

2018

INFINITI CONSUMER SAFETY & AIR BAG INFORMATION GUIDE

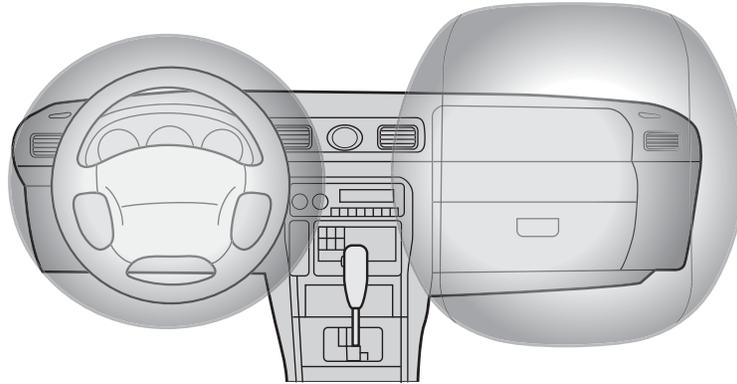
The 2018 INFINITI Consumer Safety & Air Bag Information Guide provides information for 2018 INFINITI vehicles available at the time of publication. This publication will be amended as new vehicles are introduced. Refer to your vehicle's owner's manual to familiarize yourself with all disclosures, warnings, cautions, and all air bag protection and seat belt safety instructions.

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AIR BAG PROTECTION



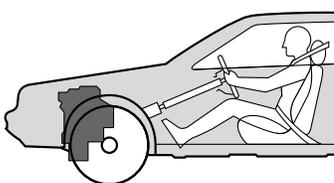
WHAT YOU SHOULD KNOW ABOUT AIR BAGS

Air bags are a *supplemental* restraint system designed to enhance the protection provided by the seat belt system during certain types of collisions. Supplemental driver and front passenger air bags, side-impact air bags, and curtain side-impact air bags are standard on all 2018 INFINITI vehicles. On some INFINITI vehicles, the curtain side-impact air bags are also equipped with a rollover sensing function. In addition, driver and passenger supplemental knee airbags are equipped on some vehicles: these air bags inflate in conjunction with the front air bags in certain collisions. See your vehicle owner's manual for information about your air bag systems.

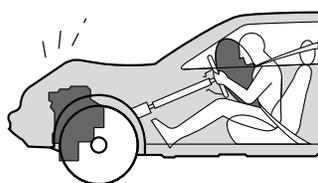
Please remember always to wear your seat belt, and never use a rear-facing child restraint in the front passenger seat. See page 12 of this guide for important information about child restraint use.

FASTER THAN THE EYE CAN BLINK

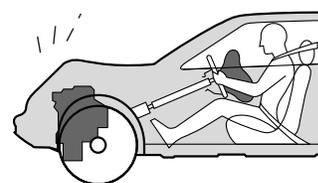
In a collision, a lot can happen in just one second. It takes a short time for the system to decide to deploy. At 0.01 seconds, a front air bag begins to inflate. At 0.04 seconds, it is fully inflated. By 0.1 seconds after inflation, it has done its job and is deflating. Considering the speed of these events, it is not surprising that many people involved in a frontal collision do not initially realize that their air bags inflated.



0.01 SECONDS INFLATING BEGINS



0.04 SECONDS AIR BAG IS INFLATED



0.1 SECONDS DEFLATING BEGINS

THE INFINITI ADVANCED AIR BAG SYSTEM

All 2018 INFINITI vehicles are equipped with the INFINITI Advanced Air Bag System (AABS) for the driver and front passenger seats. Typically, this system incorporates dual-stage inflators*, and monitors information from various crash sensors, the front seat belt buckle sensors, and the occupant classification sensor.

The front passenger air bag may be automatically turned OFF under some conditions, depending on the weight applied to the front passenger seat. The front passenger air bag status light indicates whether the passenger air bag is ON or OFF. See your vehicle owner's manual for additional information on the operation of the front passenger air bag.

The front passenger air bag status light does not indicate a malfunction of the front passenger air bag. If the front passenger air bag status light is illuminated while an adult occupies the seat, the occupant may need to shift his or her seating position so the system can turn ON the front passenger air bag and turn OFF the status light. See your owner's manual for proper seating positions.

Remember, all air bags are supplemental restraint systems. You must properly use seat belts and child restraints, as explained in the vehicle owner's manual and your child restraint manufacturer's instructions.

