

Reference:

ITB10-019a

Date:

March 12, 2010

**VOLUNTARY RECALL CAMPAIGN  
2008 - 2010 INFINITI QX56  
BRAKE PEDAL PIVOT PIN INSPECTION**

This bulletin has been amended. The NHTSA ID # and Owner's Letter has been added. The Service Procedure has additional text and photos. Please discard any previous copies.

**ID #:** PC038**NHTSA ID #** 10V-072**APPLIED VEHICLES:** 2008 - 2010 QX56 (JA60)

**Check Service Comm to confirm campaign eligibility**

**INTRODUCTION**

Infiniti is conducting a Voluntary Recall Campaign on certain specific 2008 - 2010 QX56 vehicles to inspect, and if necessary, replace the brake pedal. On a small number of the potentially affected vehicles the brake pedal assembly may have been manufactured out of specification.

**IDENTIFICATION NUMBER**

Infiniti has assigned identification number PC038 to this quality assurance inspection. This number must appear on all communications and documentation of any nature dealing with this activity.

**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.**

## INSPECTION INSTRUCTIONS

1. Look under the dash to view the brake pedal pivot pin.



Figure 1

2. Inspect the right side (inboard side) of the brake pedal pivot pin (see Figure 2).
  - See Figure 3 on the next page for photos of OK and NG conditions.

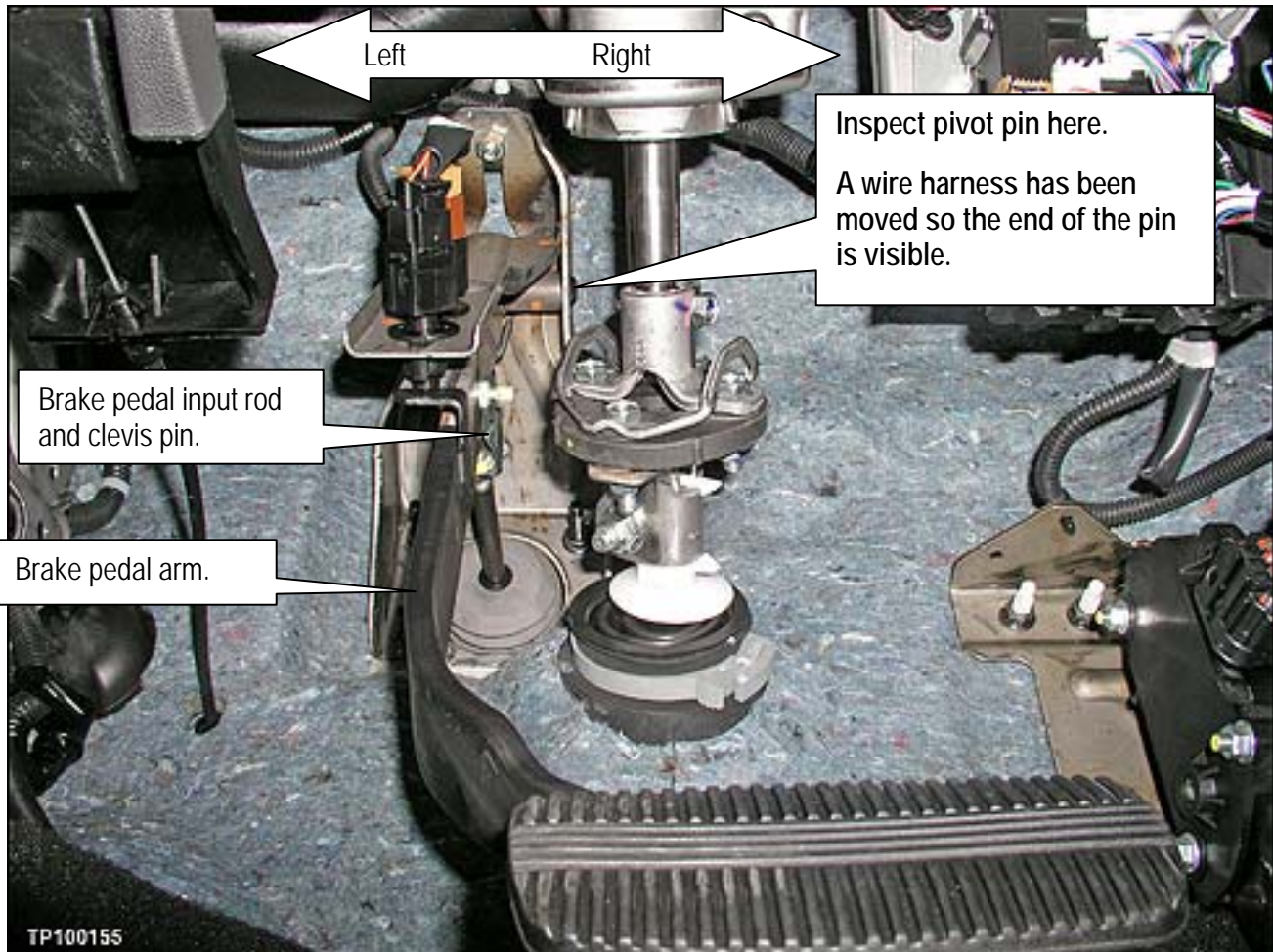


Figure 2 (non-adjustable pedal shown)

3. Inspection results (see Figures below):

**NOTE:** Adjustable brake pedal function (found on some models) is part of the brake pedal arm. It is not part of the area where the pivot pin is.

