



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



February 28, 2022

[REDACTED]
Covington, GA [REDACTED]

NEF-109 tgd
Ref. No. 11449233

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2014 Infiniti QX60 Hybrid vehicle. The Georgia Attorney General's Office forwarded your letter to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with a powertrain shudder in MY 2014 Infiniti QX60 vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. In addition, there are no recalls for the constant variable transmission (CVT) in MY 2014 Infiniti QX60 vehicles. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

The only incomplete recall on your vehicle is NHTSA Safety Recall Campaign No. 21V-774 and we are aware of the remedy delay. As you know, the recall addresses a problem with the Hybrid Powertrain Control Module (HPCM) in certain MY 2014 through MY 2017 Infiniti QX60 Hybrid vehicles. The HPCM software may shut down the hybrid system and the engine under certain conditions, causing a loss of drive power. However, the stalling defect identified in Recall 21V-774 is not related to the powertrain shudder condition you are experiencing with your vehicle.

Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts or a final remedy shortly after a recall is announced. Recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Infiniti will contact you soon and advise when the parts are available for the recall.

When you receive the final notice, we recommend that you contact Infiniti and your dealer to schedule an appointment to have Recall 21V-774 completed as soon as possible. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

Your requests for compensation and alternate transportation do not fall under our jurisdiction. In addition, NHTSA does not participate in private tort litigation nor do we have any authority to enforce the terms of settlements from lawsuits. We encourage you to continue to work with Infiniti and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with an Infiniti district manager regarding your problem. Please note that the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement