



Aftersales Retailer Support

Direct Adaptive Steering

Voluntary Service Campaign

Reference: P5323 & P5326

Date: December 8, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
MY14-15 Q50	2,169	1	December 8, 2015

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

Infiniti is conducting a Voluntary Service Campaign on certain MY 2014-15 Q50 vehicles equipped with Direct Adaptive Steering™ (DAS) system to update the DAS software to the latest production standards. In extreme cold conditions (approximately -13 degrees F/-25 degrees C), the current system software calibration may default the system into manual steering mode that has some increase in steering effort upon starting the vehicle and illuminates one or more error messages on the information display. While the manual mode results in some increase in steering effort, the steering continues to function preserving vehicle control. To help prevent this Direct Adaptive Steering issue from occurring, Infiniti will update the system's software.

Q50 Hybrid vehicles located in cold climates and subject to the P5323 or P5326 campaign will have the 12-volt battery replaced as part of the campaign as well. The 12-volt battery is being upgraded to a heavy duty battery on these vehicles to support system operation in cold climates.

Infiniti performed a DAS software update in early 2014 to help improve extreme cold weather performance. However, in the interest of continuously high level of client service and satisfaction, Infiniti is making additional DAS software updates available to all clients.

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

To ensure client satisfaction, retailers are asked to perform the following repair procedure prior to sale. Once repaired, vehicles can be sold without further action.

1. Verify the subject vehicle is affected by this service campaign using SERVICE COMM - I.D.
 - **P5323: Reprogram & 12-volt battery replacement**
 - **P5326: 12-volt battery replacement only**

NOTE: Some vehicles will not require the P5323 campaign if SERVICE COMM I.D. P4202, P4203, or P4204 are still open. The P5326 campaign was added for 12-volt battery replacement on vehicles with P4202, P4203, or P4204 still open.

- Retailers should perform **ONLY** the campaign listed in SERVICE COMM.

- Please refer to the appropriate bulletin for campaigns P4202 (ITB14-007), P4203 (ITB14-008) and P4204 (ITB14-009) for parts requirements, which have been revised.
2. Use the attached bulletins, to repair any client vehicles or vehicles in retailer inventory affected by these campaigns:
 - **ITB15-034** – Campaign I.D. P5326
 - **ITB15-035** – Campaign I.D. P5323
 3. Infiniti will be offering a Client Satisfaction activity. Retailers can identify eligible vehicles using SERVICE COMM **I.D. PC405**. Details are included in the Q50 Client Appreciation attachment accompanying this announcement.
 4. File the warranty claim and release the vehicle for sale.

NOTE: Retailers should contact the warranty claims call center (1-800-933-3712, Option 7) for claims assistance should they have a situation that requires additional campaign expenses not listed in the campaign repair bulletin.

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

Parts	<ul style="list-style-type: none"> • Software is currently available on ASIST • Infiniti is planning an automatic shipment of the 12-volt batteries (999M1-QYQ85). • Batteries began shipping on December 7th and may take up to 1 week to arrive at retailers. • The automatic parts shipment list for the 12-volt batteries is attached.
Repair	<ul style="list-style-type: none"> • ITB15-034 – Campaign I.D. P5326 • ITB15-035 – Campaign I.D. P5323 • The campaign bulletins are available on ASIST and NNAnet
Owner Notification	Infiniti will begin notifying eligible clients the week of December 14, 2015 via U.S. mail.

******* Retailer's Responsibility *******

It is the retailer's responsibility to check SERVICE COMM using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this voluntary service campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for repair completion.

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

- A. No, there is no safety defect. This is a service campaign being conducted to update the DAS to latest production standards, but it is important that your vehicle is remedied if you received a notification letter. While the manual mode results in some increase in steering effort, the steering continues to function preserving vehicle control.

Q. Is a STOP SALE in effect?

- A. No, but retailers are requested to perform this campaign on affected vehicles in their inventories prior to sale to ensure client satisfaction.

Q. What is the reason for this voluntary service campaign?

- A. In extreme cold conditions (approximately -13 degrees F/-25 degrees C), the current system software calibration may default the system into manual steering mode that has some increase in steering effort upon starting the vehicle and illuminates one or more error messages on the information display. While in manual mode the steering continues to function preserving vehicle control. To help prevent this Direct Adaptive Steering issue from occurring, Infiniti will update the system's software.

Q50 Hybrid vehicles located in cold climates and subject to the P5323 or P5326 campaign will have the 12-volt battery replaced as part of the campaign as well. The 12-volt battery is being upgraded to a heavy duty battery on these vehicles to support system operation in cold climates.

Q. What will be the service department action?

- A. To ensure client satisfaction and confidence, Infiniti will reprogram the DAS control units with updated software that increases DAS relay coil voltage, which heats the relay at a rate that prevents ice from forming and accumulating. Retailers will also replace the 12-volt battery on vehicles subject to this campaign.

Q. How long will the software update take?

- A. This enhancement should take approximately 1.5 hours to complete, but your retailer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

- A. Owners of all potentially affected vehicles will begin to be notified the week of December 14, 2015 via U.S. Mail to take their vehicles to an Infiniti retailer for repair at no charge.

Q. Are parts readily available?

- A. Yes.

Q. Is it safe to use my vehicle until the repairs can be made?

- A. Yes. Your Infiniti Q50 is safe and meets all applicable safety standards.

Q. Will a loaner vehicle be provided while the retailer is servicing the vehicle?

A. Alternate transportation may be provided under Infiniti's Courtesy Vehicle Program while your vehicle is being serviced. This is subject to vehicle availability. Check with your retailer for availability and further details.

Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?

A. We apologize for any inconvenience this may have caused. The repair will correct this condition. As the condition will be corrected, there is no basis on which to repurchase or offer you a replacement vehicle.

Q. Will I have to take my vehicle back to the selling retailer to have this service performed?

A. No, any authorized Infiniti retailer is able to perform this service.
For Consumer Affairs: Please inform us of the retailer where you would like to have the corrective action completed.

Q. How many vehicles are involved in the Direct Adaptive Steering™ update?

A. The North American Market is affected as follows:

<u>Region</u>	<u>Total</u>
USA	2,169

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY14-15 Q50 equipped with Direct Adaptive Steering™	Manufactured before November 28, 2014

Q. Is it necessary to have this service campaign performed on my vehicle if I live in warm temperatures?

A. Although not every vehicle will experience freezing outside temperatures, Infiniti recommends every client affected by this campaign allow an Infiniti retailer to perform the service campaign on their vehicle.

Q. Is this Service Campaign the same as the one announced in January, 2014?

A. No, this is a further update the Direct Adaptive Steering software to latest production standards. This update supersedes the previous update.

Q. This vehicle has been in for previous repairs to the Direct Adaptive Steering System, why weren't these repairs identified then?

A. Infiniti is committed to providing the highest quality products and client experience. The Direct Adaptive Steering System is new technology with personalized customization capability. Infiniti continues to refine system performance based on client feedback and actual driving experiences to optimize our entire clientele's driving experiences.

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

A. No. This update is not applicable to or necessary for any other Infiniti (or Nissan) vehicles.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Who can answer additional client questions?

A. Clients may contact Infiniti Consumer Affairs Department for further assistance. The toll free number is 1-800-662-6200.