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# After-sales Retailer Support

## 2014 Q50 Directive Adaptive Steering Voluntary Recall Campaign

Reference: R1310

Date: November 19, 2013

**Attention: Retailer Principal, Sales, Parts and  
Service Managers**

### **Retailer Announcement:**

- ***Infiniti has notified NHTSA that it is conducting a Voluntary Safety Recall Campaign on approximately 23 MY2014 Infiniti Q50 vehicles in U.S. to remedy a Direct Adaptive Steering software update error.***
- ***Infiniti has already notified the affected clients by phone and all the affected vehicles have already grounded. No further action is required of any other Infiniti retailers.***
- ***Infiniti FOM's and retailers currently holding an affected vehicle will be contacted individually with further repair information.***
- ***No other Q50 vehicles are affected.***

### **For customer inquiries:**

- ***Infiniti has identified and isolated the specifically affected vehicles.***
- ***All other Q50 vehicles retailed in the U.S. and Canada are not affected. Infiniti has already contacted all affected clients.***
- ***If the customer believes it received a call about this issue, please check SERVICE COMM – I.D. R1310.***