

CSC-10056479-1687

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

Dear Infiniti Q50 Owner:

Infiniti is committed to providing the highest quality products and client experience. With that in mind, we want to bring to your attention important information regarding an enhancement to your Q50 Infiniti InTouch™ system that will update your vehicle to current production-level software. Your vehicle is also eligible for a voluntary service campaign that is being conducted by Infiniti to install a special cap to the fuse box component as a safety improvement at no charge to you for parts or labor.

REASON FOR SOFTWARE UPDATE

Like many digital devices, the Infiniti InTouch™ system is designed to allow for software updates. This planned update to the Infiniti InTouch™ system software will upgrade your software to current production levels, and is designed to improve the functionality of the Infiniti InTouch™ system, and your overall driving experience.

Enhancements include:

- App availability
 - Email
 - Calendar
 - Facebook®
 - Google® search
- Improved audio volume control
- Improved system stability

REASON FOR SERVICE CAMPAIGN

As a result of post-crash test observations, Infiniti identified an opportunity to improve fuse box isolation.

WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your Q50, your authorized Infiniti retailer will perform the Infiniti InTouch™ system software update. In addition to this software update, your Infiniti retailer will also install a terminal cap over the B+ terminal in the underhood fuse box.

Both of these services will be performed **at no cost to you for parts or labor**. The software update and terminal cap installation 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 complete the software update and service campaign. 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.

After your vehicle has the system update installed, you will need to download the Infiniti InTouch App from the Apple App or Google Play Stores to your smart phone to fully utilize the App features in your vehicle.

On behalf of everyone at Infiniti, thank you for being part of our family. We are truly excited for you to experience the enhanced driving experience and additional functionality this enhancement will deliver.

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

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