

INFINITI

Electronic Field Communication

INFORMATION

Date: January 22, 2021

To: INFINITI Field Team and INFINITI Retailers,

Subject: MY21 Performance Package (Q50/Q60) Update

In MY21, INFINITI introduced the Performance Package - two existing Motorsports items, Axle-Back Sport Exhaust and Red Alpha Cold-Air Intake - as a VPC Accessory Package for Q50 and Q60 RED SPORT 400. These items are packaged in the trunk of the vehicles, and are expected to be installed by the retailer at time of sale, assuming client agreement.

The Performance Package is listed as a \$1,206 VPC Accessory on the Monroney label. The MSRP is not inclusive of labor, which INFINITI had earlier directed retailers to charge to clients at time of sale.

Effective January 11th, INFINITI will only offer the Performance Package items through Motorsports & the package will be deleted from all future Q50/Q60 orders.

For the remaining vehicles with the Performance Package in retailer inventory, retailers are not to charge labor to clients. INFINITI will manually credit retailers' Non-Vehicle Accounts ("NVAs") for labor costs.

- Retailers should also not file labor claims for any incorrectly built units
- Additionally, INFINITI will issue a credit for labor to the NVA of those retailers that have retailed vehicles with the Performance Package prior to this communication and did not charge the client for labor

Retailers interested in ordering either the Axle-Back Sport Exhaust or Red Alpha Cold-Air Intake can email Motorsports directly at nmc.race@nissan-usa.com for pricing.

FAQs

1. How much will the credit be and how was this amount determined?

The credit will be \$400 per vehicle installed with the Performance Package. This amount will cover the maximum Retailer Labor Rate for all retailers for the estimated installation time.

2. Is there any process for retailers that installed these on retailed vehicles, but did not collect labor for the client?

INFINITI will manually credit those retailers who have already installed the Performance Package without charging labor to the client prior to this announcement.

3. How will INFINITI know who paid for the labor?

INFINITI is pulling customer pay data to determine if retailer or client paid for installation labor.

4. When will retailers receive their credit?

The wholesaling dealers will see this credit on their monthly NVA statement once processed. If the impacted vehicle has been traded or traded in the future, the credit should be handled between the two retailers.

5. Is there a process for handling retailed units where clients paid to have the parts installed? Will the client need to contact CA, or does the retailer need to contact them?

Retailers or Regional team members do not need to contact retail clients.

INFINITI is collecting information and evaluating the best way to address potentially impacted clients. In the meantime, we ask that retailers not reach out to clients regarding this item.

6. Who should we contact with questions?

Retailers should contact their respective regional representatives – DOM/FOM. Regional team members should direct questions to INFINITI CMM.