



GEORGIA DEPARTMENT OF LAW
Consumer Protection Division

CHRISTOPHER M. CARR
ATTORNEY GENERAL

2 Martin Luther King, Jr. Drive SE
Suite 356
Atlanta, Georgia 30334

www.law.ga.gov
(404) 656-3790

Writer's Direct Dial: 404-651-8600
Fax: 404-651-9018

January 13, 2022

[REDACTED]
Covington, Georgia [REDACTED]

CL-11449233-7000

Re: Reference File Number [REDACTED]
Business Name: Napleton Infiniti of Macon

[REDACTED]:

The Georgia Department of Law, Consumer Protection Division received your complaint regarding Napleton Infiniti of Macon. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

H. Logan
Customer Service Specialist

cc: National Highway Traffic Safety Administration (w/attachment) ↙

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SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 12/21/2021

Consumer name: [REDACTED]

Address: [REDACTED] Covington, Georgia [REDACTED]

Phone(s): [REDACTED]
[REDACTED]

Name of business: Infiniti of Macon

Address: 4763 Riverside Dr. Macon, GA 31210

Phone: 478-787-0008

Complaint details as submitted:

I purchased a used 2014 Hybrid QX60 on 10/25/2017. Had shuttering issues in the beginning and was told by a rep from the dealer that it was the hybrid transitioning. During the years the shutter became worse and was taken to the dealer and no issue was found. The car was from a dealership in Florida where I later found out a law suit for the manufacturer was filed. The law suit was for the 2013-2014 QX 60 vehicles transmission which was filed in 2016. The dealer knowingly sold me a car that had a recall and was not fixed. I have had conversations with the Infiniti consumer affairs and have not been able to get my vehicle fixed or get a loaner vehicle until the issue is resolved. In October 2021, I was told by Infiniti consumer affairs about the recall and was told the parts to fix the car would be finished early December 2021. I was told now that the part would not be finished until March 2022. I was sold a lemon and the dealership will not give me a loaner vehicle. I have 3 children to take to school and I can not afford to purchase a new car at this time. I asked for help from the dealer many times and have not been able to get any assistance. I have been a loyal customer of Infiniti for many years having purchased 2 new cars previously as well as my family. The NHTSA has 8 recalls for my vehicle and I am not sure if any of the recalls were fixed. The recalls are for the Hybrid Propulsion system and the CVT. I took my car to the dealership 10/21/21 and 11/4/21 to try to get the issue resolved by they wanted me to pay to fix the issue. I was given a quote of \$8870.40. I stated I could not pay that and they proceeded to try to sell me a new car. If I can not afford to fix the one I have, how do they expect me to pay for a new one. I

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January 13, 2022

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contacted them on November 19th , 24th, and December 12th to try to get a loaner vehicle. I want every penny back that I put into that car because the knowingly sold me a car that should have been taken off the lot. I spent over \$28,000 for the vehicle and I would like a new transmission with no cost to me. I can not pay any more money on a car that should have never been sold to me.

12/21/21, 11:24 AM

Fw: Your inquiry to INFINITI [ref [REDACTED]]

From [REDACTED]

To [REDACTED]

Subject: Fw: Your inquiry to INFINITI [ref [REDACTED]]

Date: Tue, Dec 21, 2021 10:13 am

[Sent from the all new AOL app for Android](#)

----- Forwarded Message -----

From: "Stuart Cole" <stuart.cole@infiniti.com>

To: [REDACTED]

Sent: Tue, Dec 21, 2021 at 10:04 AM

Subject: Your inquiry to INFINITI [REDACTED]



INFINITI.

EMPOWER THE DRIVE™

Account Holder Name [REDACTED]

Date: 12/21/2021

Street Address [REDACTED]

Covington, GA [REDACTED]

Case # [REDACTED]

VIN # 5N1CL0MM0EC [REDACTED]

Dear [REDACTED],

Thank you for taking the time to contact INFINITI and share your valuable insight with us. Your comments are appreciated as they will help us improve our level of service.

Case [REDACTED] has been created to document your comments. If you have any additional concerns or comments, please feel free to email or contact us directly at **1-800-662-6200 (Option 7)**.

We appreciate your business and wanted to let you know that you may be receiving a survey. We would like your feedback on your experience with INFINITI Client Affairs. We are committed to maintaining the highest standards in our vehicles and customer satisfaction.

Thank you again for contacting INFINITI.

