

Reference:

ITB10-028

Date:

May 20, 2010

VOLUNTARY SAFETY RECALL CAMPAIGN 2010 QX56 SUSPENSION LOWER LINK

CAMPAIGN ID #: PC048
NHTSA # 10V-208
APPLIED VEHICLES: 2010 QX56 (JA60)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign on model year 2010 Infiniti QX56 vehicles. Some of these vehicles may have welds on suspension lower links that are out of specification. To address this, Infiniti will inspect, and if necessary, replace the suspension lower links at no charge for parts or labor.

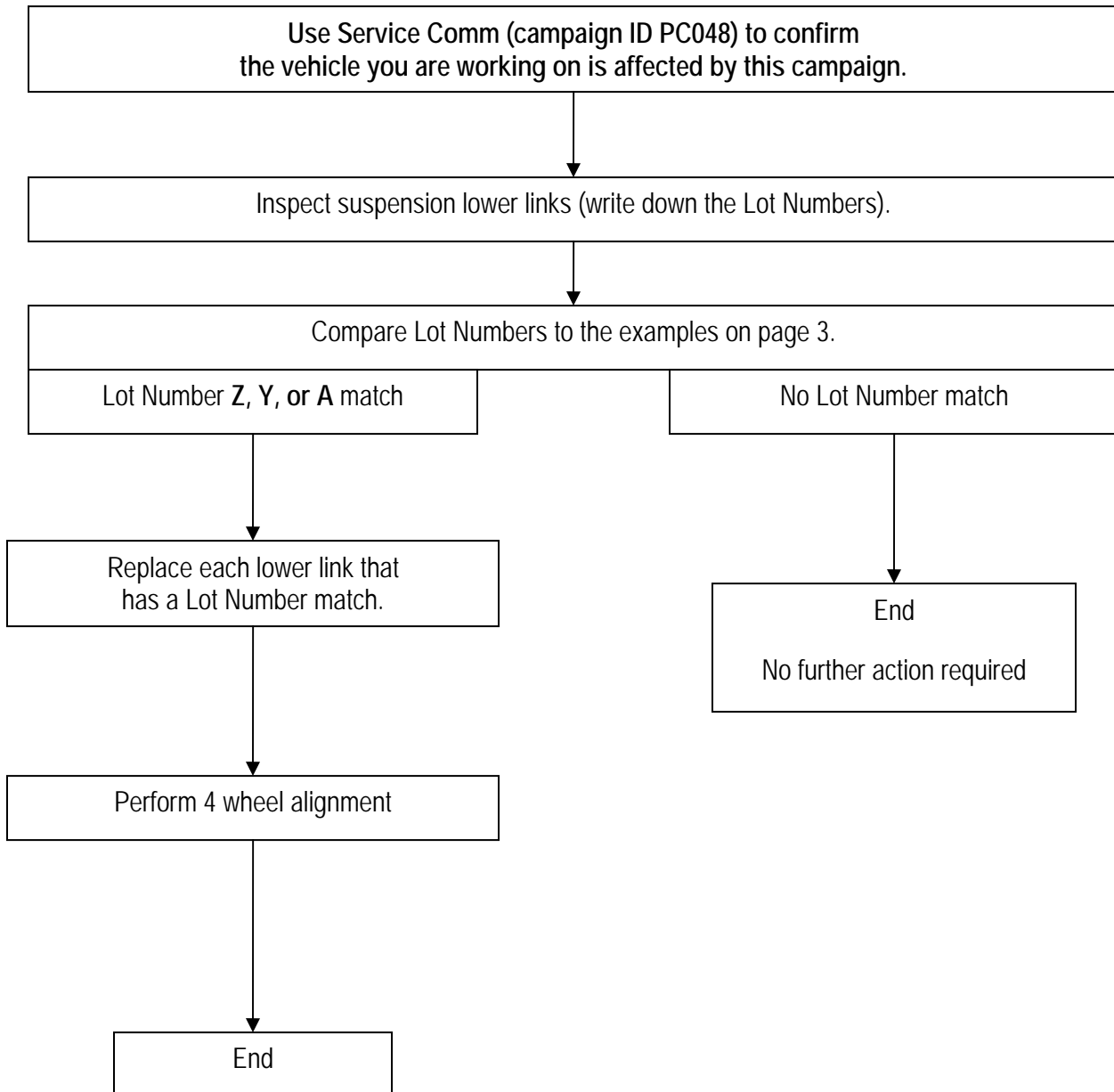
IDENTIFICATION NUMBER

Infiniti has assigned identification number PC048 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Repair Overview



SERVICE PROCEDURE

Lower Link Inspection

1. Raise the vehicle.
2. Locate and write down the "Lot Number" stamped on the bottom side of the suspension lower links.
 - Refer to the Lot Number Locations below.
 - Inspect front and rear (all 4) lower links.
3. Compare the Lot Number of each lower link to the Lot Number examples on the next page.