- **OK** – No further action required.
- **NG** – Replace the brake pedal assembly.



Figure 3



Figure 4

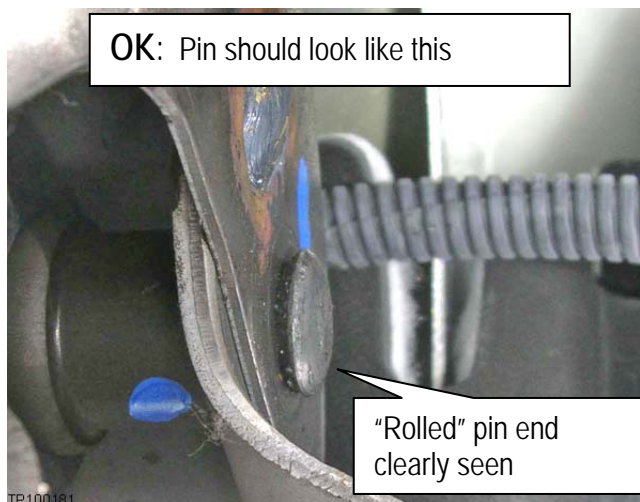


Figure 5

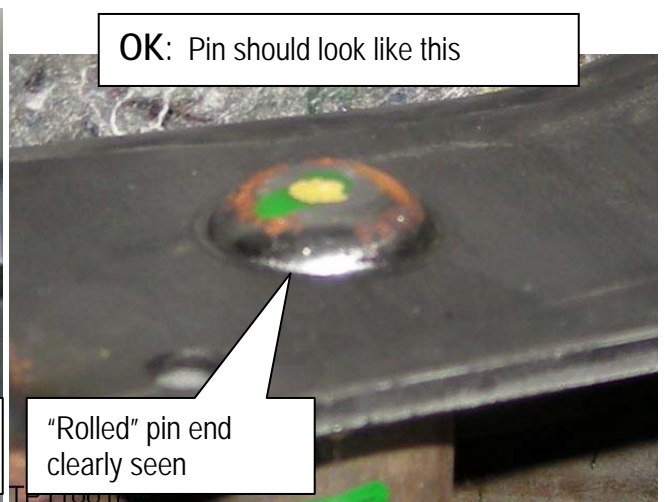


Figure 6

- If the brake pedal assembly replacement is needed immediately send an email to [NNAFQASUPPORT@Nissan-USA.com](mailto:NNAFQASUPPORT@Nissan-USA.com) with the following information:

Email subject line: PC038 Brake Pedal Inspection

Service Manager Name:

Contact phone number:

Dealer Code:

Dealer Name:

VIN:

**IMPORTANT:** Include in the email a **digital photograph** of the pin in the vehicle for our evaluation.

## PARTS INFORMATION

- If the brake pedal assembly replacement is needed immediately send an email to [NNAFQASUPPORT@Nissan-USA.com](mailto:NNAFQASUPPORT@Nissan-USA.com) as directed on the previous page.

## CLAIMS INFORMATION

Submit a CM line claim using the following claims coding:

"CM" I.D.: PC038

DESCRIPTION	OP CODE	FRT
Inspect Brake Pedal	PC0380	0.2 hr.

Or, if applicable:

DESCRIPTION	OP CODE	FRT
Mobile Technician Inspect Brake Pedal	PC0383	1.2 hr.

## OWNER'S LETTER

### OWNER NOTIFICATION

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 certain 2008-2010 Model Year Infiniti QX56 vehicles. Our records indicate that you own or lease one of the potentially affected vehicles.

#### Reason for Recall

On a small number of the potentially affected vehicles, the brake pedal may have been manufactured out of specification. If your vehicle is affected, the pedal may not operate correctly. This can increase the stopping distance and increase the risk of a crash. To promptly address this, Infiniti is conducting a recall campaign to inspect, and if necessary, replace the brake pedal assembly in your vehicle.

#### What Infiniti Will Do

Your Infiniti dealer will inspect the brake pedal and if necessary, replace the brake pedal assembly with a new one. This service, free of charge for parts and labor, should take less than an hour to complete, but your Infiniti dealer may require your vehicle for a longer period of time based upon their work schedule. **It is important that you promptly schedule an appointment with your Infiniti dealer to perform this important recall.**

#### What You Should Do

Contact your Infiniti dealer as soon as possible to have your vehicle inspected. **If you experience any unusual looseness in your brake pedal, do not drive your vehicle** and call your dealer or Infiniti Consumer Affairs at 1-800-662-6200 for further instructions. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti dealer.

If the dealer fails, or is unable to make the necessary repairs free of charge, 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 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.