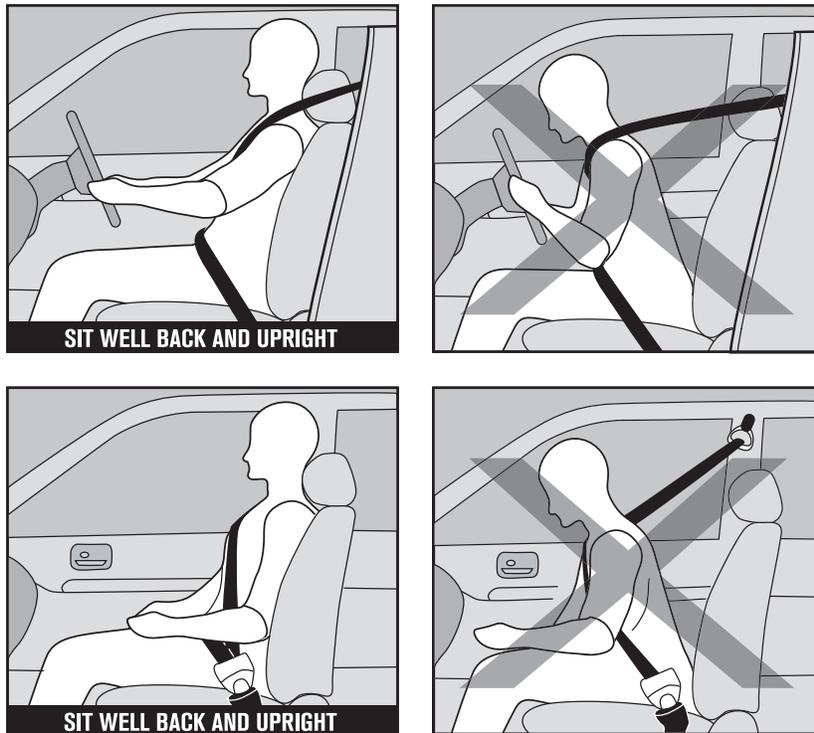
THE MOST IMPORTANT PART OF AN AIR BAG: YOUR SEAT BELT

Your chances of surviving a collision will improve greatly if one simple piece of advice is followed: **always wear your seat belt**. Do not count on just the air bags for occupant protection; they are merely a *supplemental* restraint system.

Seat belts help to protect the occupants of your vehicle during collisions in which the air bags are not designed to activate. In addition, in situations where the air bags are activated, seat belts enhance their effectiveness and can help reduce the risk of injury from an inflating air bag. Seat belts will also help protect the occupants of your vehicle during multiple-impact collisions, while the air bags work only one time if a collision is severe enough to activate them. Please see the **SEAT BELT SAFETY** and **CHILD SAFETY** sections of this guide and the vehicle owner's manual for more information.

*Dual-stage inflators vary the inflation rate based on the severity of the collision (for example, less forceful inflation for moderate impacts and a higher inflation force for more severe impacts). In addition, based on information from the seat belt buckle sensors that detect whether the seat belts are fastened, the deployment of the front air bags is adjusted. Only one front air bag may inflate in a crash, depending on the severity of the crash and whether the front occupants are belted or unbelted.

EFFECTIVE USE OF SEAT BELTS AND AIR BAGS



Seat belts and supplemental air bags are most effective when vehicle occupants are sitting upright and well back in the seat with both feet on the floor. Keep in mind that air bags inflate with great force. Being unrestrained, leaning forward, sitting sideways, or being out of position in any way puts you at a greater risk of injury or death in a crash. You may also receive serious or fatal injuries from the air bag system if you are up against it when it inflates. Always sit back against the seatback with both feet on the floor and as far away as practical from the steering wheel or instrument panel and always wear your seat belt. Please see the **SEAT BELT SAFETY** section of this guide and the vehicle owner's manual for more information.

HOW THE OCCUPANT CLASSIFICATION SYSTEM WORKS

The front passenger seat is equipped with an Occupant Classification Sensor that turns the front passenger air bag OFF under some conditions. The occupant classification sensor detects an occupant and objects on the seat by weight. For example, if a child is in the front passenger seat, the Advanced Air Bag System may turn the passenger air bag OFF in accordance with U.S. regulations. In addition, if a child restraint of the type specified in the regulations is on the seat, the occupant classification sensors can detect it and cause the air bag to turn OFF. See the vehicle owner's manual for more information about the specific occupant classification system

type in your vehicle. The occupant classification sensor is only used in the front passenger seat. Failure to be properly seated and wearing the seat belt can increase the risk or severity of injury in an accident.

Front passenger seat adult occupants who are properly seated and using the seat belt as outlined in the vehicle's owner manual should not cause the passenger air bag to be automatically turned OFF. However if the occupant takes his/her weight off the seat cushion (for example, by not sitting upright, by sitting on an edge of the seat, or by otherwise being out of position), this could cause the sensor to turn the air bag OFF. Always be sure to be seated and wearing the seat belt properly for the most effective protection by the seat belt and supplemental air bag. Nissan recommends that pre-teens and children be properly restrained in the rear seat.

If the front passenger seat is not occupied, the passenger air bag is designed not to inflate in a crash. However, heavy objects placed on the seat could result in air bag inflation, because the occupant classification sensor detects the weight. Other conditions could also result in air bag inflation, such as if a child is standing on the seat, or if two children are on the seat, contrary to the instructions in the vehicle's owner's manual.

If an adult occupant is in the seat but the passenger air bag status light is illuminated (indicating that the air bag is OFF), it could be that the person is a small adult, or not sitting on the seat properly or not using the seat belt properly.

If a child restraint must be used in the front seat, the passenger air bag status light may or may not be illuminated, depending on the size of the child and the type of child restraint being used. Always make sure that the child restraint is installed properly, the seat belt is being used properly and the occupant is positioned properly. See the vehicle owner's manual for more information about the specific occupant classification system type in your vehicle. If necessary, your INFINITI retailer can check the system by using a special tool. Until you have confirmed with your retailer that your air bag is working properly, reposition the occupant or child restraint in a rear seat.

