

# memo

To: Amanda Johnson  
From: Edwin Daleccio  
CC: Nissan North America  
Date: 9/3/2014  
Re: 2014 Infiniti Q50  
JN1BV7AP5EM673304

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Comments: I sincerely appreciate the prompt response and attention in regards to this urgent matter. As mentioned during our brief telephone conversation, I have reached out to the local Infiniti dealership to verify current stock availability for the Infiniti Q50, in hopes of finding a 2015 model year that would have hopefully corrected the problems associated with my 2014 model. I regret to inform after discussion with the sales personnel, that 2015 model year is not expected to arrive to showrooms until late fall, early winter.

With that said, and given the fact that both myself and my significant other don't feel the vehicle is safe due to the uncorrected manufacturing problems related to steering, cruise control, and computer malfunctions, we will like at this point request a vehicle repurchase and respectfully reject the replacement offer for same model year. After discussion with both my significant other and the dealership staff, it might be a safer route to await for 2015 models which will most likely include upgrades to the current failed systems.

I would like to know how this process takes place, and how the usage penalty will be assessed in my case, since the vehicle has been in repairs since early on but continued to add miles throughout the entire period based on failed but all related attempts.

I would like to add that we are Infiniti loyal customers, this being our 4th consecutive Infiniti vehicle, and that out of the two we purchased last year one will remain in the household. I'm just hoping that 2015 model Q50 brings the necessary reviewed software that will allow for me to reconsider the vehicle. Unfortunately at this time my family's safety is my main concern.

Please feel free to call me or reach me via electronic mail if needed.

Sincerely,

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