



Reference:

ITB09-014

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VOLUNTARY SERVICE CAMPAIGN 2008 INFINITI EX AND 2009 INFINITI FX STEERING COLUMN COMFORT ADJUSTMENT

CAMPAIGN ID #: P9201
APPLIED VEHICLES: 2009 FX (S51)
2008 EX (J50)

Check Service Comm to confirm campaign eligibility

INTRODUCTION

On some 2008 Model Year EX vehicles and 2009 Model Year FX vehicles, the steering column comfort adjustment features (tilt and telescopic) may stop working. This issue does not affect one's ability to steer the vehicle. Rather, it only affects the ability to adjust the steering wheel comfort settings.

To ensure a high level of customer satisfaction among potentially affected Infiniti owners, Infiniti is conducting a Voluntary Service Campaign to replace the tilt and telescope motors. This service will be performed at no charge for parts or labor.

Eligible Vehicles (check Service Comm to confirm campaign eligibility)

Dealer Inventory: Vehicles falling within the range of this campaign in all states.

Customer owned (registered vehicles): Because this issue only affects vehicles normally operated in warm climates, this service campaign is limited to the following states:

Hawaii	North Carolina	Utah	Florida	Nevada	Arkansas
Arizona	Texas	California	Georgia	Alabama	Mississippi
Tennessee	Louisiana	Missouri	South Carolina	Iowa	New Mexico

NOTE: Vehicles registered in States other than the ones listed above are not subject to this campaign. However, Infiniti has extended the New Vehicle Limited Warranty on the steering column assembly (only) from 48 months/60,000 miles to 72 months/70,000 miles (whichever occurs first). Owners will be notified of the warranty extension by mail and receive a sticker to place in their warranty booklet explaining the extended warranty coverage. Refer to Warranty Bulletin IWB/09-011.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P9201 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

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

Dear Infiniti Owner:

Infiniti is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Infiniti. With that in mind, we want to bring to your attention important information regarding your 2008 Infiniti EX or 2009 Infiniti FX.

REASON FOR SERVICE CAMPAIGN

On some of these vehicles, the steering column comfort adjustment features (tilt and telescopic) may stop working. This issue does not affect your ability to steer the vehicle. Rather, it only affects your ability to adjust steering wheel comfort settings.

Because this issue only occurs in warm climates, this service campaign is limited to the following states:

Hawaii	North Carolina	Utah	Florida	Nevada	Arkansas
Arizona	Texas	California	Georgia	Alabama	Mississippi
Tennessee	Louisiana	Missouri	South Carolina	Iowa	New Mexico

According to our records, your vehicle is currently registered in one of these states.

WHAT INFINITI WILL DO

To assure your continued satisfaction and confidence in your vehicle, your Infiniti retailer will replace the Steering Column Electrical Tilt Motor and Telescopic Motor with a new design reducing the potential for failure under high heat conditions **free of charge for parts and labor**.

WHAT YOU SHOULD DO

Contact your Infiniti retailer at your earliest convenience in order to arrange an appointment. This free service will take approximately two hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon the workshop schedule. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

If you have paid to have your steering column replaced prior to this campaign due to tilt and telescopic motor failure, you may be eligible for reimbursement of the related expense. If you have additional questions or if the Infiniti retailer fails, or is unable to complete the service free of charge, you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Thank you for providing us an opportunity to ensure on-going satisfaction with your Infiniti vehicle.

