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**NEW ADDRESS** [Redacted] WAYNESVILLE, OH

**NEW FAX NUMBER:** [Redacted]

[Redacted]

September 2, 2020

Mr. Kevil Kellum,  
President, Nissan Motors  
933 Nissan Dr  
Smyrna, TN 37167

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

Dear Mr. Kellum:

Looks like you're going to wait till Hell freezes over to make good on your recall for some safety issue on my 2019 Infinity QX60.

I got a notice some six months ago, and **YOU STILL HAVE NOT MADE GOOD ON IT!**

Last winter, Infinity of Dayton promised the part would be here in the spring. It wasn't.

In the spring, they said it would be here in the summer. It wasn't.

Wrong, on both accounts.

Now, they tell me it will be several more weeks!

Hope I don't have a crash and am killed in the meantime.

Yesterday, I discovered a clunking sound when I make a sharp turn. When I called the dealer, they said that was unrelated to the recall, but should be looked at immediately, but said they don't have any opening until next week!

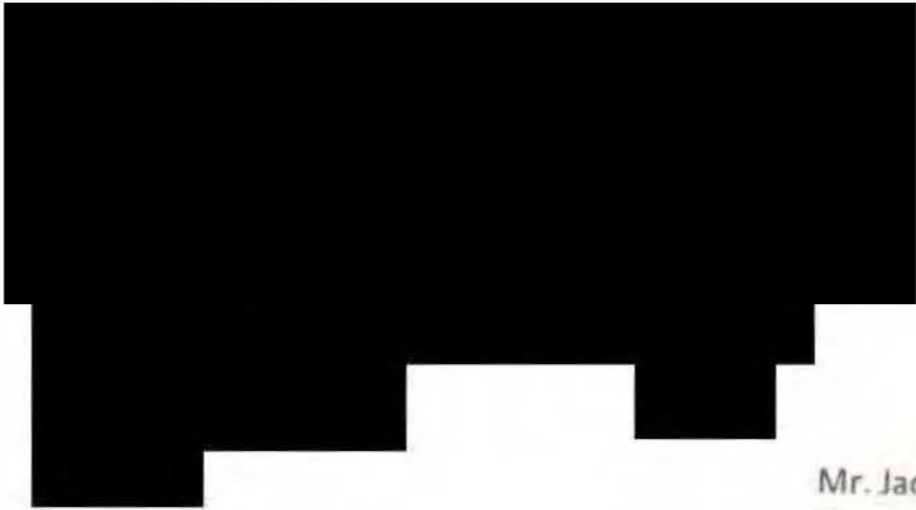
This is my fifth Infinity—**and it will be my last!**

CC: Jack Danielson, Executive Director, NHTSA ✓  
Scott Evans, General Manager, Infinity of Dayton  
when you WRITE it - you want it RIGHT ®

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Mr. Jack Danielson  
Executive Director, NHTSA  
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