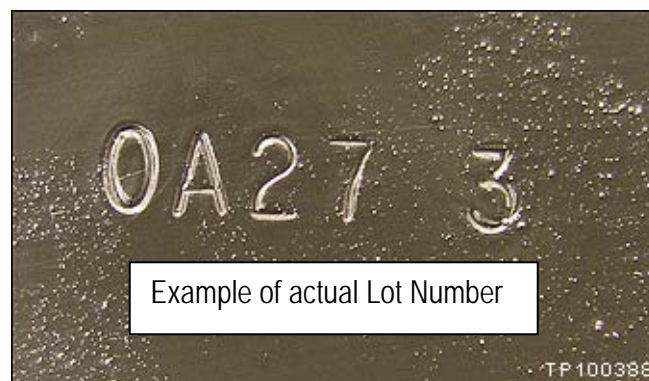
Lot Number Locations



Rear

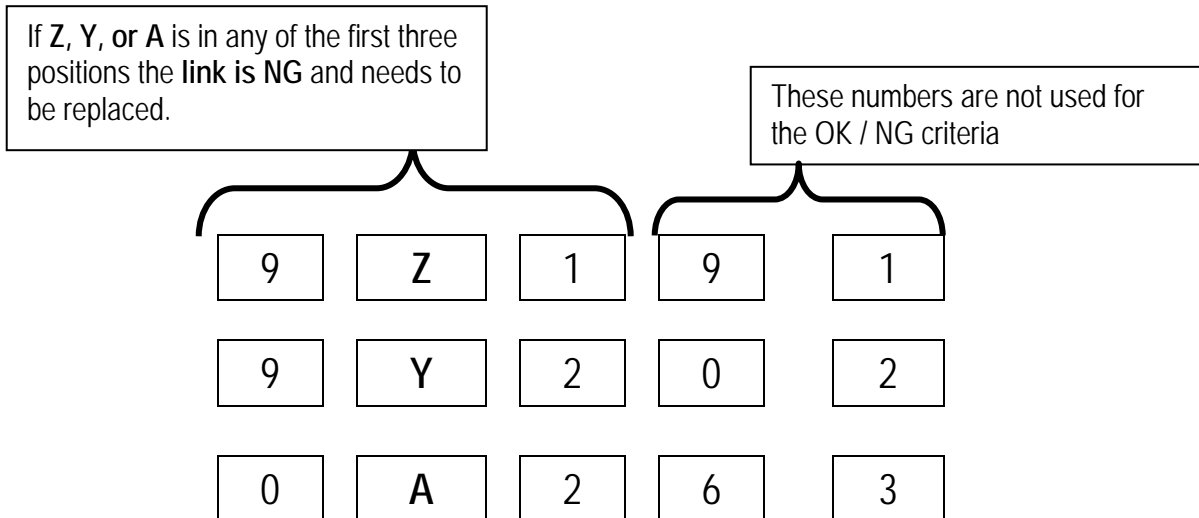


Front



Compare the Lot Number of each lower link to these Lot Number examples.