The INFINITI Advanced Air Bag System and passenger air bag status light will take a few seconds to register a change in the passenger seat status. This is normal system operation and does not indicate a malfunction.

HOW AND WHEN FRONT AIR BAGS WORK

While the inner workings of a supplemental front air bag system are complicated, understanding what makes the front air bags deploy is rather easy: *the vehicle's front air bag sensor system is designed to detect rapid deceleration usually associated with moderate to severe frontal collisions within a limited range of angles.* Air bags are designed not to deploy in low-severity collisions. The vehicle's deceleration rate is related to various factors, such as speed of the vehicles involved, the weight and stiffness of the vehicles/objects involved, contact locations, and the angle of impact, to name a few. Once the sensor system is activated, the front air bags inflate with a harmless gas almost instantly.

The front air bags will not usually activate in side-impact collisions, rear-end collisions, rollovers, while driving on rough roads, or during hard braking. However, deceleration rates in some situations can be similar to those found in frontal impacts and may result in front air bag activation.

WHEN THE FRONT AIR BAGS INFLATE

Please remember, for the supplemental front air bags to be most effective, you must always buckle up and sit at a suitable distance back to allow room for the air bags to inflate. For the front air bags to do their job, they must inflate with great force. As mentioned earlier in this guide, this may cause serious or even fatal injury if, for example, you are unrestrained, out of position in any way, sitting or leaning too close to the steering wheel or dashboard during inflation. Even when seated properly, there is a possibility of injury from an inflating front air bag. This usually consists of minor skin abrasions or burns, but may be more serious. Overall, these injuries are minimal compared to the injuries the front air bags are designed to prevent. When a front air bag inflates, a fairly loud noise may be heard, followed by the release of smoke. This smoke is not harmful and does not indicate a fire. Care should be taken not to inhale it, as it may cause temporary irritation and choking. Those with a history of a breathing condition should get fresh air promptly.

REPLACING THE AIR BAGS

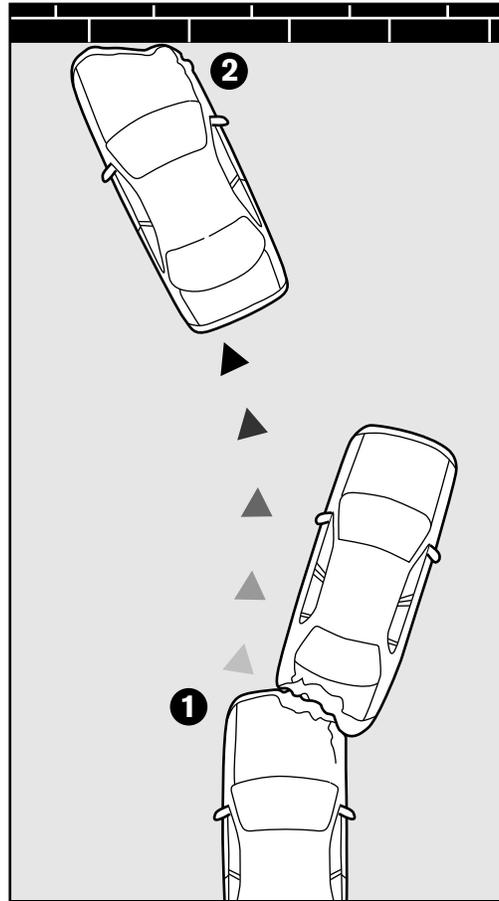
Air bags are not reusable. After a collision in which your air bags have activated, have the respective air bag system inspected and replaced by your INFINITI retailer as soon as possible. The National Highway Traffic Safety Administration (NHTSA) has expressed concern regarding reports of counterfeit replacement air bags installed in vehicles. Visit www.nhtsa.gov for more information. INFINITI recommends the replacement of air bags by your INFINITI retailer to ensure that you receive new original equipment replacement parts. Counterfeit replacement air bags may not be made to the standards of quality, reliability and durability of Genuine INFINITI

parts. The use of counterfeit replacement air bags or used or salvaged air bags is a potential serious safety problem and may not provide the same level of protection in a crash.

OTHER SPECIFICS ABOUT AIR BAGS

- Do not position the front passenger seat so it contacts the rear seat. If the front passenger seat does contact the rear seat, the air bag system may determine a sensor malfunction has occurred and the front passenger air bag status light may illuminate and the supplemental air bag warning light may flash.
- If the supplemental air bag warning light in the instrument panel continues to remain ON or flashes after you start the vehicle, see your INFINITI retailer as soon as possible.
- After inflation, air bag components are hot, so avoid contact.
- Do not place objects on or near the steering wheel or instrument panel where the air bags inflate.
- **Never** install a rear-facing child restraint in the front passenger seat of a vehicle.
- Do not place objects with sharp edges on the seat. Also, do not place heavy objects on the seat that will leave permanent impressions in the seat. Such objects can damage the seat or the occupant classification sensor. This can affect the operation of the air bag system and result in serious personal injury.
- Do not use water or acidic cleaners (hot steam cleaners) on the seat. This can damage the seat or occupant classification sensors. This can also affect the operation of the air bag system and result in serious personal injury.
- Modifying or tampering with the front passenger seat may result in serious personal injury. For example, do not change the front seats by placing material on the seat cushion or by installing additional trim material, such as seat covers, on the seat that are not specifically designed to assure proper air bag operation. Additionally, do not stow any objects under the front passenger seat, or on the seat cushion, or store luggage behind the seat that may contact the seatback, or hang heavy objects from the seatback, or the seatback pocket. Such objects may interfere with the proper operation of the occupant classification sensor.
- See the vehicle owner's manual for other important information on safety, seats, seat belts, and the supplemental restraint system.

