



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



July 16, 2025

[REDACTED]
[REDACTED]
Kansas City, MO [REDACTED]

NEF-109 rrr
Ref. No. 11527265

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 Infiniti QX60 vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, 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 loss of motive power, transmission failures, and power steering problems in MY 2015 Infiniti QX60 vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall. However, 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.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf

Your request for a refund or a replacement vehicle of equal value does not fall under our jurisdiction. We encourage you to continue to work with Nissan/Infiniti and your dealer to explore the potential for an amicable resolution to your problem. You can also ask your dealership for a meeting with a Nissan/Infiniti district manager regarding your problem. We see that you are in contact with the Missouri Attorney General's Office. They can assist you with understanding your rights under State law. In addition, 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 two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

A black rectangular redaction box covering the signature of Randy Reid.

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement