

## OWNER NOTIFICATION

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 software in your vehicle.

### REASON FOR SERVICE CAMPAIGN

When the vehicle is first started in very cold temperatures (approximately -13 degrees F/-25 degrees C), the current system software calibration may switch the DAS to 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 issue from occurring, Infiniti will update the system's software.

Infiniti previously offered a DAS software update in early 2014 to help improve extreme cold weather performance. However, in the interest of continuously high level of client service and satisfaction, Infiniti is making this additional DAS software update available to all clients.

### WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your Q50, your authorized Infiniti retailer will update DAS software. In addition, certain Q50 Hybrid vehicles located in cold climates will have their 12-volt battery replaced as part of the update. This service will be performed **at no cost to you for parts or labor and** can take up to 1.5 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 updated 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>