

Subject: **Urgent - 2014 Infiniti Q50 - Quality Assurance Hold**

Attention: **Retailer Principals, Sales, Parts and Service Managers**

******* QA Hold Announcement *******

Infiniti is committed to a high level of customer service and satisfaction. This commitment requires Infiniti to periodically place certain specific vehicles on a temporary Quality Assurance (QA) Hold to assure that these vehicles, as delivered to our customers, meet our exacting standards and our customers' expectations.

Infiniti is placing certain specific 2014 Q50 vehicles in retailer inventory on a temporary QA Hold. Approximately 552 vehicles are currently affected by the QA Hold. These vehicles are either in transit or currently at the retailer.

IMPORTANT: Infiniti is currently developing a software update that will be performed by the retailer, and verified by an Infiniti representative. Until completion of the software update and inspection by an Infiniti representative, please **do not sell any 2014 Q50 vehicles in Retailer Inventory subject to this QA Hold.**

A STOP SALE CONDITION IS IN EFFECT.

Infiniti estimates that this software update will be available by **Start of Sales**. Update procedures will be provided to retailers at that time. Infiniti staff will visit each retailer with affected vehicles to ensure the updates are applied as intended. Retailers should expect to be contacted in advance of their Infiniti staff visit.

2014 Infiniti Q50 vehicles subject to this QA Hold can be identified using the attached VIN list.

Infiniti Parts & Service Dealer Support
06/25/13