



After-sales Retailer Support Owner's Manual Voluntary Service Campaign

Reference: MAILW
Date: October 26, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

******* Retailer Announcement *******

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
2015 Q40 (V36)	11,267	284	NA
2015 Q60 (CV36)	2,540	757	

******* Campaign Summary *******

Infiniti is conducting a Voluntary Service Campaign on approximately 13,807 Model Year 2015 Q40 Sedan (V36) vehicles and Q60 Coupe (CV36) vehicles sold in the USA, Guam, and Puerto Rico to provide a revised Owner's Manual to each affected client.

The owner's manual originally printed for 2015 Q60 Coupe and Q40 Sedan may contain some information intended for another vehicle. Infiniti is providing affected owners with a revised vehicle Owner's Manual to avoid potential confusion and to ensure customer satisfaction.

Infiniti is committed to a high level of client safety, service, and satisfaction and is working with retailers to provide an outstanding ownership experience.

This is not a safety issue and no stop sale action is required.

******* What Retailers Should Do*******

1. Infiniti will mail a new, revised owner's manual to each retailer with affected inventory. Infiniti requests retailers replace the owner's manual in the identified vehicles with the revised owner's manual prior to retailing the vehicles to ensure client satisfaction.
2. If the vehicle has been retailed by the time the new owner's manual arrives, Infiniti requests retailers forward the revised owner's manual and letter to the client.

SERVICE COMM will not be active for this campaign. A list of affected vehicles in retailer inventory subject to this voluntary service campaign is included with this announcement.

******* Release Schedule *******

Owner Notification

- Infiniti will begin mailing revised Owner's Manuals to retailers and clients on November 2nd, 2015

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. No.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This service campaign will not be active in SERVICE COMM. An official letter and Revised Owner's Manual are being sent to all affected retailers and owners. The letters are VIN specific to assist retailers in identifying affected vehicles. Retailers may also use the VIN list that accompanies this announcement.

Q. What is the reason for voluntary service campaign?

A. The owner's manual originally printed for 2015 Q60 Coupe and Q40 Sedan was incorrect.

Q. What is the possible effect of the condition?

A. Vehicle owners may not understand certain features of the vehicle when they reference the owner's manual content.

Q. What will be the corrective action for this voluntary service campaign?

A. Infiniti will mail a revised Owner's Manual to all affected clients and to retailers with affected inventory. Retailers are asked to replace Owner's Manuals with a new revised Owner's Manual in any affected retailer inventory prior to sale. If an affected vehicle has been retailed by the time the replacement owner's manual arrives, retailers are asked to forward the letter and new manual to the client.

Q. When will vehicle owners be notified?

A. Infiniti will mail a revised Owner's Manual to all affected clients on November 2nd, 2015 via U.S. mail.

Q. Are parts readily available?

A. Yes. Corrected Owner's Manuals are available and will be mailed directly to affected retailers and owners.

Q. Is my vehicle safe to drive?

A. Yes.

Q. Have there been any injuries or fatalities related to this problem?

A. No.

Q. Is there any charge for the new owner's manual?

A. No, the owner's manual will be provided at no additional charge.

Q. Will I have to take my vehicle back to the selling retailer to obtain a new owner's manual?

A. No, owner's manuals will be mailed directly to affected owners and retailers.

Q. What model year vehicles are involved?

A. Model Year 2015 Q40 Sedan (V36) vehicles and Q60 Coupe (CV36) vehicles sold in the USA, Guam, Puerto Rico, and Canada to provide a new Owner's Manual to each affected client.

Q. How many vehicles are involved in the campaign?

A. The North American Market is affected as follows:

Region	Q60	Q40	Total
USA	2,531	11,267	13,798
CANADA	200	0	200
GUAM	6	0	6
PUERTO RICO	3	0	3
Total	2,740	11,267	14,007

Make/Model	Dates of Manufacture
MY2015 Infiniti Q40 Sedan (US)	March 4, 2014 to February 24, 2015
MY2015 Infiniti Q60 Coupe (US/CAN)	August 5, 2013 to August 7, 2015

Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?

A. No