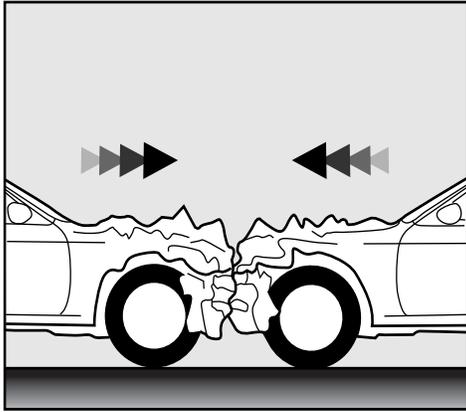
AN AIR BAG WORKS ONLY ONCE



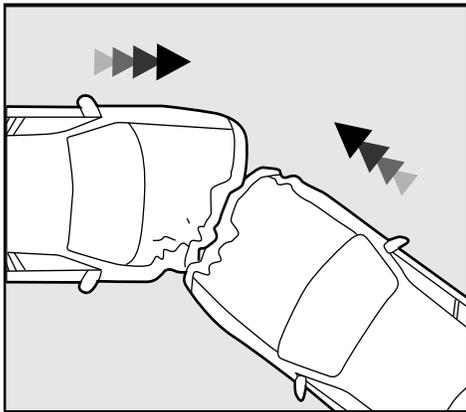
In a multiple-impact collision, air bags help to protect only during the first impact severe enough to activate the system.

If, as in the illustration above, for example, the collision labeled #1 were severe enough to activate the front air bags, the front air bags would not be reactivated in collision #2.

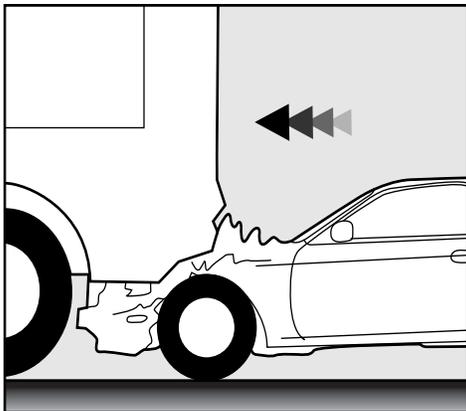
FRONTAL COLLISIONS WITH OTHER VEHICLES



A severe frontal collision involving another vehicle, stationary or moving, probably will activate the front air bags.

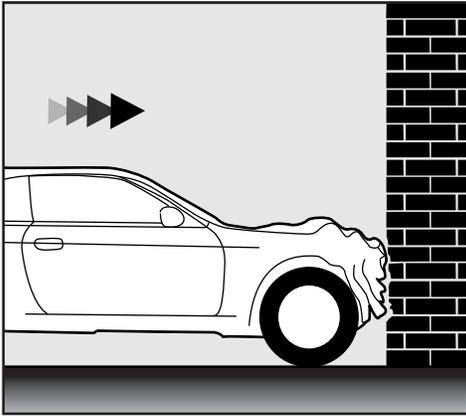


The front air bags may or may not be activated in a frontal collision that occurs at an angle.

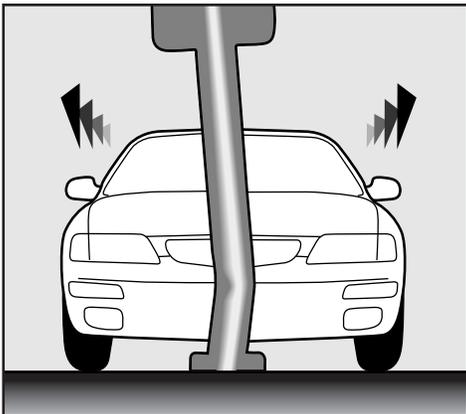


If the front end of your car should go under a vehicle, the impact may not activate the front air bags.

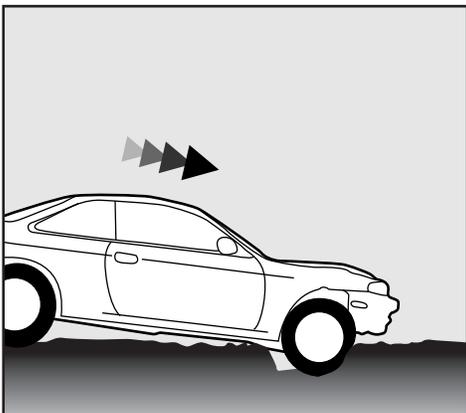
OTHER FRONTAL COLLISIONS



A severe collision with an immovable object probably will activate the front air bags.



