



Consumer Affairs

P.O. Box 685003

Franklin, Tennessee 37068-5003

A Division of Nissan North America, Inc.

OWNER NOTIFICATION

NHTSA RECALL 12V-398

Dear Infiniti JX35 Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect which relates to motor vehicle safety exists in 2013 Model Year Infiniti JX35 vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN on the inside of this notice.

Reason for Recall

On certain 2013 Model Year Infiniti JX35 vehicles, the fuel transfer tube may be misrouted inside of the gas tank. This condition may affect fuel gauge accuracy. The fuel gauge might indicate that there is more fuel than is actually remaining in the tank, when the tank is near empty. This may cause the engine to stop without warning, increasing a risk of a crash.

What Infiniti Will Do

Your Infiniti retailer will inspect the fuel transfer tube for proper routing and re-route if necessary. A new O-ring will be installed after the inspection is completed, free of charge. This free service should take 1 ½ hours 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 maintain the fuel level in your vehicle at ½ tank of fuel, or more, until you have your vehicle inspected by an authorized Infiniti retailer. Contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment.

If the retailer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Infiniti North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.