

CSC-10034045-9795

OWNER'S LETTER (example of typical owner's letter)

Dear Infiniti FX Owner:

Infiniti is committed to providing the highest levels of product safety, quality and customer satisfaction. We believe our success depends on providing you with an exceptional ownership experience. With that in mind, we want to bring to your attention important information about the speedometer and odometer in your 2007 Infiniti FX.

REASON FOR CAMPAIGN

Infiniti has identified a programming error in an electronic module that is part of the speedometer and odometer in your Infiniti FX. The programming error will cause the speedometer display to indicate a speed that is 3.58% higher than it would if the module had been properly programmed. The programming error also causes the odometer to accrue miles 3.58% faster than it would if the module had been properly programmed.

WHAT INFINITI IS DOING

To assure your continued satisfaction and confidence in your FX, Infiniti will reprogram the electronic module on all affected vehicles and reset the odometer to correct the mileage.

In addition to correcting the programming error, Infiniti will stand behind its customers to ensure they are not disadvantaged by this error. Infiniti will provide reimbursement of documented costs incurred for any repairs that should have been covered under warranty or for excess mileage charges on lease vehicle returns. If you have already sold your vehicle, Infiniti will reimburse you for any documented loss of resale value due to the higher odometer reading.

WHAT YOU SHOULD DO

Contact your Infiniti retailer at your earliest convenience in order to arrange an appointment. This service, free for parts and labor, should take about two hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon the workshop schedule. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Infiniti retailer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

In the meantime, because the speedometer displays a speed that is higher (3.58%) than it should, you should continue to rely upon the displayed speed as correct and do not attempt to compensate in any manner for the programming error referenced above.

In addition, please contact Infiniti Consumer Affairs at 1-800-662-6200 for instructions on possible reimbursement for related charges if you fall into one of the below categories:

1. You paid for repairs that would otherwise have been covered by the New Vehicle Limited Warranty, but your vehicle's mileage exceeded the mileage limit under the warranty by less than 3.58%.
2. You have returned a lease vehicle and paid an amount for excess mileage charges.
3. You sold your Infiniti FX and believe the resale value may have been impacted by the higher odometer reading.

If you have additional questions you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.