Hitting a pole is a situation in which the front air bags may or may not activate, depending on the severity of the impact.



If your vehicle should strike an object in the road, such as a rock, debris or hole, the front air bags may or may not activate, depending on the specific impact.

SIDE-IMPACT, CURTAIN SIDE-IMPACT, AND CURTAIN SIDE-IMPACT/ROLLOVER AIR BAG SYSTEMS

Supplemental side-impact air bags, curtain side-impact air bags, or curtain side-impact/rollover air bags are available on all 2018 INFINITI vehicles. Side-impact air bags are located on the outboard side of the front seat backs. Curtain side-impact air bags and curtain side-impact/rollover air bags (if so equipped) are located in the left and right side roof rails or in the upper part of the front door panels.

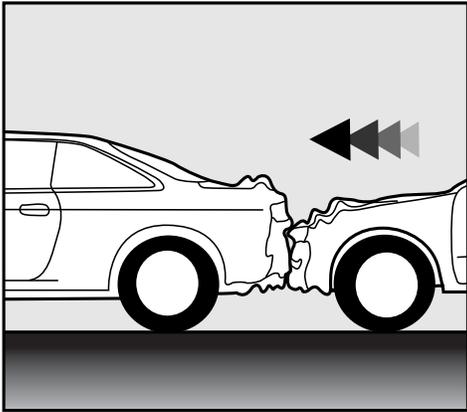
Side-impact air bags and curtain side-impact air bags are designed to inflate in higher-severity side collisions, on the side where the vehicle is impacted. However, they may inflate if the forces in another type of collision are similar to those of a higher-severity side-impact. Curtain side-impact/rollover air bags are designed to inflate in certain types of side-impact collisions and rollovers.

Curtain side-impact air bags and curtain side-impact/rollover air bags are activated primarily in a lateral collisions, whereas curtain side-impact/rollover air bags are activated in either a lateral collision or a rollover event. Since a rollover event lasts longer than a side-impact event, curtain side-impact/rollover air bags are designed to remain inflated longer than curtain side-impact air bags.

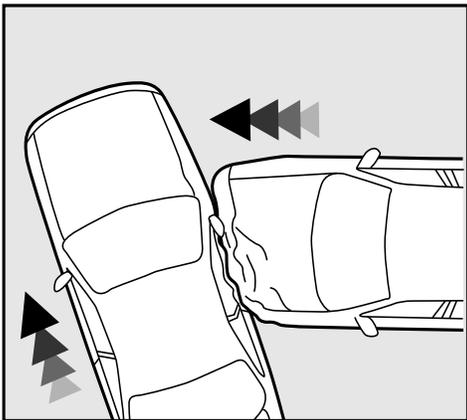
Side-impact air bags and curtain side-impact air bags, along with proper use of seat belts, help to cushion the impact force to the head and chest of the front occupants. In most INFINITI vehicles, curtain side-impact air bags also help in certain accidents to cushion the impact force to the head of rear outboard-seated occupants. These air bags can help save lives and reduce serious injury. However, an inflating side-impact air bag, curtain side-impact air bag, or curtain side-impact/rollover air bag may cause abrasions or other injuries. Refer to your owner's manual for information on how your vehicle is equipped.

Like front air bags, an inflated side-impact air bag as well as an inflated curtain side-impact air bag will deflate soon after the collision is over. As noted above, an inflated curtain side-impact/rollover air bag will remain inflated for a short time afterward. See **REPLACING THE AIR BAGS** earlier in this guide.

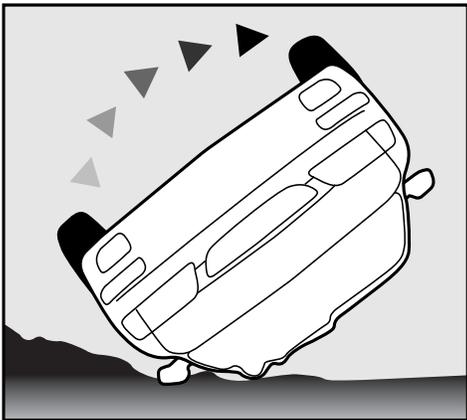
SIDE AND OTHER COLLISIONS



The side-impact and side-curtain air bags are not designed to activate if your vehicle is struck directly from the rear.



On vehicles equipped with side-impact and side curtain-impact air bags, the air bags on the side the vehicle was impacted are designed to activate depending on the collision angle and severity.* The front air bags may not likely to activate in this situation.



On vehicles equipped with curtain side-impact/rollover air bags, the curtain air bags on both sides of the vehicle are designed to activate in certain types of rollovers. This function is in addition to the side-impact protection function described above. The front air bags may not likely to activate in this situation.

*Curtain side-impact/rollover air bags (if so equipped) probably will also inflate, depending on the collision.