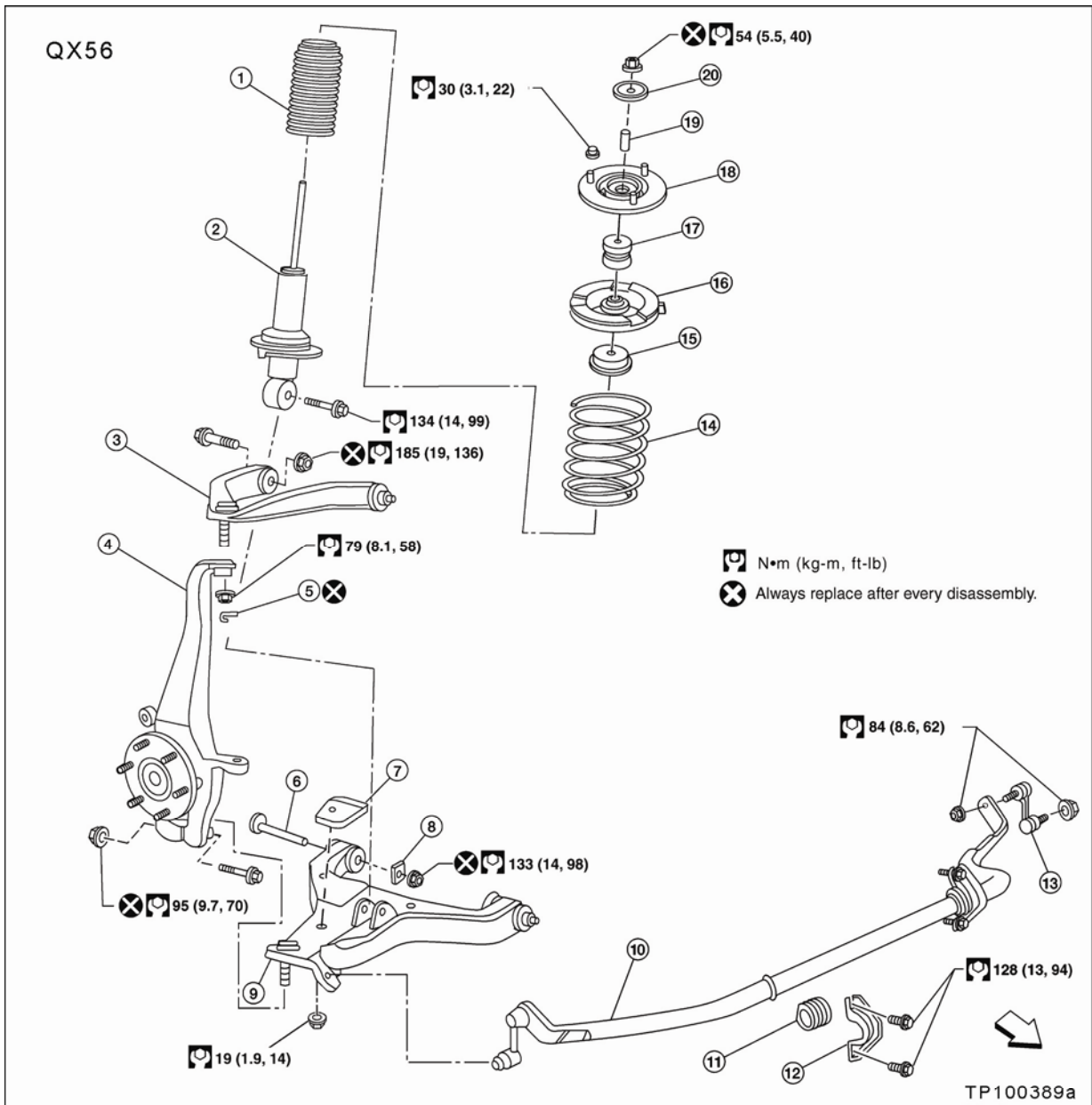
Lot Number Examples:



- Z, Y, or A is one of the first three: NG, replace only that link
 - Compare the Lot Number from each link.
 - Replace **only** the link(s) with Z, Y, or A in one of the first three positions.
- Not readable or missing Lot Number: NG, replace only that link
 - Compare the Lot Number from each link.
 - Replace link if the Lot Number is not readable or missing.
- Z, Y, or A is not one of the first three: OK, do not replace link
 - Compare the Lot Number from each link.
 - Do not replace link if Z, Y, or A is not one of the first three positions.
- All links check OK: No further action needed.

