

OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO

NHTSA RECALL 21V-599

Dear INFINITI Q50 owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Nissan has decided that certain 2021 Model Year INFINITI Q50 vehicles fail to conform to Federal Motor Vehicle Standard (FMVSS) number 111, "Rear Visibility Systems." Our records indicate that you own or lease the INFINITI vehicle identified by the VIN on the inside of this notice.

Reason for Recall Motivo del Retiro

Certain INFINITI Q50 vehicles contain a "Privacy mode" that, when enabled, disables data transfer related to the vehicles connected services. If you enable privacy mode and the vehicle is not started in the following 14 days, the rear view monitor/navigation screen/multi-function control touch screen cannot be operated upon engine start. This is due to an error with the In Vehicle Connectivity (IVC) software within the Telematics Control Unit (TCU). If this condition occurs, the rear image may not display while backing up. If the rear view image is not available while backing up, it may impair your rearward vision and increase the risk of a crash.

What INFINITI Will Do Qué Hará INFINITI

Your INFINITI retailer will reprogram the TCU with updated software. This service, which is conducted at no charge to you for parts and labor, could take up to approximately one (1) hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do Qué Debes Hacer

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.

Comunícate con cualquier concesionario INFINITI a la mayor brevedad para concertar una cita de reparación para tu vehículo. Se requiere que traigas esta notificación el día de tu cita.



For more information about the recall, please visit
<https://nna.secure.force.com/recall?camp=R21A9>.

Para obtener más información sobre el retiro, visite
<https://nna.secure.force.com/recall?camp=R21A9>.

If the retailer fails to, or is unable to make the necessary repairs free of charge, you may contact the INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 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 appreciate your INFINITI ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un INFINITI y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.