

OWNER LETTER (typical owner letter)

Dear Infiniti Q50 Owner:

Infiniti is committed to providing the highest quality products and client experience. With that in mind, we want to bring to your attention important information regarding an enhancement to your Q50 Infiniti InTouch™ system that will update your vehicle to current production-level software.

REASON FOR SOFTWARE UPDATE

Like many digital devices, the Infiniti InTouch™ system is designed to allow for software updates. This planned update to the Infiniti InTouch™ system software will upgrade your software to current production levels, and is designed to improve the functionality of the Infiniti InTouch™ system, and your overall driving experience.

Enhancements include:

- Improved iPod USB cable connectivity
- Enhanced SiriusXM functionality
- Faster steering wheel volume control response

Infiniti is still diligently working on Infiniti InTouch Apps™. When the new feature will be available has not been determined. However, Infiniti will provide more information when it is available. The patience of all our valued customers is greatly appreciated while we give this matter our full and utmost attention.

WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your Q50, your authorized Infiniti retailer will perform the Infiniti InTouch™ system software update **at no cost to you for parts or labor**. This enhancement should take approximately 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

Please contact your Infiniti retailer at your earliest convenience in order to set an appointment to complete the software update. Please bring this notice with you to your service appointment. We understand your time is valuable so your retailer will work with you to make the update as convenient as possible.

On behalf of everyone at Infiniti, thank you for being part of our family. We are truly excited for you to experience the enhanced driving experience and additional functionality this enhancement will deliver.

Should you have any questions, our representatives would be pleased to assist you.

- Call 1-800-662-6200 or
- Visit <http://www.infinitiusa.com/intouch>.