LINK REPLACEMENT

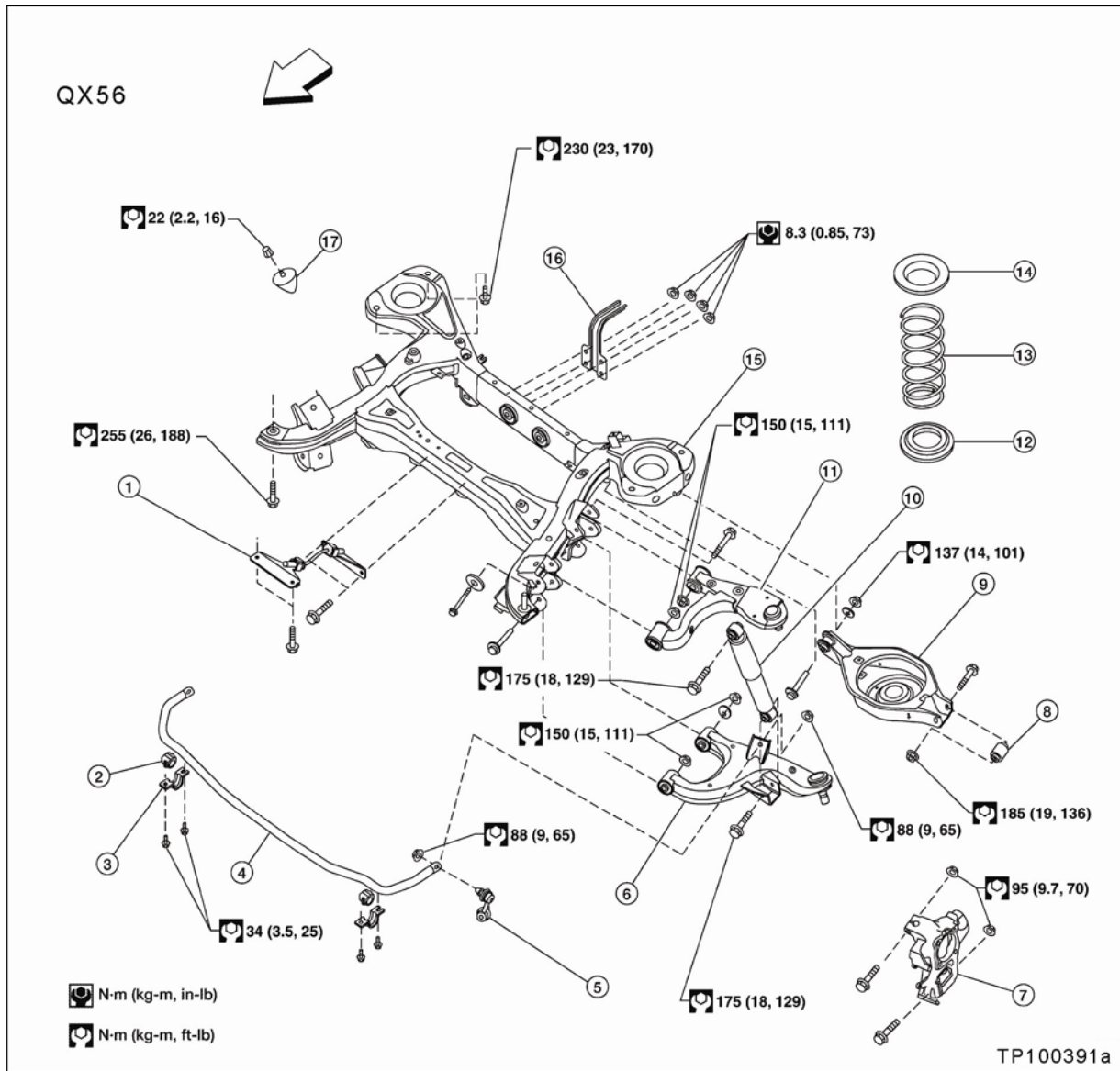
QX56 Front Lower Link Replacement



- | | | |
|-----------------------|----------------------------|---------------------------------------|
| 1. Dust cover | 2. Shock absorber | 3. Upper link |
| 4. Steering knuckle | 5. Cotter pin | 6. Bolt |
| 7. Jounce bumper | 8. Washer | 9. Lower link |
| 10. Stabilizer bar | 11. Stabilizer bar bushing | 12. Stabilizer bar mounting bracket |
| 13. Connecting rod | 14. Coil spring | 15. Upper seat |
| 16. Upper spring seat | 17. Shock absorber bushing | 18. Shock absorber mounting insulator |
| 19. Spacer | 20. Washer | ← Front |

NOTE: See procedure steps on page 7.

QX56 Rear Lower Link Replacement



- | | | |
|---------------------------|---------------------------|----------------------------|
| 1. Seat belt latch anchor | 2. Stabilizer bar bushing | 3. Stabilizer bar clamp |
| 4. Stabilizer bar | 5. Connecting rod | 6. Front lower link |
| 7. Knuckle | 8. Bushing | 9. Rear lower link |
| 10. Shock absorber | 11. Suspension arm | 12. Lower rubber seat |
| 13. Coil spring | 14. Upper rubber seat | 15. Rear suspension member |
| 16. Spare tire bracket | 17. Bound bumper | ⇐ Front |

NOTE: See procedure steps on page 7.

1. **For front lower link(s) identified as needing replacement:**

Use the appropriate illustration in this bulletin and the appropriate Service Manual, section FSU, for link replacement information.

