

OWNER'S LETTER

Dear Infiniti JX35 Owner:

Infiniti is committed to providing the highest levels of product safety, quality and customer satisfaction. With that in mind, we want to bring to your attention important information about the Intelligent Brake Assist (IBA) system in your JX35, which is a part of the optional Driver Assistance Package.

REASON FOR CAMPAIGN

It was recently discovered that on some model year 2013 JX35 vehicles equipped with optional IBA, certain unique road anomalies can affect proper IBA operation and could trigger the IBA automatic braking function where it is not needed. To help prevent this from occurring, Infiniti will reprogram the IBA system in your vehicle.

WHAT INFINITI WILL DO

To assure your continued satisfaction and confidence in your JX35, your authorized Infiniti retailer will reprogram the IBA system software at no cost to you. The reprogram will also optimize gear ratio selection during Intelligent Cruise Control operation. This free service should take less than an hour to perform, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

WHAT YOU SHOULD DO

Please contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired at no charge to you for parts and labor. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer. 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. Infiniti is committed to a high level of customer safety, service and satisfaction and we are indeed sorry for any inconvenience this may cause you.