OTHER SPECIFICS ABOUT SIDE-IMPACT, CURTAIN SIDE-IMPACT, AND CURTAIN SIDE-IMPACT/ROLLOVER AIR BAG SYSTEMS

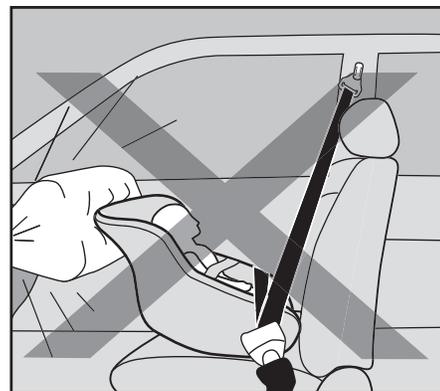
- Do not allow anyone sitting in the front seat to extend his or her hand out the window or lean against the door.
- When sitting in the rear, do not hold onto the seatbacks of the front seats, hang anything from the head restraint or push or pull on the seatback pocket as this may interfere with the proper operation of the air bag systems. Be especially careful with children, who should always be properly seated and restrained in the rear seat.
- Do not allow anyone to place their hand, leg or face near the side-impact air bag modules on the seatbacks of the front seats or near the curtain side-impact air bag modules in the roof rails or in the front door panels.
- Curtain side-impact/rollover air bags are designed to inflate not only in rollovers, but also in certain near rollover situations. As a result, certain vehicle movements (for example, during severe off-road driving) may cause these air bags to inflate.
- See the vehicle owner's manual for other important safety information about side-impact, curtain side-impact, and curtain side-impact/rollover air bag systems and how your vehicle is equipped.

CHILD SAFETY

WHENEVER A CHILD IS IN YOUR VEHICLE

The risk of serious or fatal injury to children in automobile collisions can be reduced with a properly installed child restraint. Before you install a child restraint in your vehicle, please consult the vehicle owner's manual and the child restraint manufacturer's instructions for proper installation.

Child restraints for infants must be used in a rear-facing direction and therefore must never be used in the front seat. An inflating front passenger air bag could seriously injure or kill a child improperly placed in the front passenger seat. According to statistics, children are safer when properly restrained in the rear seat than in the front seat. INFINITI and the federal government recommend that children twelve (12) and under should ride in the rear seat, properly secured in child restraints, booster seats, or seat belts, according to their size.

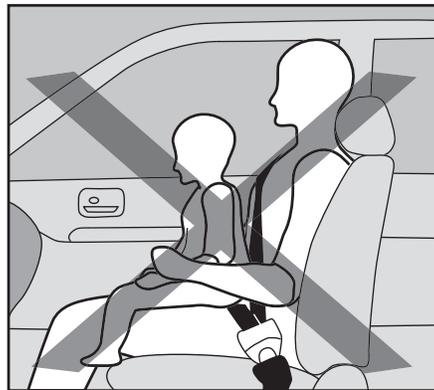


If you must install a forward-facing child restraint in the front passenger seat, move the passenger seat to the rearmost position. See the vehicle owner's manual for details and additional important information.

CHILD RESTRAINTS FOR INFANTS AND SMALL CHILDREN

Infants and small children should always be placed in an appropriate child restraint while riding in the vehicle. Failure to use a child restraint can result in serious injury or death.

Children and infants should never be carried on your lap. It is not possible for even the strongest adult to resist the forces of a severe collision. The child could be crushed between the adult and parts of the vehicle. Also, do not put the same seat belt around both your child and yourself, or another child.



Always install the child restraint properly, and check that it is securely held in place by the vehicle's seat belt or LATCH system (if so equipped). An improperly installed child restraint could lead to serious injury or death in a collision. See the vehicle owner's manual and your child restraint manufacturer's instructions for complete details.

Child restraints specially designed for infants and small children are offered by several manufacturers. When selecting any child restraint, keep the following points in mind:

1. The LATCH system (Lower Anchors and Tethers for Children) is a universal child restraint system. This system – which may also be referred to as the ISOFIX or ISOFIX compatible system – allows the child restraint to be installed into the vehicle without the use of seat belts. Both the vehicle and child restraint must have LATCH system capabilities.
2. Choose only a restraint with a label certifying that it complies with Federal Motor Vehicle Safety Standard 213.
3. Always make sure the child restraint is appropriate for the age and size of your infant or small child. Remember that as your child grows you will need to replace the child restraint.

4. Check the child restraint in your vehicle to be sure it is compatible with the vehicle's seat and seat belt system.
5. If the child restraint is compatible with your vehicle, place your child in the child restraint and check, the various adjustments to be sure the child restraint is compatible with your child. Always follow all recommended procedures.

All U.S. states require that infants and small children be restrained in a certified child restraint at all times while the vehicle is being operated.

THE LATCH SYSTEM (LOWER ANCHORS AND TETHERS FOR CHILDREN)

Most 2018 INFINITI vehicles are equipped with universal child restraint lower anchors and top tether anchors for the installation of child restraints equipped with LATCH attachments. With this system, you do not have to use a vehicle seat belt to secure the child restraint. Instead, special anchor points are utilized to install the child restraint, provided it is compatible with the LATCH system. See the vehicle owner's manual for details and additional important information.

