



## IMPORTANT SAFETY RECALL

Consumer Affairs  
P.O. Box 685003  
Franklin, Tennessee 37068-5003  
A Division of Nissan North America, Inc.

### OWNER NOTIFICATION

**NHTSA Recall 14V-581**  
**NHTSA Recall 14V-582**  
**NHTSA Recall 14V-583**

Dear Infiniti Q50 Hybrid Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Infiniti Q50 Hybrid vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN inside of this notice.

#### Reason for Recall

On some of the affected vehicles, while the vehicle is in the EV mode, a programming error may cause the electric motor to stop running. This could increase the risk of a crash.

Separately, the vehicle is designed to go into fail-safe mode when certain malfunctions are detected. Due to an Electronic Control Module (ECM) programming error, the vehicle may gradually recover from the fail-safe mode. If this rare condition occurs, it could result in gradual acceleration of the vehicle. While this can be overcome by normal application of the brakes, it could increase the risk of a crash.

Lastly, a small number of Q50 and Q70 Hybrid vehicles have automatic transmission housings that may contain a crack. Over time, this crack may propagate and could eventually result in transmission housing fracture without warning, which could produce on-road debris and increase the risk of a crash.

#### What Infiniti Will Do

Your Infiniti retailer will reprogram the motor inverter software and ECM, at no charge, to correct the both issues. While this reprogram is being performed, your vehicle's transmission housing will also be inspected for cracks. If a crack is detected, the transmission assembly will be replaced with a new one. All services are free of charge and should take about an hour 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

Contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

If you have additional questions you may contact Infiniti Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200. You may also submit a complaint to the

Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.