



Aftersales Retailer Support

2014 QX60 Wheel Lug Nut Torque Voluntary Safety Recall Campaign

Reference: PC275

Date: May 2, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

******* Retailer Announcement *******

This Voluntary Safety Recall Campaign supersedes the Retailer Inventory Inspection announced on 3/27/14.

"Infiniti is conducting a Voluntary Safety Recall Campaign on certain MY2014 Infiniti QX60 vehicles to inspect wheel lug nuts and, if necessary, tighten them to the correct specification.

Due to an assembly process issue that occurred between 3/7/14 and 3/10/14, one of the five lug nuts on the right hand side wheels may not have been tightened to specification.

Infiniti will notify potentially affected customers in May, asking them to bring their vehicles to an authorized retailer. Retailers will inspect all lug nuts and tighten any loose lug nuts to the correct specification, all at no cost to the owner."

******* Repair Instructions *******

Infiniti has developed Campaign Bulletin **ITB14-022** containing instructions to perform this service campaign, part information, and claims information. These instructions are available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

******* Parts Information *******

It is very unlikely that a wheel lug nut will be missing upon retailer inspection. However, if a replacement lug nut is required, a replacement part can be ordered using the part numbers in the campaign bulletin.

******* Vehicle Identification – Retailer Inventory *******

There are approximately 12 Infiniti MY14 QX60 vehicles affected by this recall campaign, of which approximately 3 are in retailer inventory. The retailers with these affected vehicles in inventory will be contacted with further information.

2014 Infiniti QX60 vehicles subject to this Voluntary Safety Recall Campaign can be identified through:

- **SERVICE COMM** – Beginning May 2nd, retailer service departments can complete an inquiry on SERVICE COMM – **I.D. PC275** - to determine if a vehicle is subject to this Voluntary Safety Recall Campaign.

******* Retailer Responsibility *******

It is the retailer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

******* Owner Notification *******

Owners of all potentially affected vehicles will be notified late May, 2014 via U.S. Mail to take their vehicles to a Infiniti retailer for inspection.

FAQ

Q. What model year QX60 are involved?

A. Approximately 12 model year 2014 Infiniti QX60 vehicles manufactured between March 7 and March 10, 2014 in Smyrna, Tenn. and sold in the U.S.

Q. What is the reason for this recall campaign?

A. Due to an assembly process issue that occurred between 3/7/14 and 3/10/14, one of the five lug nuts on the right hand side wheels may not have been tightened to specification.

Q. Is this a safety recall?

A. Yes.

Q. When will vehicle owners be notified?

A. Owners of all potentially affected vehicles will be notified late May, 2014 via U.S. Mail to take their vehicles to a Infiniti retailer for inspection.

Q. What will be the service department action?

A. All lug nuts will be checked and any loose lug nuts will be tightened to specified torque at no charge to the client for parts or labor.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This recall campaign is identified as Campaign I.D. **PC275**.

Q. A client brought in a potentially affected vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?

A. Check SERVICE COMM to confirm PC275 is displayed as an open campaign. If a client vehicle is identified in SERVICE COMM, the recall inspection procedure should be performed.

Q. Are you experiencing this issue on any other Infiniti (or Nissan) models?

A. This issue was caused by a manufacturing error that has since been corrected at the Smyrna assembly plant, and only was used on the affected vehicles during the specified timeframe. Approximately 322 model year 2014 Nissan Rogue and Nissan Pathfinder vehicles built at Smyrna during that timeframe are also affected.

Q. Have there been any injuries or fatalities related to this?

A. Infiniti is not aware of any accidents or injuries related to this issue.

Q. Will a rental vehicle be provided while the retailer is servicing the vehicle?

A. No. The inspection can be performed quickly and a rental car is not necessary.