- Make sure to replace the ball joint securing nut with a new one. New nut is listed in the Parts Information.
- Make sure to replace both lower link nuts with new ones. New nuts are listed in the Parts Information.

NOTE: The original (factory installed) bolts for the front lower links are self centering and should not need replacement. The vehicle should need toe adjustment only.

- Follow torque specifications in the illustrations.

2. **For rear lower link(s) identified as needing replacement:**

Use the appropriate illustration in this bulletin and the appropriate Service Manual, section RSU, for link replacement information.

- Make sure to replace the ball joint securing nut with a new one. New nut is listed in the Parts Information.
- Make sure to replace both lower link nuts with new ones. New nuts are listed in the Parts Information.
- Follow torque specifications in the illustrations.

3. **Perform a 4 wheel alignment.**

- Refer to sections FSU and RSU in the Service Manual for alignment specifications and adjustment points.

NOTE: The original (factory installed) bolts for the front lower links are self centering and should not need replacement. The vehicle should need toe adjustment only.

4. Grind a large X (about 1/16 inch deep) on the bottom side of the old link so it can be identified as a non-usable part.

NOTE: Make sure to use suitable hand and eye protection.



PARTS INFORMATION

DESCRIPTION	PART #	QTY
Front Link Lower, RH	54500-ZQ00A	1
Front Link Lower, LH	54501-ZQ00A	1
Rear Link Lower, RH	551A0-ZQ00A	1
Rear Link Lower, LH	551A1-ZQ00A	1
Nut-Link (Lower link nut, front or rear)	08918-6441A	2 per link (max 8)
Nut-Knuckle Spindle (Ball joint securing nut-front or rear)	40262-7S100	1 per link (max 4)

CLAIMS INFORMATION

Submit a CM line claim using the following claims coding:

“CM” I.D.: PC048

OP CODE	DESCRIPTION	2WD FRT
PC0480	Inspect - OK	0.3 hr.
PC0481	Replace 1 Front and 0 Rear	1.5 hr.
PC0482	Replace 2 Front and 0 Rear	1.8 hr.
PC0483	Replace 1 Front and 1 Rear	2.2 hr.
PC0484	Replace 2 Front and 1 Rear	2.5 hr.
PC0485	Replace 0 Front and 1 Rear	2.0 hr.
PC0486	Replace 0 Front and 2 Rear	2.6 hr.
PC0487	Replace 1 Front and 2 Rear	2.8 hr.
PC0488	Replace 2 Front and 2 Rear	3.1 hr.
OP CODE	DESCRIPTION	4WD FRT
PC0480	Inspect - OK	0.3 hr.
PC0489	Replace 1 Front and 0 Rear	2.1 hr.
PC048A	Replace 2 Front and 0 Rear	2.8 hr.
PC048B	Replace 1 Front and 1 Rear	2.6 hr.
PC048C	Replace 2 Front and 1 Rear	3.3 hr.
PC048D	Replace 0 Front and 1 Rear	2.0 hr.
PC048E	Replace 0 Front and 2 Rear	2.6 hr.
PC048F	Replace 1 Front and 2 Rear	3.2 hr.
PC048G	Replace 2 Front and 2 Rear	3.9 hr.

EXPENSE CODE

EXPENSE	EXPENSE CODE	MAXIMUM AMOUNT
Car Rental	502	\$200.00

OWNER'S LETTER

Dear Infiniti QX56 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 some 2010 model year Infiniti QX56 vehicles. Our records indicate that you own or lease the vehicle on the cover of this notice.

Reason for Recall

Your vehicle suspension contains lower control links that attach to the chassis mounting points. On some of the affected vehicles, one or more of these lower control links may have been manufactured out of specification. Some may contain welds that do not meet the proper strength specifications. If one of these welds separates, the lower control link can slip from its mounting bolt potentially changing the wheel camber. If the vehicle continues to be driven in the condition, the handling characteristics may deteriorate and can lead to a crash.

What Infiniti Will Do

To address this issue, your Infiniti dealer will inspect the lower control links and replace them if necessary. This service, free of charge for parts and labor, should take about two hours to complete, but your Infiniti dealer may require your vehicle for a longer period of time based upon their work schedule and the number of lower control links that need to be replaced.

What You Should Do

Contact your Infiniti dealer as soon as possible in order to arrange an appointment to have your vehicle inspected. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti dealer.

If you have additional questions you may contact the 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 contact 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 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.
