

Reference:

ITB10-033

Date:

June 23, 2010

VOLUNTARY SAFETY RECALL CAMPAIGN EQUIPMENT / SERVICE PARTS SUSPENSION LOWER LINK

CAMPAIGN ID #: PC050
NHTSA# 10E-019
APPLIED VEHICLES: 2004 - 2010 QX56 (JA60)

INTRODUCTION

Infiniti is conducting a voluntary safety recall campaign for suspension lower link service parts that fit MY 2004 through 2010 QX56 vehicles. A small number of suspension lower link service parts sold between November 25, 2009 and May 14, 2010 may have welds that are out of specification.

Applied vehicle owners will be asked to take their vehicle to the dealer if a lower link on their vehicle was replaced between November 25, 2009 and May 14, 2010 or if they do not know whether a lower link was replaced during that time.

DEALER RESPONSIBILITY

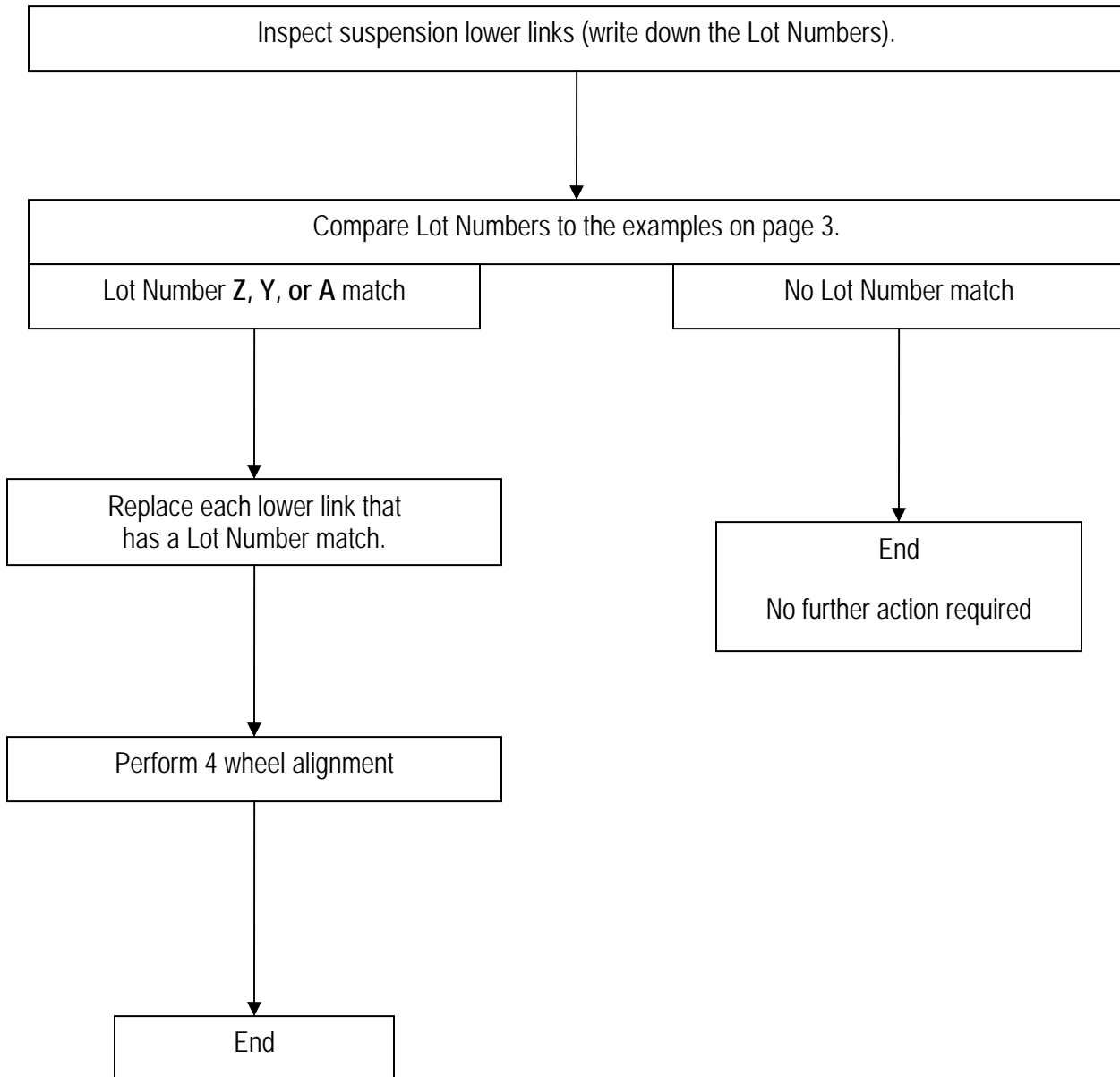
If a vehicle owner believes his or her vehicle may have received affected suspension lower link service parts, it is the dealer's responsibility to inspect and, if necessary, replace the lower links pursuant to the instructions on this bulletin.