SNUG KIDS™

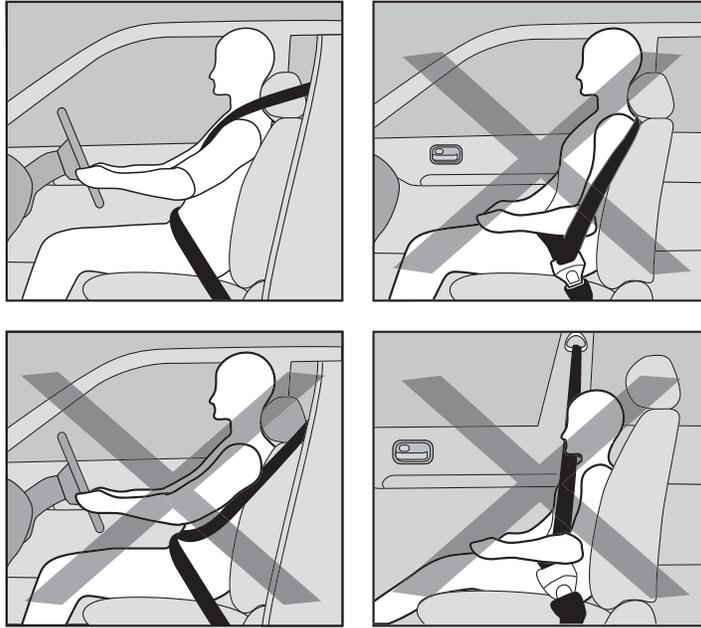
The first of its kind, Snug Kids™ is our online guide to selecting a child restraint seat for your INFINITI vehicle.

Our certified Child Passenger Safety Technicians have evaluated numerous child restraint seats and have compiled their findings to create the Snug Kids™ Child Safety Seat Fit Guides. These guides also include important tips on correct installation procedures. Visit www.INFINITIUSA.com/snugkids to view or download the latest guide information for finding a child restraint system that is right for your INFINITI vehicle.

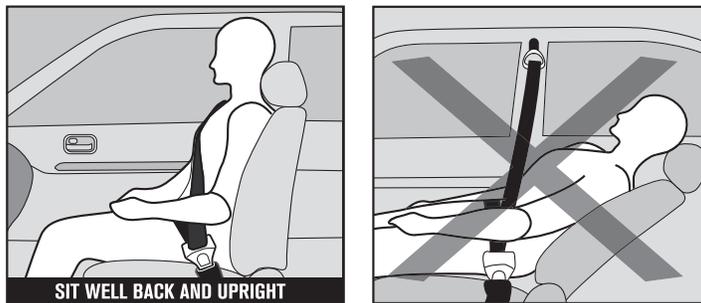


SEAT BELT SAFETY

If you are wearing a properly adjusted seat belt, your chances of being injured or killed in a collision and/or the severity of injury may be greatly reduced. INFINITI strongly encourages you and all of your passengers to buckle up every time you drive, even if your seating position includes a supplemental air bag system. Most States require that seat belts be worn at all times, when a vehicle is being driven.



Always route the shoulder belt over your shoulder and across your chest. Never place the belt behind your back, under your arm or across your neck. The belt should be away from your face and neck, but not falling off your shoulder. If available, the shoulder belt anchor height should be adjusted to the position best suited for you (see the vehicle owner's manual for more details). Position the lap belt as low as possible **AROUND YOUR HIPS, NOT YOUR WAIST**. A lap belt worn too high could increase the risk of internal injuries in a collision. Be sure the seat belt tongue is securely fastened into the proper buckle.



For the seat belt to be most effective when the vehicle is in motion, the seatback should be upright. Do not ride in a moving vehicle when the seatback is reclined. This can be dangerous, as the shoulder belt will not be against your body. In a collision, you could be thrown into it and

receive neck or other serious injuries. You could also slide under the lap belt and receive serious internal injuries. Always sit well back in the seat with both feet on the floor and adjust the seat belt properly.

OTHER SPECIFICS ABOUT SEAT BELTS

- Do not wear the seat belt inside out or twisted.
- Do not allow more than one person to use the same seat belt.
- Never carry more people in the vehicle than there are seat belts.
- If the seat belt warning light glows continuously while the ignition is turned ON with all doors closed and with all seat belts fastened, it may indicate a malfunction in the system. Have the system checked by an INFINITI retailer as soon as possible.
- See the vehicle owner's manual for more detailed information to help you better understand the important safety warnings, system features, operation and maintenance of your vehicle's seat belts.
- Always have seat belt assemblies, including retractors and attaching hardware, inspected by an Infiniti retailer after any collision.

CONCERN FOR YOUR SAFETY

INFINITI urges you to use your available seat belt restraint system whenever you drive, even if your vehicle is equipped with supplemental air bags. Please ask all of your passengers to buckle up too. For children, make sure they are secured in an appropriate child restraint or booster seat.* Seat belts do save lives. See the vehicle owner's manual for important safety details.

INFINITI OWNER SATISFACTION AND ASSISTANCE

Both INFINITI and your INFINITI retailer are dedicated to serving your automotive needs. Your complete satisfaction with your vehicle and your INFINITI retailer are our primary concerns. Your INFINITI retailer is available to assist you with your automobile sales, parts and service requirements.

