



After-sales Retailer Support

Direct Adaptive Steering

Voluntary Service Campaign

Parts Update & PC405 Expiration Reminder

Reference: P5323, P5326 & PC405

Date: January 28, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

******* Campaign Summary *******

As stated in our December 8th, 2015 announcement, Infiniti is conducting a Voluntary Service Campaign on certain MY 2014-15 Q50 vehicles equipped with Direct Adaptive Steering™ (DAS) system to update the DAS software to the latest production standards.

Q50 Hybrid vehicles located in cold climates and subject to the P5323 or P5326 campaign will have the 12-volt battery replaced as part of the campaign as well. **The 12-volt battery is being upgraded to a heavy duty battery on these vehicles to support system operation in cold climates.**

******* Parts Update *******

12-volt batteries necessary for replacement under P5323 or P5326 are currently on back order. We expect additional parts to arrive in late April. Several retailers have stock of these batteries, so we encourage retailers to assist other retailers as necessary to care for their clients.

******* Claims Information *******

Infiniti would like to remind retailers that the **"Q50 Client Appreciation" program (PC405)** will expire on **January 30th, 2016**. Vehicles serviced on or after that date will no longer be eligible for the program.

******* What Retailers Should Do*******

1. Service Comm will deactivate PC405 in SERVICE COMM by close of business on January 29th, 2016.
2. Claims submitted for repair orders opened on January 30th, 2016 or later will be rejected.

NOTE: For additional information regarding PC405 please refer to the announcement dated October 14, 2015.