

## **OWNER'S LETTER**

Dear Infiniti JX35 Owner:

Infiniti is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding a service campaign to reprogram the instrument meter backlight and Distance to Empty (DTE) meter on your 2013 Infiniti JX35 vehicle.

### **REASON FOR SERVICE CAMPAIGN**

On some of the potentially affected vehicles, the instrument meter may intermittently not illuminate as designed. Also, the Distance to Empty (DTE) meter, which is supplemental to the fuel gauge, may display an incorrect reading when the vehicle has been parked on an incline. To help prevent both of these issues from occurring and to help ensure your continued satisfaction and confidence in your vehicle, Infiniti will reprogram the meter display function and the DTE function.

### **WHAT INFINITI WILL DO**

To help prevent these issues from occurring, Infiniti is conducting a voluntary service campaign to reprogram the instrument meter backlight illumination function and DTE meter at no charge to you for parts and labor. This reprogramming should take about an hour or less to complete, but your Infiniti retailer may require your vehicle for a longer time based upon their service department schedule.

### **WHAT YOU SHOULD DO**

Please contact your Infiniti retailer at your earliest convenience to arrange an appointment. **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 to your service appointment. Instructions have been sent to your Infiniti retailer.

If you have additional questions or concerns, please contact our National Consumer Affairs Department, Infiniti 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.