Sincerely,
INFINITI

Stuart



← QX60

2014 INFINITI QX60 Recalls

Search for recalls by car

Make INFINITI	▼
Model QX60	▼
Year 2014	▼
Search recalls	

NHTSA safety recall results (8)

Recall information provided by National Highway Traffic Safety Administration

Hybrid propulsion system	
Recall date 2021-10-03	Recall no. 21V774000
<p>Nissan North America, Inc. (Nissan) is recalling certain 2014-2015 Nissan Pathfinder Hybrid, 2015-2016 Murano Hybrid, and 2014-2017 INFINITI QX60 Hybrid vehicles. The Hybrid Powertrain Control Module (HPCM) software may shut down the hybrid system and the engine under certain conditions, causing a loss of drive power.</p> <p>View details ▼</p>	
Air bags: Sensor: Occupant classification	
Recall date	Recall no.

Nissan North America, Inc. (Nissan) is recalling certain model year 2014-2015 Nissan Pathfinder and INFINITI QX60 vehicles manufactured August 14, 2014, to November 5, 2014, and 2014-2015 Nissan Rogue vehicles manufactured August 12, 2014, to November 15, 2014. During the assembly process, the front wheel hub assembly fasteners may not have been properly torqued.

[View details](#) ▾

Wheels: Lugs/nuts/bolts

Recall date

2014-05-01

Recall no.

14V229000

Nissan North America, Inc. (Nissan) is recalling certain model year 2014 Pathfinder and Rogue vehicles and 2014 INFINITI QX60 vehicles. The right side wheels of the affected vehicles may have one lug nut each that was not properly tightened.

[View details](#) ▾

Air bags: Frontal

Recall date

2014-03-24

Recall no.

14V138000

Nissan North America, Inc. (Nissan) is recalling certain model year 2013-2014 Altima, LEAF, Pathfinder, and Sentra, model year 2013 NV200 (aka Taxi) and INFINITI JX35 and model year 2014 INFINITI Q50 and QX60 vehicles. In the affected vehicles, the occupant classification system (OCS) software may incorrectly classify the passenger seat as empty, when it is occupied by an adult.

[View details](#) ▾

Service brakes, hydraulic: Antilock/traction control/electronic limited slip

Recall date

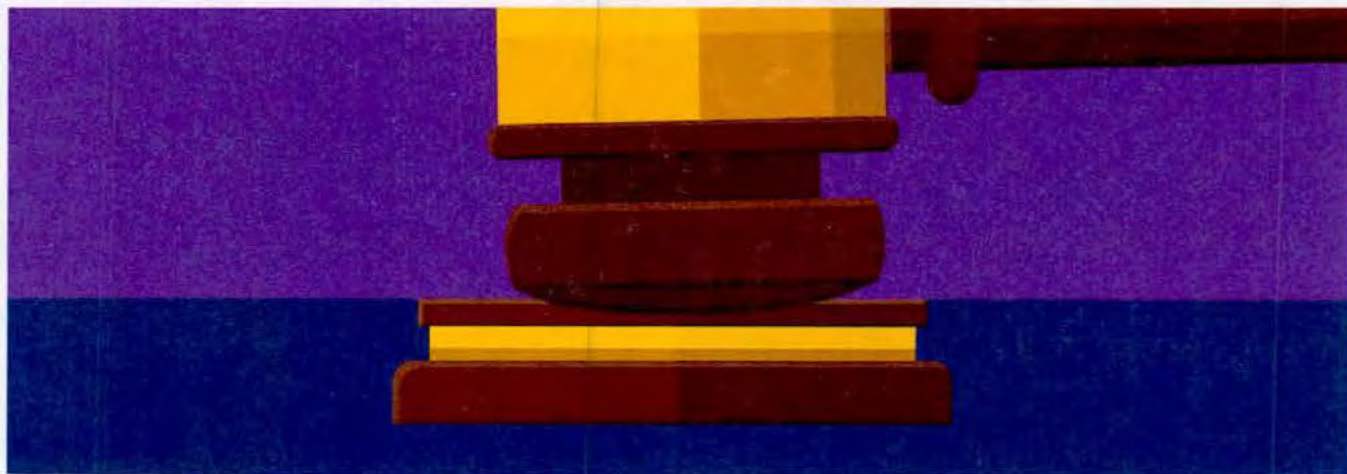
2013-10-16

Recall no.

13V445000

Nissan is recalling certain model year 2013-2014 Nissan Pathfinder vehicles manufactured April 18, 2012, through September 20, 2013; model year 2013 Infiniti JX35 vehicles manufactured September 15, 2011, through January 16, 2013; and model year 2014 Infiniti QX60 vehicles manufactured January 17, 2013, through September 20, 2013. In the affected vehicles, during light braking on rough roads, the antilock brake system (ABS) brake pressure output software may lead to an increase in stopping distance.