Applied Vehicles with the original factory installed lower links are not subject to this service parts recall campaign.; however, some 2010 MY Applied Vehicles may be subject to the Suspension Lower Link vehicle recall campaign (PC048). Please review Service Comm to confirm campaign eligibility.

IDENTIFICATION NUMBER

Infiniti has assigned identification number PC050 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

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.

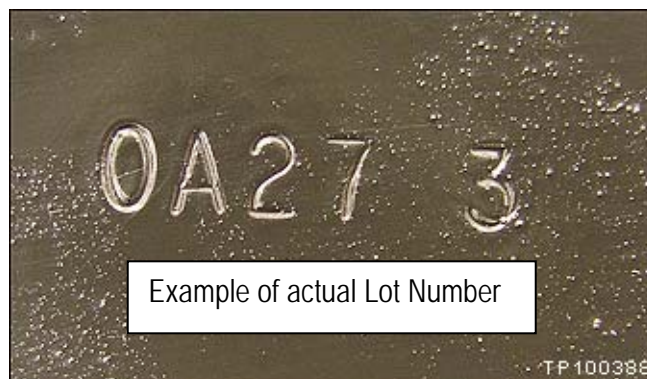
Lot Number Locations



Rear

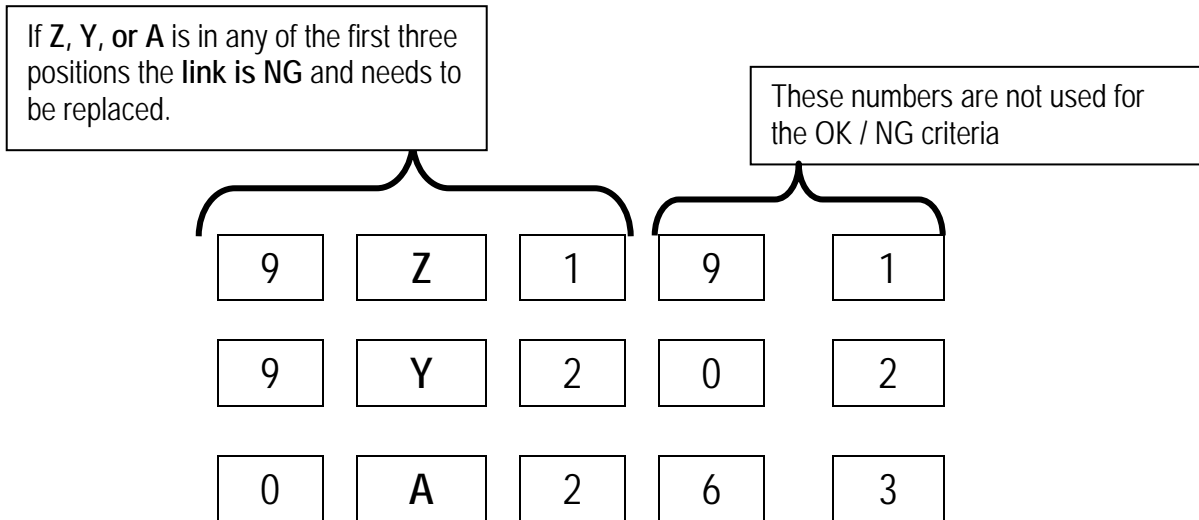


Front



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

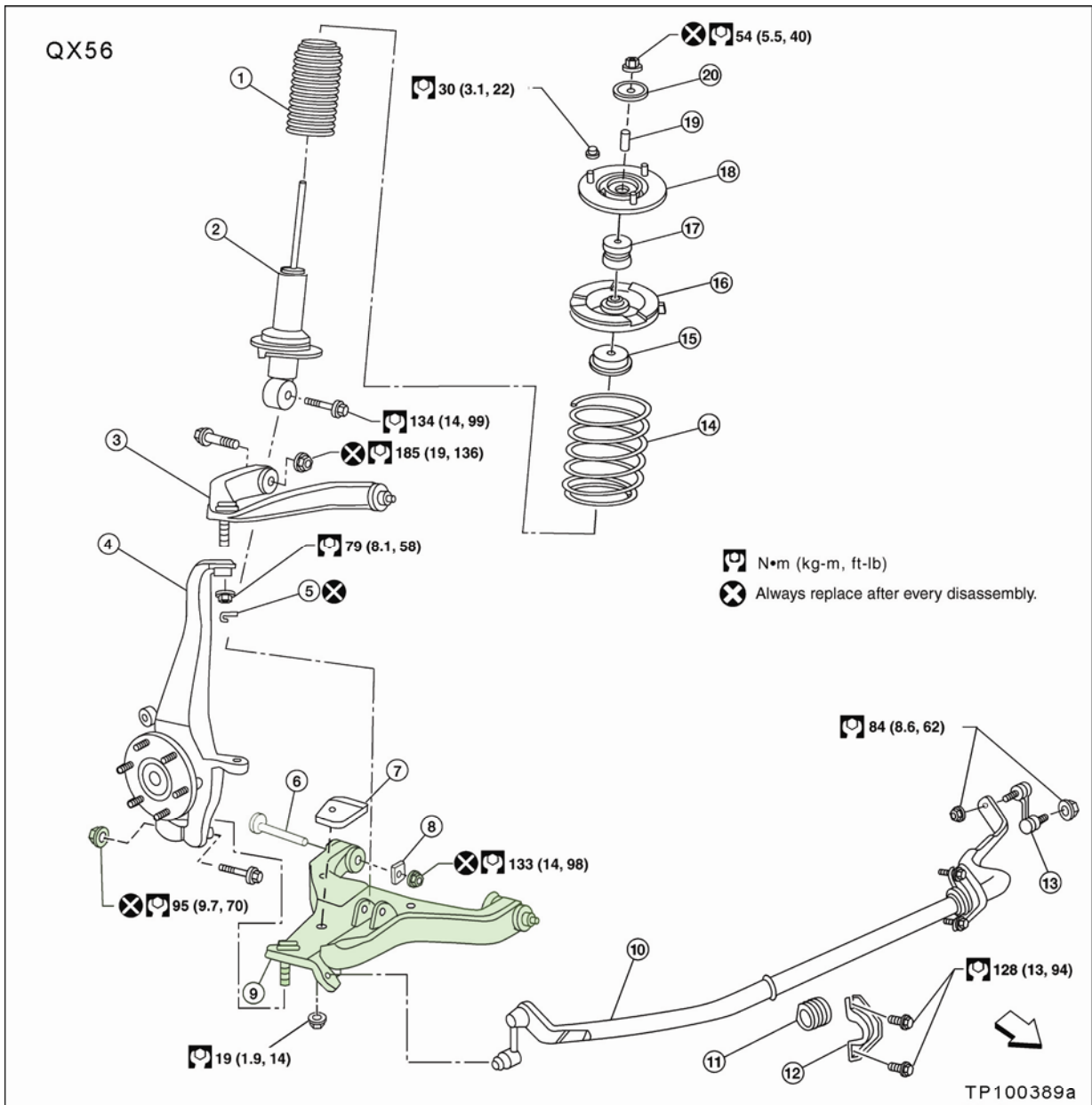
Lot Number Examples:



- 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

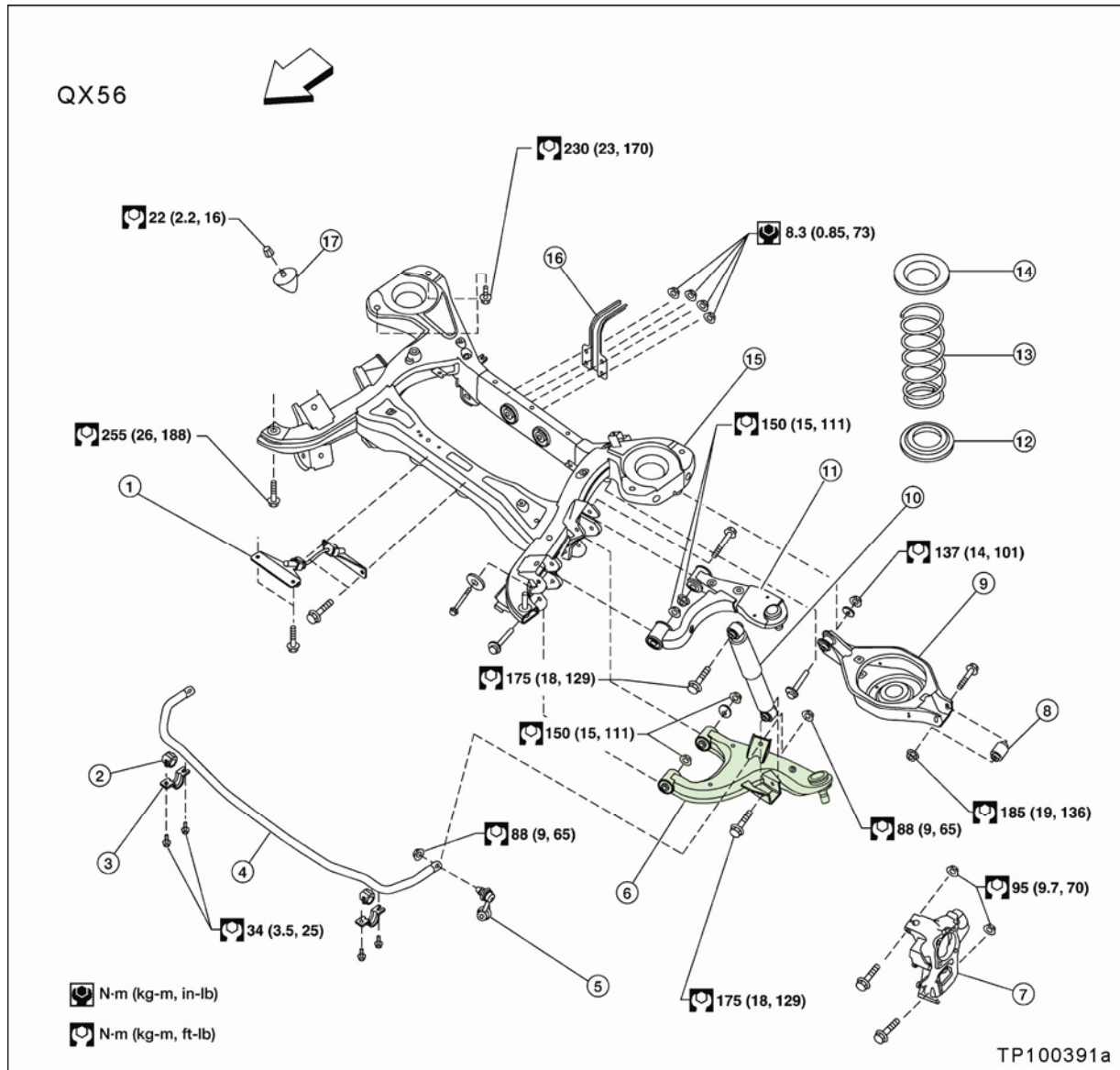
Front Suspension Lower Link Replacement



- | | | |
|-----------------------|----------------------------|---------------------------------------|
| 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.

Rear Suspension 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.: PC050

OP CODE	DESCRIPTION	2WD FRT
PC0500	Inspect - OK	0.3 hr.
PC0501	Replace 1 Front and 0 Rear	1.5 hr.
PC0502	Replace 2 Front and 0 Rear	1.8 hr.
PC0503	Replace 1 Front and 1 Rear	2.2 hr.
PC0504	Replace 2 Front and 1 Rear	2.5 hr.
PC0505	Replace 0 Front and 1 Rear	2.0 hr.
PC0506	Replace 0 Front and 2 Rear	2.6 hr.
PC0507	Replace 1 Front and 2 Rear	2.8 hr.
PC0508	Replace 2 Front and 2 Rear	3.1 hr.
OP CODE	DESCRIPTION	4WD FRT
PC0500	Inspect - OK	0.3 hr.
PC0509	Replace 1 Front and 0 Rear	2.1 hr.
PC050A	Replace 2 Front and 0 Rear	2.8 hr.
PC050B	Replace 1 Front and 1 Rear	2.6 hr.
PC050C	Replace 2 Front and 1 Rear	3.3 hr.
PC050D	Replace 0 Front and 1 Rear	2.0 hr.
PC050E	Replace 0 Front and 2 Rear	2.6 hr.
PC050F	Replace 1 Front and 2 Rear	3.2 hr.
PC050G	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 a limited number of lower control link service parts for MY2004-2010 Infiniti QX56 vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN on the cover of this notice.

If the lower control link on your vehicle was replaced between November 25, 2009 and May 14, 2010, your vehicle may have one of the affected lower control links included in this campaign.

Reason for Recall

Your vehicle suspension contains lower control links that attach to the chassis mounting points. The lower control links installed when your vehicle was produced are **not** affected by this concern. A limited number of replacement service parts for the lower control links may have been manufactured out of specification and 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 this occurs, the handling characteristics of your vehicle may deteriorate and increase the risk of a crash.

What You Should Do

1. If you know that the lower control links in your vehicle were not replaced between November 25, 2009 and May 14, 2010, **no further action is required on your part.**
2. **If you did have a lower control link on your vehicle replaced between November 25, 2009 and May 14, 2010 or you do not know if one was replaced**, please contact your Infiniti dealer at your earliest convenience in order to arrange an appointment to have your vehicle inspected, and if necessary, repaired.

What Infiniti Will Do

Your Infiniti dealer will determine whether the lower control links in your vehicle are affected. If they are, the dealer will replace them if necessary, free of charge for parts and labor. Depending on the number of links that need to be replaced, this repair may take up to four hours to complete, but your Infiniti dealer may require your vehicle for a longer period of time based upon their work schedule.

To minimize your inconvenience, it is important that you have an appointment before bringing your vehicle to the dealer for repairs. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti dealer.

Please 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.

If you feel that Infiniti failed to remedy your vehicle free of charge or within a reasonable amount of time, you may 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.