If, however, a situation arises that you believe has not been addressed to your satisfaction, we ask that you take the following steps:

STEP 1:

Discuss the situation with the INFINITI retailer management. If a problem still exists, contact the retailer's Consumer Affairs manager or owner. They are best equipped to resolve the matter for you.

* Please, see the vehicle owner's manual and child restraint manufacturer's instructions for complete details.

STEP 2:

If the concern still has not been addressed to your satisfaction, please contact our INFINITI Consumer Affairs Department using our toll-free telephone number:

1-800-662-6200

The Consumer Affairs Department will ask for the following information:

- Your name, address, and telephone number
- Date of purchase
- Current odometer reading
- Your INFINITI retailer's name
- Details of the concern

Alternatively, you can write to INFINITI with the above information at:

**INFINITI Division
Nissan North America, Inc.
Consumer Affairs Department
P.O. Box 685003
Franklin, TN 37068-5003**

STEP 3:

In the event that you believe INFINITI has been unable to address the issue with your vehicle satisfactorily with you, a special automotive complaint resolution program called BBB AUTO LINE is available to you. The Council of Better Business Bureaus, Inc. (BBB) independently operates the BBB AUTO LINE program.

For information about the BBB AUTO LINE in your area, please call us (INFINITI) toll-free at 1-800-662-6200. We will be happy to provide you with information about BBB AUTO LINE.

Alternatively, you may contact the BBB:

**BBB AUTO LINE
Council of Better Business Bureaus, Inc.
3033 Wilson Blvd.
Suite 600
Arlington, VA 22201
1-800-955-5100**

If you call the BBB, its staff will record the details of your complaint by telephone. They will ask for the same information as in Step 2.

The BBB AUTO LINE program consists of two parts: **mediation** and **arbitration**. The BBB AUTO LINE staff will attempt to provide suggestions for resolving the problem during mediation. If a

satisfactory resolution has not been achieved during mediation, you will have the opportunity to present your case personally before an impartial person or three-person panel. The arbitrator(s) will make a decision after the arbitration hearing.

The BBB must send you a final decision in your case within forty (40) days (plus seven days if you have not contacted the proper person from the retailer or INFINITI) unless you delay the process. If you accept the decision, it will be legally binding on you and INFINITI. If you do not accept the decision, it will not be legally binding on you or INFINITI. (However, in some states, if the decision is not accepted, it may be introduced either by you or by INFINITI as evidence in a subsequent court action.)

BBB AUTO LINE is an informal dispute settlement mechanism operated to comply with applicable Federal law and regulations. In states where BBB AUTO LINE is available, you are required to use BBB AUTO LINE before exercising rights or seeking remedies under Title I of the Federal Magnuson-Moss Warranty Act, 15 U.S.C. §2301, et. seq. If you choose to seek remedies other than those created by Title I of the Magnuson-Moss Warranty Act (for example, under state law), that Federal Act does not require you to first use BBB AUTO LINE. The program is still available to you, however, and may be of considerable assistance. Some states specify that informal dispute settlement mechanisms such as BBB AUTO LINE must be used before you may file a lawsuit under state law, and/or before you may have certain other rights or remedies available under state law. In accordance with those states' laws, INFINITI requires the prior use of BBB AUTO LINE in good faith before you resort to such other processes, file a lawsuit, or seek other remedies provided by state law. Please see the *Supplement to 2018 INFINITI Warranty Information Booklet & 2018 INFINITI Owner's Manual* for additional information.

BBB AUTO LINE may not be available in all states. We, INFINITI, would be pleased to provide you with information about the availability of BBB AUTO LINE in your state. Alternatively, you can call the BBB AUTO LINE telephone number listed on page 15.

ELIGIBILITY: INFINITI vehicles less than four years old from date delivered to the first retail buyer or otherwise put into use, and with fewer than 60,000 miles, are eligible for the BBB AUTO LINE program.

ASSISTANCE OUTSIDE OF WARRANTY

In support of our commitment to the “Total Ownership Experience,” INFINITI may occasionally offer to pay or reimburse for part or all of the cost of making certain, specific repairs beyond or outside of the terms of the warranty for some specific vehicle models. (Some states refer to such programs as “adjustment programs.”) In such circumstances, INFINITI mails notices to all known registered owners of affected vehicles. You may additionally inquire of your authorized INFINITI retailer or of INFINITI directly (through the 1-800-662-6200 telephone number) of the applicability of such programs to your vehicle.

INFINITI may occasionally offer special assistance that may pay for part or all of vehicle repairs beyond the expiration of the limited warranty period on a case-by-case basis. Should you experience unusual difficulties with your vehicle, please discuss the situation with your retailer. If your retailer is unable to assist you, call the INFINITI Consumer Affairs Department toll-free at 1-800-662-6200 to discuss your concern. You will need to provide the Model, Model Year, VIN (Vehicle Identification Number), mileage, and maintenance history on your vehicle. You will also need to provide a detailed explanation of the concern, and include why you believe that INFINITI should be responsible for the repair. Your request will be individually investigated and you will be informed of INFINITI’s decision.

Please also review the *Supplement to 2018 INFINITI Warranty Information Booklet & 2018 INFINITI Owner’s Manual*, for important information concerning consumer rights in your state.

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