

OWNER'S LETTER (example of typical owner's letter)

Dear Infiniti G37 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 2010 G37 vehicle.

REASON FOR CAMPAIGN

Infiniti has become aware 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 this concern for dissatisfied customers, Infiniti will update the software in the vehicle of customers who request it to add this function to the vehicle. This service, free for parts and labor, should take less than 1 hour to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule. If you wish to take advantage of this offer, please contact your Infiniti retailer.

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.