[View details](#) ▾



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12/21/21, 11:24 AM

Fw: Your inquiry to INFINITI [ref: [REDACTED]]

Client Affairs
INFINITI USA



2016-04-25

16V244000

Nissan North America, Inc. (Nissan) is recalling certain model year 2016-2017 Nissan Maxima, 2013-2016 Nissan Altima, NV200, LEAF, Sentra, and Pathfinder, 2014-2016 Nissan NV200 Taxi, Infiniti QX60, QX60 Hybrid, and Q50 Hybrid, 2014-2017 Nissan Rogue and Infiniti Q50, 2015-2016 Nissan Murano, Murano Hybrid, and Chevrolet City Express, 2014-2015 Nissan Pathfinder Hybrid, and 2013 Infiniti JX35 vehicles. In these vehicles, the front seat passenger Occupant Classification System (OCS) may incorrectly classify an adult passenger as a child or classify the seat as empty despite it being occupied. As a result, the passenger frontal air bag may be turned off and not deploy in the event of a crash.

[View details](#) ▾

Air bags: Frontal

Recall date

2015-10-19

Recall no.

15V681000

Nissan North America, Inc. (Nissan) is recalling certain model year 2013-2015 Altima and Pathfinder vehicles, 2013-2014 Nissan Sentra vehicles, 2013 INFINITI JX35 vehicles, 2014-2015 INFINITI QX60 vehicles and 2014 INFINITI QX60 Hybrid vehicles. The affected vehicles received an incorrect occupant classification system (OCS) control unit during a repair. These OCS control units may incorrectly classify the front passenger seat as empty, when it is occupied by an adult.

[View details](#) ▾

Structure: Body: Hood: Hinge and attachments

Recall date

2015-01-25

Recall no.

15V033000

Nissan North America, Inc. (Nissan) is recalling certain model year 2013-2014 Nissan Pathfinder vehicles manufactured June 20, 2012, to November 18, 2013, 2014 Nissan Pathfinder Hybrid vehicles manufactured July 18, 2013, to November 18, 2013, 2013 INFINITI JX35 vehicles manufactured November 29, 2011, to June 14, 2013, and 2014 QX60 vehicles manufactured May 16, 2013, to November 18, 2013, and 2014 INFINITI QX60 Hybrid vehicles manufactured July 18, 2013, to November 18, 2013. In the affected vehicles the hood release cable assembly may have been installed incorrectly preventing the latching claw from fully engaging. The secondary latch may remain in the open position when the hood is closed.

[View details](#) ▾

Service brakes

Recall date

2015-01-13

Recall no.

15V012000

Prev

Next

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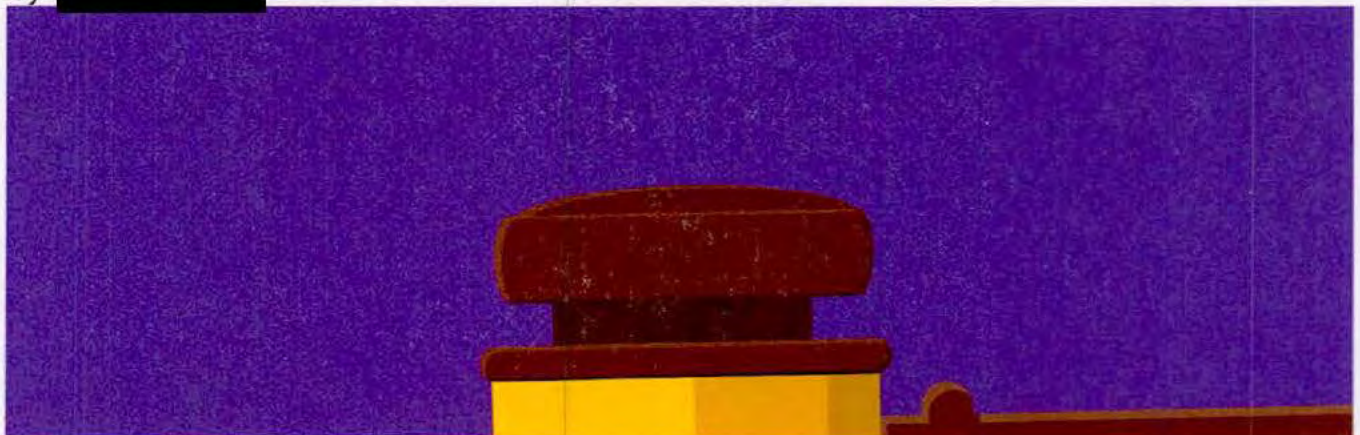
10 results per page

Recall news & expert advice



A Year After Being Fixed, Does Our 2020 Hyundai Palisade Still Smell?

By [REDACTED]



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2 Martin Luther King, Jr. Drive, S.E.
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Atlanta, Georgia 30334

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US POSTAGE WITH METERS



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02 49
0000358407 JAN 12 2022

National Highway Traffic Safety Administration
DOT Auto Safety Hotline
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

B1 ABC-IAB 20590

