

OWNER LETTER (typical owner letter)

Dear Infiniti Q50 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 regarding a voluntary service campaign to update the Direct Adaptive Steering™ (DAS) system on your vehicle.

REASON FOR SERVICE CAMPAIGN

In certain conditions such as freezing outside temperatures or a drop in battery charge at startup, the current DAS system software calibration may switch the system to a manual steering mode that requires a noticeable increase in steering effort and illuminates one or more error messages on the vehicle information display. To help prevent this from occurring, Infiniti will update the DAS software and recalibrate the system.

WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your Q50, your authorized Infiniti retailer will perform a DAS system diagnostic check, software update, and recalibration. In certain instances, your Infiniti retailer may need to replace the DAS control units. All services will be performed **at no cost to you for parts or labor**. This service should take approximately 2 hours to complete, 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 set an appointment to have your vehicle upgraded at no expense to you. Please bring this notice with you to your service appointment. We understand your time is valuable so your retailer will work with you to make the update as convenient as possible.

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

Should you have any questions, our representatives would be pleased to assist you.

- Call 1-800-662-6200 or
- Visit <http://www.infiniti.com>

