosn
President and CEO
Infinity Motors
1 Nissan Way
Franklin, TN 37067

Dear Mr. Ghosn:

Same song, umpteenth verse:

After three months of owning my 2016 Infinity QX60, it **still won't download driving directions** using the Infinity Personal Assistant, which is about as useless as tits on a boar, since it takes 40 forevers to come on, and then they plead their inability to do anything:

"That's Joe's job," or "Phil takes care of that," or "You'll have to see Mike about that."

Everybody blames someone else, and points in another direction—which has become a circular firing squad.


I've complained to the dealer, Sheehy Infinity of Tysons Corner—which was ever so anxious that I give them tens on every rating, but get a zero on following up this fiasco.

They blame AT&T, saying they're supposed to be upgrading the Navigation system.

Meanwhile, nothing gets done.

I guess I'll have to **file a formal federal complaint under the "Lemon Law."**

Disappointedly,



August 8, 2016

Mr. Carlos Ghosn
President and CEO
Infinity Motors
1 Nissan Way
Franklin, TN 37067

Dear Mr. Ghosn:

Well, you can't say I didn't give you ample warning.

I'm now going to do what I said I might a month ago: **File a Lemon Law Complaint!**

In the enclosed letter of July 9, I told you—what I had told you and the dealer many times—that the Navigation System on my 2016 Infinity QX60 is highly defective, unable to download driving directions, which are essential while driving.

But all I've gotten are excuses and more excuses: Well, AT&T is working on that. It ought to be fixed soon. Won't be long now. And on and on the excuses go—but all **EXCUSES.**

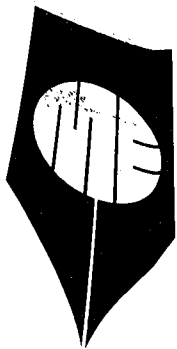
I think four months—and that's how long it's been—is long enough to wait.

So I'm not waiting any longer.

I'm filing a **Lemon Law Complaint**—against Infinity and **the Infinity Dealer, Sheehy Infinity of Tysons Corner, VA.** The last time I emailed the salesman about it, he didn't even deign to reply with another excuse.

I hate to do this, but I think four months is long enough to fix a serious problem. If I don't have a satisfactory solution by August 20, I will formally file my complaint.

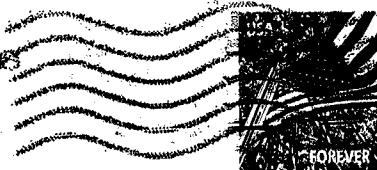
Disgustingly,



[Redacted]
Washington, DC

CAPITAL DISTRICT 200/208

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Washington, DC 20590

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