

OWNER'S LETTER

Dear Infiniti M Owner:

Infiniti is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, we want to bring to your attention important information about your vehicle.

REASON FOR CAMPAIGN

Infiniti has become aware of customer concerns with sound quality when using the Bluetooth hands free phone system, and also understands that certain customers who may have had a call waiting function on a prior vehicle are dissatisfied that this feature is not available on their current Infiniti vehicle. Although this feature was not included in the original design of your vehicle, customer concerns are important to Infiniti.

WHAT INFINITI WILL DO

To help address these concerns, Infiniti will install an improved Bluetooth microphone and update the software in your vehicle to add a call waiting function. This service, free for parts and labor, should take less than 2 hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule. Please contact your Infiniti retailer to perform this important service.

WHAT YOU SHOULD DO

Please contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have this functionality added to your vehicle at no charge to you for parts and labor. 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 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 your cooperation.

