



IMPORTANT SAFETY RECALL

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

OWNER NOTIFICATION

NHTSA Recall 16V-527

Dear Infiniti M35 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 2012-2013 model year Infiniti M35 Hybrid vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN inside of this notice.

Reason for Recall

Certain Infiniti M35 Hybrid vehicles are equipped with a hybrid powertrain system. If the cooling system malfunctions, the hybrid powertrain system can overheat. Under this condition, a "HV SYSTEM OVER HEAT" warning lamp (as shown on pages 2-23 and 2-26 of your owner's manual) will illuminate to warn the driver of the condition. If the vehicle continues to be driven, the hybrid powertrain control module will shut off the engine, as designed, to prevent damage to the powertrain system. In the event of engine stop under this condition, the braking and steering systems will remain operational allowing the driver to stop the vehicle safely. However, if the engine stops while driving, it may increase the risk of a crash.

What Infiniti Will Do

Your Infiniti retailer will reprogram the software for the hybrid control module, automatic transmission control unit and inverter to include logic, which will allow the engine to continue operating at reduced power in the event of a cooling system malfunction. This service will be provided at no charge. This service should take less than one (1) 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.