



IMPORTANT SAFETY RECALL

OWNER NOTIFICATION

NHTSA Recall 16V-340

Dear Infiniti Q50 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 vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN inside of this notice.

Reason for Recall

Certain Q50 vehicles are equipped with an optional DAS (steer-by-wire) system. Low battery voltage at engine start up, combined with a large steering angle when the vehicle is parked can cause an immediate error in the steering ratio calculation algorithm at vehicle startup. This may lead to a noticeable change in steering responsiveness and turning radius, increasing the risk of a crash. If this issue occurs, the steering wheel is noticeably off-center and the "VDC warning lamp" telltale will illuminate to warn the driver.

What Infiniti Will Do

Your Infiniti retailer will reprogram the Direct Adaptive Steering ECU with the improved software to prevent this issue from occurring. This service will be provided at no charge. This service should take less than 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 the retailer fails, or is unable to make the necessary repairs free of charge, 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.